



METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA

July 14, 2021, 10:00 a.m.

In-person Meeting with Virtual Option

WebEx Meeting: [Meeting Link](#)

Phone Number: (408) 418-9388

Access Code: 182 316 0921

Password: n5XcdHmfp52 (65923463 from phones and video systems)

1. **Call to Order** – Board Chair, Commissioner Joe Atkins
2. **Approval of Agenda** – Commissioner Atkins
3. **Consent Agenda** – Rohret (**page 5**)
 - A. Approval: May 12, 2021 Meeting Minutes
 - B. Approval: April 2021 Treasurer's Report
 - C. Approval: May 2021 Treasurer's Report
 - D. Approval: Hennepin EMS ARMER Participation Plan Amendment
 - E. Approval: New Metro ARMER Standard 3.17.4 – Non-Emergent Event & Exercise Planning
 - F. Correspondence
4. **Radio Items** – Tracey Fredrick, Radio Services Coordinator
 - A. Approval of Allina EMS Request to Access ME TAC 11 and 12E Talkgroups (**page 37**)
5. **9-1-1 Items** – Pete Eggimann, Director of 9-1-1 Services
 - A. Approval of Recommendation to Issue RFP for Regional Workload Sharing/Situational Awareness Consultant (**page 39**)
 - B. Approval of 9-1-1 Crisis Communications Plan (**page 41**)
 - C. Award of RFP for NG9-1-1 Consultant (**page 55**)
 - D. Approval of Amendment to CHS1 Ancillary Agreement (**page 57**)
6. **EMS Items** – Ron Robinson, EMS Coordinator
 - A. Approval and Acceptance of Volunteer Training Reimbursement Grant (**page 67**)
7. **Administrative Items** – Jill Rohret, Executive Director
 - A. Approval of Regional Strategic Plan (**page 71**)
 - B. Approval of 2022 MESB Operational Budget (**page 85**)
 - C. Approval of 2022-2026 MESB Capital Budget (**page 95**)
 - D. Approval of 2022-2026 MESB Joint Powers Agreement (**page 99**)
 - E. Approval of New MESB Policy 034 - Teleworking (**page 125**)
8. **Reports**
 - A. Legislative Report – Margaret Vesel/Matthew Bergeron
 - B. Statewide Emergency Communications Board (SECB) Reports:
 - 1) Finance – Tracey Fredrick
 - 2) Legislative – Commissioner Meisner/Rohret
 - 3) Steering – Commissioner Fernando/Rohret
 - 4) Other SECB Committees – Eggimann/Fredrick
 - 5) Board – Commissioner Matascastillo/Rohret



METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA

July 14, 2021, 10:00 a.m.

In-person Meeting with Virtual Option

WebEx Meeting: [Meeting Link](#)

Phone Number: (408) 418-9388

Access Code: 182 316 0921

Password: n5XcDHmfp52 (65923463 from phones and video systems)

9. **Old Business** – None
10. **New Business** – None
11. **Adjourn**



METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA

July 14, 2021, 10:00 a.m.

In-person Meeting with Virtual Option

WebEx Meeting: [Meeting Link](#)

Phone Number: (408) 418-9388

Access Code: 182 316 0921

Password: n5XcDHmfp52 (65923463 from phones and video systems)

Metropolitan Emergency Services Board Members

Anoka County

Commissioner Mike Gamache*
Commissioner Mandy Meisner

Carver County

Commissioner Gayle Degler*
Commissioner John Fahey

Chisago County

Commissioner Rick Greene*

City of Minneapolis

Council Member Andrew Johnson*

Dakota County

Commissioner Joe Atkins* (2021 Chair)
Commissioner Mary Hamann-Roland

Hennepin County

Commissioner Irene Fernando* (2021 Vice Chair)
Commissioner Chris LaTondresse

Isanti County

Commissioner Greg Anderson* (2021 Secretary)

Ramsey County

Commissioner Trista Matascastillo* (2021 Treasurer)
Commissioner Jim McDonough

Scott County

Commissioner Dave Beer
Commissioner Tom Wolf*

Sherburne County

Commissioner Felix Schmiesing*

Washington County

Commissioner Wayne Johnson
Commissioner Fran Miron*

*Denotes Executive Committee member



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:
Agenda Item:
Presenter:

July 14, 2021
3. Consent Agenda
Rohret

- A. **Minutes** – The minutes of the May 12, 2021 meeting of the Board are attached for review and approval.
- B. **April 2021 Treasurer's Report** – The Treasurer has reviewed the April 2021 financial statements and has given her approval of the report.
- C. **May 2021 Treasurer's Report** – The Treasurer has reviewed the May 2021 financial statements and has given her approval of the report.
- D. **Hennepin EMS ARMER Participation Plan Amendment** – The Radio TOC and the Executive Committee recommend approval of the amendment to the Hennepin EMS ARMER Participation Plan.
- E. **New Metro ARMER Standard 3.17.4** – The Radio TOC and the Executive Committee recommend approval of new Metro ARMER Standard 3.17.4 – Non-Emergent Event & Exercise Planning.
- F. **Correspondence** – None.
- G. **Informational Only** – The draft minutes from the June 2021 Executive Committee meeting and the tracking sheet for the AAR recommendations resulting from the 2020 civil unrest are included for your information.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

BOARD MEETING MINUTES

May 12, 2020

Meeting held via WebEx

Commissioners Present

Greg Anderson, Isanti County
Joe Atkins, Dakota County - **absent**
Dave Beer, Scott County
Gayle Degler, Carver County
John Fahey, Carver County
Irene Fernando, Hennepin County - **absent**
Mike Gamache, Anoka County
Richard Greene, Chisago County
Mary Hamann-Roland, Dakota County

Andrew Johnson, City of Minneapolis - **absent**
Wayne Johnson, Washington County
Chris LaTondresse, Hennepin County
Trista Matascastillo, Ramsey County
Jim McDonough, Ramsey County
Mandy Meisner, Anoka County - **absent**
Fran Miron, Washington County
Felix Schmiesing, Sherburne County
Tom Wolf, Scott County

Staff Present: Marcia Broman; Pete Eggimann; Tracey Fredrick; Kelli Jackson; Ron Robinson; Jill Rohret; and Martha Ziese.

Others Present: Jay Arneson, *MESB Board Counsel*; Matthew Bergeron, *Larkin Hoffman*; John Drury, *Lumen*; Cathy Lydon, *Redpath & Co.*; Kyle Olson, *Hennepin County*; Margaret Vesel, *Larkin Hoffman*; Frank Jarman, *Motorola*; Kevin Anderson; and Mathew Brinkman.

1. Call to Order

The meeting was called to order at 10:01 a.m. by the 2021 MESB Secretary, Commissioner Greg Anderson.

2. Approval of Agenda

Motion by Commissioner Wolf, seconded by Commissioner Miron to approve the May 12, 2021 agenda. Motion carried.

Roll call for approval of agenda item 2

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion passes.

3. Approval of Consent Agenda

Motion made by Commissioner McDonough, seconded by Commissioner Hamann-Roland to approve the May 12, 2021 consent agenda. Motion carried.

METROPOLITAN EMERGENCY SERVICES BOARD

Roll call for approval agenda item 3

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion passes.

4. Acceptance of 2020 Audit

Cathy Lydon of Redpath & Co. presented a summary of the MESB's 2020 financial audit. The audit was determined to be a clean audit.

Motion made by Commissioner Wolf, seconded by Commissioner Matascastillo to accept the MESB 2020 financial audit. Motion carried.

Roll call for approval agenda item 4

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion

5. Radio Items

A. Approval of Metro Encryption Best Practices Guide

Tracey Fredrick said the Radio TOC recommends approval of the Metro Encryption Best Practices Guide. The after-action report from last year's civil unrest made a recommendation to create this document. This guide is not meant to be prescriptive on how each entity accomplishes its cutover to encryption. Fredrick said if this guide is approved it will be posted on the MESB website under ARMER resources.

METROPOLITAN EMERGENCY SERVICES BOARD

Motion made by Commissioner Matascastillo, seconded by Commissioner Hamann-Roland to approve the Metro Encryption Best Practices Guide. Motion carried.

Roll call for approval of agenda item 5A

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion passes.

6. 9-1-1 Items

A. Approval of 2021 9-1-1 TOC Chair

Pete Eggimann said the 9-1-1 TOC recommends approval of Susan Bowler as the 2021 9-1-1 TOC Chair. Bowler is the Carver County 9-1-1 TOC representative. Heidi Hieserich, former chair, has since left her position as Airport PSAP manager to work in the private sector.

6B. Approval of Representative & Alternate to SECB NG911 Committee

Pete Eggimann said the 9-1-1 TOC recommends approval of Chad Loeffler, Metro Transit 9-1-1 TOC representative, as the MESB's primary representative to the SECB NG9-1-1 Committee and Janelle Harris, Edina PSAP manager as the alternate.

Motion made by Commissioner Miron, seconded by Commissioner Wolf to approve Susan Bowler as the 2021 9-1-1 TOC Chair and Chad Loeffler as the primary representative and Janelle Harris as the alternate to the SECB NG9-1-1 Committee. Motion carried.

Roll call for approval of agenda items 6A and 6B

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	

METROPOLITAN EMERGENCY SERVICES BOARD

Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion passes.

7. EMS Items – None

8. Administrative Items

A. Appointment to SECB Finance Committee

Jill Rohret the MESB must appoint a new representative to the SECB Finance Committee for the remainder of 2021. In January, the Board made appointments to the SECB and its committees; Commissioner Wayne Johnson was appointed as the primary representative to the SECB Finance Committee. Commissioner Johnson had to step down from that appointment, which leaves an opening for the primary representative.

Commissioner Wolf volunteered to fill the vacant seat as primary representative.

Motion made by Commissioner McDonough, seconded by Commissioner Matascastillo to appoint Commissioner Wolf to the SECB Finance Committee. Motion carried.

Roll call for approval of agenda item 8A

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion passes.

B. Appointment to SECB ARMER/WBB Funding Workgroup

Rohret reminded members of the discussion at the March MESB meeting about the FCC Notice of Proposed Rule Making (NPRM) regarding the 9-1-1 fee diversion and how 9-1-1 fees may be spent, and how it could affect how the ARMER system backbone and operating systems are funded. She said the SECB is creating a work group to develop some funding methods should the FCC adopt the rules in its NPRM. Rohret said that on the chance that the FCC does not rule favorably to the State of Minnesota how the system is being funded, this work group will discuss ways to come up with \$9.7 million per year in funding. Tracey Fredrick from the MESB staff will participate as well metro county system administrators. This is brought to the MESB to see if there are any members that are interested in participating in this work group.

Rohret noted that Commissioner Atkins signed a letter submitting comments to the FCC, which was also signed by the League of Minnesota Cities, the Association of Minnesota Counties, the City of St. Cloud, and the Minnesota Sheriff's Association.

METROPOLITAN EMERGENCY SERVICES BOARD

Commissioner Hamman-Roland volunteered to participate in the work group.

Motion made by Commissioner Wolf, seconded by Commissioner Matascastillo to appoint Commissioner Hamann-Roland to the SECB ARMER/WBB funding work group. Motion carried.

Roll call for approval of agenda item 8B

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	X	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 14 Nay: 0 Motion passes.

C. MESB Position on Proposed Changes to Minnesota Statutes Chapter 403

Rohret said that the SECB Legislative Committee has formed a workgroup to amend and update Minnesota Statutes Chapter 403; both she and Commissioner Mandy Meisner are participating. The workgroup hopes to have a draft finalized by August 2021, in order to meet with DPS' timeline for receiving the Governor's approval to introduce a bill in the 2022 legislative session. ECN has proposed some changes for which Rohret would like feedback from the Board.

Rohret said there are four items proposed by ECN for which she seeks Board feedback.

1. All counties would be required to be on the state-provided 9-1-1 system. Rohret said currently, counties are not required to do so but all PSAPs do participate because the 9-1-1 network, call routing, and location database costs are funded by the state. She noted that if the counties were required to be on the state-provided 9-1-1 system and were dissatisfied with their service they would not be able to implement their own system(s).

Commissioner Miron said that the state currently paying for it. Once a requirement is made the incentive for the state to pay for it might not be there. Commissioners Wolf, Degler, and McDonough agreed. Commissioner McDonough said there is a strong argument that we need to participate in the input at a governance level.

2. Counties or regions would not be able to be signatories on the contracts for the 9-1-1 system. Rohret said given the MESB role, this would severely limit and greatly alter the duties described in the MESB's joint powers agreement. If the MESB is not party to that contract the MESB might not be able to function and perform the duties outlined in the JPA.

Commissioner McDonough asked if that argument was presented to ECN. Rohret said ECN has not addressed this topic yet. There is a meeting this afternoon where they hopefully will address this. Rohret said she thinks ECN is aware for the MESB's desire to be on the contract,

METROPOLITAN EMERGENCY SERVICES BOARD

but noted that greater Minnesota may think that the metro is favored because it is on the current contract.

Commissioner McDonough said this is related to the overall governance piece. The MESB cannot be expected to operate the system and be responsible to its constituents and residents if it has no say in the governance. He thought MESB representatives should be given guidance that counties must have the ability to influence how the network is run.

Commissioner Anderson agreed and would be interested in hearing from the local sheriffs and PSAP Managers.

Commissioner Hamman-Roland agreed that local control is a guiding principle.

Commissioner Gamache asked why this is being proposed. Is there more going on other than simplifying the process?

Rohret said that is not known. MESB member input will be helpful going into these discussions.

Commissioner McDonough asked if there were legislators on this committee and will there need to be legislative change.

Rohret said there are no legislators on this committee, and it will require legislative change. Rohret said she thinks ECN would like all parties to agree to these changes so things will go smoothly at the legislature.

3. The amendments would keep many decisions to be made within the Department of Public Safety, rather than in an open process via the Statewide Emergency Communications Board.

Rohret asked if 1 and 2 would be more palatable if the 9-1-1 network was governed by the SECB in an open governance process vs. DPS.

Commissioner Anderson said the loss of local control is too concerning. He would not support #3 without talking to county PSAP managers, but the SECB open governance process is preferable.

4. DPS would have control of all 9-1-1 surcharge fees collected, budgeting, and all spending authorizations relative to 9-1-1 and ECN costs.

Rohret said the SECB Finance Committee has tried to get some specific information on how the 9-1-1 fees have been spent. So far there has not been much information forthcoming. It is a struggle because how the state determines how it will spend money, which then dictates how much money is allocated to the PSAPs. In DPS's current bill before the legislature, the amount of funding sent to PSAPs doubles.

Commissioner Gamache asked if any of the proposed changes to Chapter 403 would affect ARMER. Rohret said it appears they are only looking at the portion of Chapter 403 that covers 9-1-1. There are no proposed changes to the SECB, which does have specific powers over NG9-1-1.

D. Approval to Hire NG9-1-1 Consultant/Retirement of Pete Eggimann

Rohret requested approval to hire an NG9-1-1 consultant which can assist in the transition of knowledge as Pete Eggimann retires. There are a lot of projects in the works related to 9-1-1, which takes a great amount of staff's time. Staff would like to hire a consultant to develop an

METROPOLITAN EMERGENCY SERVICES BOARD

implementation plan to transition the metro region from the legacy E9-1-1 to NG9-1-1. She recommended that his contract not exceed \$100,000 for approximately a one-year period.

Motion made by Commissioner Hamann-Roland, seconded by Commissioner Matascastillo to approve the hire of a NG9-1-1 consultant not to exceed \$100,000.00. Motion carried.

Roll call for approval of agenda item 8D

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Beer, D.	Scott	X	
Degler, G.	Carver	X	
Fahey, J.	Carver	absent	
Gamache, M.	Anoka	X	
Greene, R	Chisago	X	
Hamann-Roland, M.	Dakota	X	
Johnson, W.	Washington	X	
LaTondresse, C.	Hennepin	X	
Matascastillo, T.	Ramsey	X	
McDonough, J.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 13 Nay: 0 Motion passes.

E. Discussion – Update on Regional Strategic Planning

Rohret said the regional strategic planning sessions were completed in March. The plan should be before the board for approval at the July meeting.

F. Discussion – Update on MESB Participation in Operation Safety Net Activities

Rohret said MESB had participated in planning for Operation Safety Net activities. Communications went very well, even when the response went to phase 3 earlier than anticipated. Plans were in place to facilitate PSAP-to-PSAP communications. The MESB Communications Response Task Force was activated and deployed. The MESB, along with ECN, will facilitate an after-action report for this event.

9. Reports

A. Legislative

Margaret Vesel said the legislature is wrapping up the 2021 session. The year started out with a \$1.3 billion deficit. By the end of February there was a \$3 billion swing, resulting in a \$1.6 billion surplus. All three budgets have been submitted. A budget must be passed by June 30th or the government will go into shutdown.

Matthew Bergeron said one of the priorities Larkin Hoffman has been working on the increase to the EMS grant program funded through the EMSRB as well as the seat belt fines. Seat belt fines have decreased. That bill was introduced in both the House and Senate.

Bergeron said there was a bill to update the definition of the metro region, which was adopted into the omnibus public safety bill.

Bergeron said Larkin Hoffman also tracked is the 9-1-1 telecommunicators working group. That group will meet to discuss some of the changes that re-classifies telecommunicators as employees.

METROPOLITAN EMERGENCY SERVICES BOARD

Bergeron said in regard to the 9-1-1 fee, the Governor's budget would reduce the 9-1-1 fee once the ARMER radio bonds are paid off. AMC and others have had concerns of breaking down that fee when there are so many significant resources that need this money.

B. Statewide Emergency Communications Board (SECB) Reports:

- 1. Finance**
- 2. Legislative**
- 3. Steering**
- 4. Other SECB Committees**
- 5. SECB**

10. Old Business – None

11. New Business

Rohret said the Metro Government Center/MMCD will be opening the building as of July 1, 2021. She asked if MESB members would like to continue with virtual meetings, in-person meetings or a hybrid of the two. Commissioners agreed a hybrid situation would work starting with the July MESB meeting.

12. Adjournment

The meeting adjourned at 11:39 a.m.



METROPOLITAN
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST
SAINT PAUL, MINNESOTA
55104-3431

PHONE 651-643-8395
WWW.MN-MESB.ORG

TO: Metropolitan Emergency Services Board

FROM: Ramsey County Commissioner Trista Matascastillo, MESB Treasurer

RE: Treasurer's Report – April 2021

DATE: June 7, 2021

As Treasurer for the Metropolitan Emergency Services Board it is necessary to review the following documents:

- Monthly summary financial reports for Administration, 9-1-1, Radio and EMS
- Explanation for significant variance from budget report for Administration, 9-1-1, Radio and EMS.

The review was conducted on June 7, 2021.

Sincerely,

Trista Matascastillo
Commissioner, Ramsey County
Treasurer, Metropolitan Emergency Services Board



METROPOLITAN
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST
SAINT PAUL, MINNESOTA
55104-3431

PHONE 651-643-8395
WWW.MN-MESB.ORG

TO: Metropolitan Emergency Services Board

FROM: Ramsey County Commissioner Trista Matascastillo, MESB Treasurer

RE: Treasurer's Report – May 2021

DATE: July 6, 2021

As Treasurer for the Metropolitan Emergency Services Board, it is necessary to review the following documents:

- Monthly summary financial reports for Administration, 9-1-1, Radio and EMS
- Explanation for significant variance from budget report for Administration, 9-1-1, Radio and EMS.

The review was conducted on July 5, 2021.

Sincerely,

Trista Matascastillo
Commissioner, Ramsey County
Treasurer, Metropolitan Emergency Services Board



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 3D. Approval of Amendment to Hennepin
Healthcare Participation Plan
Presenter: Fredrick

RECOMMENDATION

The Executive Committee recommends the Board approve the amendment to the Hennepin Healthcare ARMER participation plan.

BACKGROUND

Hennepin Healthcare (HEMS) is an ARMER participant under the Hennepin County participation plan. HEMS currently utilizes a sub-participant (sponsored) ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

HEMS is requesting an amendment to its ARMER participation plan to add two Motorola MCC 7500e consoles and the associated system configuration changes to add these consoles.

The new MCC 7500e consoles will be used as mobile dispatch stations to provide backup capabilities for the Emergency Communications Center and remote work capabilities to be used during emergent events.

There would be no significant system changes to HEMS for this implementation.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Tuesday, April 20, 2021

Tracey Fredrick
Metropolitan Emergency Services Board
2099 University Avenue West
Saint Paul, Minnesota 55104

RE: ARMER Participation Plan Amendments

Dear Tracey,

Hennepin EMS is requesting approval for the following modifications to our ARMER participation plan.

The request is the addition of two (2) Motorola MCC-7500e mobile dispatch positions. These mobile positions will provide backup dispatch capabilities for the Hennepin EMS Emergency Communications Center, and a remote work environment for our Incident Dispatch Team when working in support of local, regional, state, and federal incidents. These mobile dispatch positions would possess the same approved ARMER Talkgroups that the Hennepin EMS ECC positions would have.

Sincerely,



Wade Johnson, EMD, NRP, TLO
Deputy Chief – Manager
Communications & West MRCC
Hennepin EMS
Minneapolis, MN 55415
(612)-873-5672



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 3E. Approval of New Metro Standard 3.17.4
Non-emergent Event & Exercise Planning
Presenter: Fredrick

RECOMMENDATION

The Executive Committee recommends approval of new Metro Radio Standard 3.17.4 Non-emergent Event and Exercise Planning.

BACKGROUND

The Metropolitan Emergency Services Board has established standards for operating the ARMER system in the Metro Region. These standards range from how utilities are billed to how to request changes on the system. Several standards were updated after the merger of the 9-1-1 and Radio Boards and the creation of the MESB and have been reviewed more recently for content and language changes.

The Department of Homeland Security's (DHS) Cybersecurity and Infrastructure Security Agency (CISA) Office of Emergency Communications (OEC) have created the Interoperability Continuum. In addition to the elements on that continuum, planning is a major factor for interoperable communications. This standard will address communication needs in planning events.

ISSUES & CONCERNS

Metro Standard 3.17.4 was created to address the gap of not having a local standard for pre-planned and/or non-emergency events; the metro region has a standard for large scale emergent events.

The new standard gives direction for local Metro entities to involve Communications Unit (COMU) personnel and the steps which should be taken to ensure a smooth operation for the entirety of the event.

In the version of the standard before the Executive Committee, two amendments are included to ensure that PSAPs are included in the communications planning efforts and to include PSAP interoperability needs in the planning process.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metro Region ARMER Standards

Section 3 – Metro 3.17.4 Non-emergent Event and Exercise Planning

Date Established

7-14-21

Date Revised/Reviewed

7-14-21

1. Purpose or Objective

The purpose of this standard is to establish protocols and procedures to be used for planning communications for full-scale or functional exercises and non-emergent/pre-planned events that affect multiple metro agencies or jurisdictions in the Metro region. This standard will also specify procedures for using statewide or metro-wide talkgroups during these types of events.

2. Operational Background

Full-scale or functional exercises and pre-planned events that include multi-jurisdictional, multi-agency disciplines, and use of more than one statewide and/or regional interoperability talkgroups require an All-Hazards, Type III Communications Unit Leader (COML) to establish a communication plan.

Non-emergent/pre-planned events are scheduled, non-emergency activities as defined by the national incident management system. These events include, but are not limited to, a sporting event, concert, or parade.

A full-scale exercise (FSE) is a multi-agency, multi-jurisdictional, multi-discipline exercise involving a functional and/or field unit response. A functional response could include a joint field office, emergency operations center (EOC), etc. A field unit response could include firefighters or other first responders at a scene, along with mock victims, etc.

A functional exercise (FE) examines and/or validates the coordination, command, and control between various multi-agency coordination centers, such as an EOC, joint field office, etc. A functional exercise does not involve any field unit responders. Use of radio talkgroups should begin with the highest number available at the time (ex: ME TAC 10) and go towards the lowest.

Refer to Metro ARMER Standard 3.21.0 (Large Scale Incidents) for emergent events and/or Metro ARMER Standard 3.48.0 and SECB Standard IOP-30 (Communications Unit) and the Minnesota Communications Unit Standard Operating Guidelines for additional information about COMLs.

3. Operational Context

Full-scale or functional exercises and pre-planned events of any size can include complex communications issues. There is also a potential for any event to grow quickly into a large-scale incident. Refer to Metro ARMER Standard 3.21.0 (Large Scale Incidents) for emergent events.

Since full-scale/functional exercises and pre-planned events have the potential to affect system loading, a COML should ensure that the event does not inadvertently affect normal, daily

operational needs by over-utilization and/or overloading of ARMER system or PSAP resources.

4. Recommended Procedure

When an entity develops a plan for a full-scale/functional exercise or pre-planned event that involves the use of ARMER resources, these procedures will be followed:

- StatusBoard must be utilized. When the exercise or event is planned farther out than seven days, the requested resource should be reserved on the StatusBoard at least one week in advance, but not more than one month in advance.
- Exercise or event planners will include the impacted local entities' (city or county) ARMER System Administrators in the exercise development process from the beginning so local system resources are properly utilized.
- Exercise or event planners intending to use more than one statewide interoperability talkgroup shall engage a Metro-based Minnesota-recognized COML.
- A COML engaged for an exercise or event during which planners intend to use two or more statewide and/or regional interoperability talkgroup shall complete or approve an ICS-205 Communications Plan and that plan should be distributed to the ARMER System Administrators of impacted local entities, the Chair of the Radio Technical Operations Committee, the applicable Regional Interoperability Coordinator, and the Statewide Interoperability Coordinator.
- A COML engaged for an exercise or event during which planners intend to use two or more statewide and/or regional interoperability talkgroup should take into consideration the home zone mapping, priority levels, talkgroup patching, site loading, and site access approvals of talkgroups being considered as well as the channel count and capacity of impacted repeater sites.

If the event or exercise planner deems the services of a COML necessary but does not have access to one, the Radio Systems Coordinator or the Minnesota Duty Officer should be contacted.

The COML should include the affected PSAP(s) in the planning process to ensure that PSAP needs and interoperability issues are addressed by the plan.

5. Management

The system managers, administrators, and users will all be responsible to see that this policy is implemented as defined. Identified issues and concerns will be brought to the impacted Technical Operations Committee (TOC) for resolution. Maintenance of this standard will be the responsibility of the Radio Services Coordinator.

METROPOLITAN EMERGENCY SERVICES BOARD

EXECUTIVE COMMITTEE MEETING MINUTES

June 10, 2021

Meeting held via WebEx

Commissioners:

Greg Anderson, Isanti County
Joe Atkins, Dakota County
Gayle Degler, Carver County
Irene Fernando, Hennepin County
Mike Gamache, Anoka County
Rick Greene, Chisago County

Andrew Johnson, City of Minneapolis - **absent**
Trista Matascastillo, Ramsey County
Fran Miron, Washington County
Felix Schmiesing, Sherburne County
Tom Wolf, Scott County

Staff Present: Pete Eggimann; Tracey Fredrick; Kelli Jackson; Ron Robinson; Jill Rohret; and Martha Ziese.

Guests Present: Jay Arneson, *Board Counsel*.

1. Call to Order:

The meeting was called to order at 10:00 a.m. by MESB Chair Commissioner Joe Atkins.

2. Approval of the June 10, 2021 Agenda

Motion made by Commissioner Degler, seconded by Commissioner Wolf, to approve the MESB June 10, 2021 Executive Committee agenda. Motion carried.

Roll call for approval of agenda item 2

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	Absent	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 9 Nay: 0 Motion passes.

3. Approval of Minutes

Motion made by Commissioner Greene, seconded by Commissioner Wolf to approve the MESB Executive Committee February 10, 2021 minutes. Motion carried.

Roll call for Approval of Minutes

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	Absent	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	

METROPOLITAN EMERGENCY SERVICES BOARD

Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 9 Nay: 0 Motion passes.

4. Radio Items

A. Approval of Hennepin EMS Participation Plan Amendment

Tracey Fredrick said the Radio TOC recommends the Executive Committee recommended approval of the amendment to Hennepin EMS' ARMER participation plan. HEMS requests approval of an amendment to its ARMER participation plan to add two Motorola MCC 7500e consoles. Hennepin EMS intends to use these as consoles for mobile dispatch or providing backup for emergencies. No significant network or system changes are required.

Motion made by Commissioner Matascastillo, seconded by Commissioner Degler to approve the Hennepin EMS Participation Plan Amendment. Motion carried.

Roll call for approval of agenda item 4A.

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	Absent	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 9 Nay: 0 Motion passes.

B. Approval of New Metro Standard 3.17.4 – Non-emergent Event and Exercise Planning

Fredrick said the Radio TOC recommends the Executive Committee recommend approval of the new Metro Standard 3.17.4 – Non-emergent Event and Exercise Planning. The idea for this standard arose during Operation Safety Net planning. Though a state standard which is similar exists, this standard includes metro specific information.

Motion made by Commissioner Fernando, seconded by Commissioner Matascastillo to approve the new Metro Standard 3.17.4 – Non-emergent Event and Exercise Planning. Motion carried.

Roll call for approval of agenda item 4B

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	

METROPOLITAN EMERGENCY SERVICES BOARD

Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 10 Nay: 0 Motion passes.

5. 9-1-1 Items – None

6. EMS Items – None

7. Administrative Items

A. Approval of 2022 MESB Operational Budget

Jill Rohret said staff tried to keep the 2022 operational budget as close to the 2021 operational budget as possible. She noted that since the packet was created, a change to the budget arose, will be presented after these budget considerations.

Rohret said the 2022 budget includes a 2% merit increase for staff based on the 2021 Dakota County Merit Compensation Plan which includes a 1% base increase and a 1% lump sum for meets standards performance reviews. Overall, the salaries line decreases by 7% primarily due to the retirement of Pete Eggimann.

Rohret said the Benefits line reflects a 3.38% increase; Dakota County recommended a 10% increase in benefits for the 2022 budget, which was included. The Rent line reflects a 3% increase in rent, which was approved in the current lease, but did not appear in the 2021 budget.

Rohret said Equipment increased 24%, but this amount is only \$1,200.00 for staff computers replacement cycle. Insurance increased 2% to reflect increases in the Technology Errors and Omissions policy for the metro portion of the ARMER system.

On the revenue side, Rohret said the 2022 budget includes some projected interest revenue from insurance dividends. The proposed budget includes a contribution from the Hennepin County Investment Fund to cover 2/5 of the salary and benefits for the new GIS Specialist position added in 2019. She said the 2022 budget uses forecasted unspent funds from the 2021 budget, due to staff not traveling to conferences, meetings, due to the coronavirus.

Rohret said that as of last week, there have been no responses to the job posting for Pete Eggimann's replacement. Some feedback was received with concerns that the salary range was too low. Because of that feedback, the Rohret worked with Dakota County Employee Relations to see if the job description could be revised to change the classification to a 110, with a higher salary range. The revised budget changes the salary for Eggimann's replacement to \$88,000.00 for 2022, which is an increase of \$13,000.00. With this change, assessments go from a 0% total increase to a 1.17% increase, with increases to counties ranging from \$2,000.00 to \$7,500.00.

Commissioner Gamache asked where the job position was posted. Rohret responded it was posted everywhere Dakota County advertises, including governmentjobs.com and the Association of Minnesota Counties websites.

METROPOLITAN EMERGENCY SERVICES BOARD

Commissioner Fernando said that she understood and agreed if the salary range needed to be raised to bring in qualified candidates it was a justification for the assessment increase.

Motion made by Commissioner Matascastillo, seconded by Commissioner Miron to approve the 2022 MESB Operational Budget. Motion carried.

Roll call for approval of agenda item 7A

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 10 Nay: 0 Motion passes.

B. Approval of the 2022-2026 MESB Capital Budget

Rohret said the 2022-2026 capital budget looks very similar to the 2021-2025 capital budget. The administrative budget included some 2021 AV costs that could carry-over into 2022 in the amount of no more than \$45,000.00.

Rohret said the RFP for a consultant to help with the network design was approved in May and uses funds in the 2021 capital budget. Should the state not pursue independent system integration for the 9-1-1 system, \$35,000.00 is included each year for the 5-year plan.

Rohret said the ESInet WAN equipment project has been delayed again. The state has not decided if it will be included in their next RFP, so \$308,600.00 was included in the capital budget for 2022, and \$20,000.00 for 2023. \$30,000.00 was included for the wireless routing database project.

Rohret said the new item in the 2022-2026 capital budget is the CAD-to-CAD Interoperability plan. The board accepted the civil unrest after-action report in October 2020. That report led to further discussion, and it is anticipated that there will be a request for funding for a consultant for CAD-to-CAD interoperability. She noted that the MESB has no authority over CAD-to-CAD in its JPA. She included \$75,000.00 in the capital budget for this project in 2022. \$33,000.00 has been budgeted each year starting in 2023 for cloud-based mapping application services.

Rohret said this capital budget is a planning statement, as the state could include some of these items in their budget.

Rohret said the MESB's cache radios were deployed during Operation Safety Net. These radios are due for replacement and are split between 2022 and 2023, \$52,500.00 each year.

Rohret said the funds for these projects will come from the Hennepin County investment account.

METROPOLITAN EMERGENCY SERVICES BOARD

Motion made by Commissioner Wolf, seconded by Commissioner Degler to approve the 2022-2026 MESB Capital Budget. Motion carried.

Roll call for approval of agenda item 7B

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 10 Nay: 0 Motion passes.

C. Approval of 2022-2026 MESB Joint Powers Agreement

Rohret said current joint powers agreement (JPA) expires at the end of 2021. The most common change in the JPA is the addition of Sherburne County as a member and changing references to nine-county region to ten-county region. Sherburne County joined the MESB in 2019.

Rohret said a definition defining computer-aided dispatch (CAD) was added, as was an additional 9-1-1 power related to CAD, but would only be exercised upon board action to do so. Jay Arneson said the additional CAD language was purposely made broad.

Motion made by Commissioner Schmiesing, seconded by Commissioner Matascastillo to approve the 2022-2026 MESB Joint Powers Agreement. Motion carried.

Roll call for approval of agenda item 7C

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 10 Nay: 0 Motion passes.

D. Approval of New MESB Policy 034

Rohret said the draft policy for MESB telework was broadly borrowed from the Dakota County telework policy. This policy allows staff to work from home. The Executive Director would approve the work arrangements for each employee.

METROPOLITAN EMERGENCY SERVICES BOARD

Rohret confirmed to Commissioner Gamache that new employees will be furnished laptops only and with the scheduled computer rotation, only laptops will be replaced.

Motion made by Commissioner Fernando, seconded by Commissioner Gamache to approve draft MESB Policy 034 - Telework. Motion carried.

Roll call for approval of agenda item 7D

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 10 Nay: 0 Motion passes.

8. Old Business – None

9. New Business

Rohret said the next two board meetings will have full agendas. Beginning in July, meetings will be hybrid. August Executive meetings are typically cancelled but that will be determined at a later date.

11. Adjournment 10:45

Motion made by Commissioner Degler, seconded by Commissioner Gamache to adjourn. Motion carried.

The meeting adjourned at 10:45 a.m.

Roll call for agenda item 11

Name	County/City	Yes	No
Anderson, G.	Isanti	X	
Atkins, J	Dakota	X	
Degler, G	Carver	X	
Fernando, I.	Hennepin	X	
Gamache, M.	Anoka	X	
Greene, R.	Chisago	X	
Johnson, A.	Minneapolis	Absent	
Matascastillo, T.	Ramsey	X	
Miron, F.	Washington	X	
Schmiesing, F.	Sherburne	X	
Wolf, T.	Scott	X	

Yea: 10 Nay: 0 Motion passes.

Civil Unrest AAR
Recommendation Status
June 24, 2021

Tracking #	Recommendation	Person/Agency Responsible	Status
1	Establish the governance structure, on-going funding model, training, and procedures to deploy and utilize 9-1-1 call workload sharing between cooperating .	PSAPs/Cities/Counties/MESB	12/20 911 TOC Workgroup established to develop an implementation plan. The workgroup is meeting twice per month and is currently focused on defining the functional requirements the workgroup members believe the workload sharing system must be capable of providing. (as of 2/22) 04/26 - The WG has reached consensus on the system functional requirements and has identified four viable governance structures. A survey was distributed to the metro PSAP managers on 4/23 asking for their input on the governance structures and cost sharing. The survey requested a response by Friday, April 30. 06/24 - The WG used the survey results to prepare a recommendation and request to the MESB Board to issue an RFP for professional and technical consulting services to help the WG prepare an RFP for the procurement and implementation of a workload sharing solution. The consultant will also assist in the preparation of cooperative agreements and assist in developing a funding / cost sharing plan for the procurement and ongoing operation of the system. The 9-1-1 TOC reviewed and endorsed the workgroup recommendation, which will be on the July MESB Board agenda.
2	Identify and implement workload sharing applications that will permit 9-1-1 calls to overflow to neighboring ECCs which have agreed to work together cooperatively, permitting calls to be answered, triaged, classified (type or nature code assignment), and sent electronically into the original destination ECC's CAD dispatch queue, permitting the original destination ECC to coordinate the emergency response to incidents within its jurisdiction.	PSAPs/Cities/Counties/MESB	(combined with #1)
3	Identify and implement workload sharing applications that will establish a regional CAD incident display map showing the location of emergency responders (both personnel and units) and incidents in progress, permitting the appropriate personnel to have a big picture understanding of what is happening at the regional level in real time.	PSAPs/Cities/Counties/MESB	(combined with #1)

4	Identify telecommunicator resources to support any ECC personnel that have been involved in prolonged or horrific emergency events and may not recognize the extent they have been impacted mentally and emotionally, and those that recognize they need help.	9-1-1 TOC/MESB	<p>RFP for resiliency training closed on 1/22/21. The staff and four PSAP managers reviewed the only response received and recommended going forward with that vendor. The MESB Executive Committee approved the recommended vendor proposal at the February meeting, subject to review by the full board at the March 2021 meeting. (as of 2/22)</p> <p>04/26 - a contract has been signed with Moetivations based in Denver to conduct survey's of each metro PSAP, propose individualized training for each PSAP to meet the needs identified in the survey, and schedule the training which needs to be completed before the end of June as part of the grant funding requirements. Orientation and demo presentations have been conducted for all of the PSAPs. The individual PSAP surveys have been completed with approximately half of the PSAPs so far.</p> <p>06/24 - Moetivations is currently presenting three different train-the-trainer course options, with each option being presented on three separate occasions to accommodate the PSAP trainer personnel schedules during the month of June. All of the sessions include training for increasing telecommunicator resiliency, reducing stress, and improved physical health, with the three different options each designed to meet the needs of the individual PSAPs as identified in the surveys conducted earlier. The training sessions are being recorded and will be available to the PSAPs online. Moetivations live training is expected to be complete by June 25.</p>
5	Establish procedures to support the use and staffing of community tip lines that do not terminate in or interfere with ECC operations or negatively impact the 9-1-1 system whenever law enforcement or fire establish a joint command facility (e.g. MACC).	PSAPS/Cities/Counties/Other agencies	06/24 - The recommendation to not terminate community tip lines at ECCs was included in the Operation Safety Net (OSN) planning in February and March. An after action report is now being prepared regarding the OSN planning and implementation. The information from that report may become the basis for the development of a regional standard that addresses the use of tip lines that do not interfere in ongoing ECC operations.
6	Establish or update an existing metro region 9-1-1 standard to block "anonymous" calls to admin lines that terminate in the ECC to reduce harassing, abusive, or denial of service attack calls that can negatively impact ECC operations.	9-1-1 TOC/PSAPs/MESB	Not started

7	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>a. Response agency command staff need to be trained on the existence and need/use of the Metro Region Communications Response Task Force (CRTF).</p> <p>i. Command staff turnover is a problem; special training directed specifically for command staff should be developed.</p>	CRTF/Duty Officer/Statewide Training	INTD/INCM training was provided in March 2021 specifically directed towards those who may be called in for response to Civil Unrest. Many Metro telecommunicators were also in attendance at a FEMA INTD course held in mid-June 2021. A metro-specific telecommunicator class is being developed currently.
8	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>a. Response agency command staff need to be trained on the existence and need/use of the Metro Region Communications Response Task Force (CRTF).</p> <p>ii. Include State Duty Officer training to assist in understanding the communications resources and processes to be utilized as part of the ICS structure.</p>	CRTF/Duty Officer	As of March 2021, the Duty Officer position at BCA has been identified to only be for use in statewide emergencies in which a state agency is impacted; it will no longer be directing activities for regional activities. DPS-ECN has come up with a process to contact the SWIC for such emergencies. As such, this line item may be deleted, or changed to reflect the new process.
9	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>b. Build relationships between the CRTF and agency command staff.</p>	CRTF/Metro EM Agencies	CRTF Steering Team has begun having internal meetings in their own entities, doing more outreach to partner entities.

10	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>c. Ensure that ECC management personnel are included in all EOC/MACC operations at the same level, and at the same time, as law enforcement, fire, and EMS management personnel are included.</p>	MESB, HSEM	Pre-planning for the spring 2021 trial seemed to go more smoothly. There is still some room for opportunity with the other upcoming trials.
11	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>d. Include COMU representatives at the MACC at the beginning of MACC operations.</p>	CRTF/Duty Officer/MACC	Pre-planning for the spring 2021 trial (Operation Safety Net) seemed to go more smoothly. There is still some room for opportunity with the other upcoming trials.
12	Create or update an existing standard to require ARMER talkgroups to be labeled using the same talkgroup names system wide. Currently, different agencies label the same talkgroup by different names.	Radio TOC Standards Workgroup/Statewide Standards Workgroup	MESB standards workgroup and state standards workgroup discussed in November 2020. System limitations make this difficult to do. Have also brought forward to State standards planning.
13	Conduct on-going ARMER training for law enforcement, fire, and EMS responders, both for new-hires and as part of regular in-service training, as required in SECB Standards LMR-29, LMR-30, and LMR-31.		Videos posted to MESB site in October 2020. On-going training statewide being discussed.
14	Create better advertisement of available resources, such as equipment caches, CRTF, etc. at a state level.	Duty Officer/MACC/CRTF	As of March 2021, current SWIC is aware of resources and how to deploy. See also #8.
15	Identify regional, or statewide, EOC or MACC locations that can be properly equipped in advance.	HSEM	Not started
16	Establish regional communications plans that can be practiced and implemented by the appropriate COMs as soon as an incident escalates into a multi-agency, multi-jurisdictional event. This should be incorporated into the ICS implementation plans but could be activated before the ICS structure is established beyond the initial response. This response should also include the distribution of a consolidated ICS 205 form and can include additional forms in the future, such as an ICS 205a or ICS 217 form.	CRTF	Metro has these common forms on the ARMER standards page and the CRTF page. Current method for distribution of region-wide ICS205s is to send through the Radio Services Coordinator.

17	<p>Create or update an existing metro region ARMER standard that recommends requesting the deployment of CRTF resources when an incident escalates to include multi-jurisdiction coordination or multi-agency responses from more than one ECC service area. This should not be dependent on whether law enforcement or fire establish a joint command facility (e.g. MACC).</p> <p>a. Define how CRTF is activated.</p> <p>b. Notify the State Duty Officer as soon as a request to deploy the CRTF is received.</p> <p>c. Ensure the State Duty Officer documentation related to CRTF deployment is current.</p> <p>d. Define how the regional ECCs will be notified.</p>	Radio TOC Standards Workgroup/CRTF	Updated Large Event Communications Standard 3.21.0; approved by MESB Board September 2020. Approved new event standard July 2021.
18	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>a. Response agency command staff need to be educated on the existence and need/use of the CRTF.</p> <p>i. Command staff turnover is a problem; special training directed specifically for command staff be should be developed.</p> <p>ii. Include State Duty Officer training to assist in understanding the communications resources and processes to be utilized as part of the ICS structure.</p>	CRTF/Duty Officer/Metro EM Agencies	See #8.
19	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>b. Build relationships between the CRTF and agency command staff.</p>	CRTF/Agency Command Staff	See #9

20	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>c. During the event, some agency heads expressed concern that their responders would not be able to find the talkgroups specified in the ICS 205s on their radio.</p>	CRTF/Metro COML	<p>This concern is also part of the on-going training mentioned in other areas of recommendation. Videos and documents have been added to the MESB website as of October 2020, and on-going training at a state level is being discussed in several workgroups.</p>
21	<p>Provide training to agency heads and elected officials regarding the role of the emergency communications centers and COMLs in the emergency response continuum. Work together with other emergency responder agencies to include an emergency communications and response coordination training module to be incorporated into new hire training, as well as in-service training, provided by the law enforcement, fire, and EMS agencies to their staff.</p> <p>d. Add the MESB's ARMER training video on changing zones on subscriber units uploaded to the MESB website. (As of the final draft of this document, this video is available on the MESB's website and the link has been distributed to metro region ARMER system administrators.)</p>	MESB	Complete, October 2020
22	<p>For jurisdictions where there are separate management structures for 911 and ARMER, regular coordination meetings need to be established so that the two teams identify issues proactively and work together to address the issues. This coordination should include contingency planning for system failures and multi-agency events.</p>	Regional Emergency Communications Boards	Not started
23	<p>Establish a timeline for requiring encryption-capable radios for response agencies within the metro area.</p>	Cities/Counties/Radio TOC/MESB/Regional Emergency Communications Boards	Change Management group has begun meeting; May 2021 - Encryption Best Practices guide has been approved and posted.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 4A. Approval of Allina Health EMS Waiver
to Metro ARMER Standard 3.14.0
Presenter: Fredrick

RECOMMENDATION

The Radio TOC recommends approval of Allina Health EMS's request for a waiver to Metro ARMER Standard 3.14.0 "Use of Metro ARMER ME TACs" for use of encrypted talkgroups ME TAC 11E and 12E.

BACKGROUND

Metro ARMER Standard 3.14.0 restricts the encrypted ME TAC talkgroups 11E and 12E to Law Enforcement use only. Any requests for use other than Law Enforcement must be done by obtaining a waiver.

ME TACs have encrypted channels that have been used to prevent anyone with a scanner from listening to these radio communications.

Encrypted talkgroups are not allowed to be patched to non-encrypted talkgroups.

ISSUES & CONCERNS

Allina Health EMS was given temporary permissions for ME TAC 12E during the Operation Safety Net in April and May 2021. Allina Health EMS currently seeks a waiver to Metro ARMER Standard 3.14.0 and to receive permanent permissions for both encrypted talkgroups. The talkgroups are programmed into one supervisor console and one portable radios (which can act as a back-up).

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

EMERGENCY MEDICAL SERVICES

To: Metro TOC, Chair Jake Thompson

CC: Tracey Fredrick

From: Victoria Vadnais, Allina Health Emergency Medical Services

Date: June 14, 2021

Allina Health Emergency Medical Services (AHEMS) is requesting a waiver to Metro Region ARMER Standard 3.14.0 Use of Metro ARMER ME TACS.

AHEMS was given a temporary waiver to include ME TAC12E into our MCC7500 consoles and dispatch portable radios. This was in response to event planning that needed encrypted interoperability between law and medical dispatch. We seek permission to permanently keep ME TAC12E in our MCC7500 consoles and one portable radio for backup situations. Approval of this waiver would ensure AHEMS' ability to have full interoperability with our law enforcement counterparts should the need arise.

Thank you for your consideration.

Victoria Vadnais



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 5A. Approval of Recommendation to Issue
RFP for Regional Workload Sharing/Situational
Awareness Consultant
Presenter: Eggimann

RECOMMENDATION

The 9-1-1 Technical Operations Committee (TOC) recommends the Board approve the recommendation to issue an RFP for a consultant to develop governance and funding plans, as well as the technical specifications for an RFP for a regional workload sharing/situational awareness solution at a cost not to exceed \$75,000.00.

BACKGROUND

As a result of a recommendation in the civil unrest after action review and report, the 9-1-1 TOC formed a workgroup to prepare implementation options for a regional workload sharing and situational awareness solution. The workgroup met seven times and believes it has taken the planning process as far as it can without the assistance of a consultant.

ISSUES & CONCERNS

The workgroup and 9-1-1 TOC believe a consultant is needed to develop governance and funding plans for the solution, as well as the preparation of the RFP to procure the solution.

FINANCIAL IMPACT

The cost for this RFP is included in the 2022-2026 MESB capital budget being discussed at the July Board meeting. The funds for this RFP will come from the MESB's Hennepin County Investment Fund.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 14, 2021

Agenda Item:

**5B. Approval of 9-1-1 Crisis
Communications Plan**

Presenter:

Eggimann

RECOMMENDATION

The 9-1-1 TOC recommends the Board approve the 9-1-1 Crisis Communication Plan (CCP) to be implemented by metro region PSAPs.

BACKGROUND

Twenty years ago, the Metropolitan 9-1-1 Board developed a communications plan to notify PSAPs of a major 9-1-1 system outage or disruption; the plan utilized the criminal justice data system messaging platform and no longer meets the PSAP notification needs, partly because it does not address the automated notifications being sent to PSAPs by the 9-1-1 service provider and the originating telecommunications service providers. The 9-1-1 TOC recognized the need for a new plan and created a workgroup to develop it.

ISSUES & CONCERNS

The draft CCP includes recommendations for on-duty telecommunicators should they become aware or are notified of a potential 9-1-1 system disruption or outage. The plan also includes methods and procedures for notifying the 9-1-1 service provider and the other metro PSAPs if a 9-1-1 system disruption is verified by any one of the metro region PSAPs.

The plan utilizes a combination of radio, telephone, reverse 9-1-1 notification services, social media, and the use of public information officials (PIO) throughout the life cycle of a 9-1-1 system event to keep responders, other PSAPs, and the public informed.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



Metropolitan Emergency Services Board 9-1-1 CRISIS COMMUNICATION PLAN

**Final Draft
Revised: 6/07/2021**

Table of Contents

Overview	
Purpose.....	
Goals.....	
Audience Identification	
Initial PSAP Response to Disruption.....	
Message Creation	
Message Distribution	
Analysis.....	
Definitions	
Scenarios.....	
.....	

1. Overview

The goal of MESB 9-1-1 Crisis Communication Plan (CCP) is to inform all necessary participants, both internal and external, of the area's communications-related actions during a crisis, 9-1-1 disruption or outage. Because it is impossible to identify all variables, this plan is a living document. Flexibility is necessary when reacting to a crisis, and therefore this plan was written as guidance and not as a strict process.

The CCP has six main components:

- Audience identification
- Roles and responsibilities
- Scope of disruption, severity, geographic area
- Message Creation
 - Message characteristics
 - Types of messaging: external and internal
 - Monitoring
 - Sample messages
- Message distribution
 - External distribution
 - Internal distribution
- Analysis
 - Measuring success
 - Applying lessons learned
- Attachments

2. Purpose

The purpose of the CCP is to provide a framework for releasing consistent, accurate, and appropriate messaging during a crisis to affected audiences.

3. Goals

- Identify internal and external audiences affected by a crisis
- Identify staff roles and responsibilities during a crisis
- Identify official messaging that addresses the needs of affected audiences without releasing confidential information
- Identify and use distribution tools for sharing messaging as quickly as possible
- Update audiences regularly with new developments
- Address misinformation in a timely manner to avoid the spread of rumors
- Measure effectiveness of messaging and distribution tools after the crisis is over
- Identify and apply lessons learned to the CCP for future use

4. Audience Identification

Internal

- MESB Public Safety Answering Points (PSAPs)
 - Allina Emergency Medical Services PSAP
 - Anoka County PSAP
 - Bloomington PSAP
 - Carver County PSAP
 - Chisago County PSAP
 - Dakota County PSAP
 - Eden Prairie PSAP
 - Edina PSAP
 - Ft. Snelling PSAP
 - Hennepin County PSAP
 - Hennepin Emergency Medical Services PSAP
 - Isanti County PSAP
 - M Health Fairview Emergency Medical Services PSAP
 - Metro Transit PSAP
 - Minneapolis PSAP
 - Minnesota State Patrol PSAP
 - North Memorial Emergency Medical Services PSAP
 - Ramsey County PSAP
 - Ridgeview Emergency Medical Services PSAP
 - Scott County PSAP
 - Sherburne County PSAP
 - St Louis Park PSAP
 - University of MN PSAP
 - Washington County PSAP
- MESB Public Safety Answering Points (PSAPs) Staff (Director, Managers, Supervisors, Technical Staff, Other Identified Staff)
- MESB staff members (Executive Director, Director of 9-1-1 Services, EMS Coordinator, Radio Services Coordinator)
- Partnered Police, Fire & City Departments of Partner PSAPs, Public Information Officers (PIO's)

External

- Residents/Visitors of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties
- Media members
- Partners (local, state, and federal officials) outside of the MESB 9-1-1 region
- Neighboring 9-1-1 entities

Not all MESB 9-1-1 audiences will be affected in every scenario. In addition, it is possible that an audience may exist that is not currently identified in this plan. The plan will be amended as audiences are identified.

5. Initial PSAP Response to Disruption

Discovery of a 9-1-1 service disruption at a PSAP can be via an automated email notification, information that a 9-1-1 call(s) did not go through, misrouted 9-1-1 calls, or some other source.

- Upon discovery of a potential service disruption/outage, PSAP staff will test landline and cellular 9-1-1 lines to ensure they route properly and are received in the PSAP.
 - *****It is recommended that PSAPs test with multiple carriers when possible.**
- If test calls result in 9-1-1 misroute or call failure, PSAP staff will check with a surrounding PSAP to see if they are experiencing any disruptions or outages. (The PSAP contacted will confirm whether they have received any indication of a known issue and test their lines.)
 - If there are no service issues discovered with the surrounding PSAP, the initiating PSAP will continue with internal notification procedures and work with the 9-1-1 service provider's 24x7 support (e.g. 9-1-1 Repair) to identify and resolve the issue.
- If both PSAPs are experiencing a service disruption/outage, one of the PSAPs involved will check for regional issues via METCOM. Advise Metro PSAPs on METCOM of the 9-1-1 service disruption/outage and ask that they check and report status on METAC8 (or next available). If not already identified, have one PSAP be the primary contact.
- If any of the PSAPs experiencing a disruption/outage have not been informed of the outage by the 9-1-1 service provider; the PSAP with an existing service ticket entered should update 9-1-1 support with other agencies involved when possible.
- The Lumen (CenturyLink) regional/statewide conference bridge will be opened for current, up-to-date information.
 - All PSAPs in the region will be invited to the conference bridge. Intended audience:
 - Primary 9-1-1 PSAP Contacts
 - On-duty PSAP staff/supervisors
 - PSAP Technical Staff
 - ECN and MESB staff will be added to the conference bridge
- Internal PSAP Notification

6. Message Creation

MESB PSAP messaging must meet the following standards:

- Accurate
 - Accurate as possible based on available information
- Timely
 - Updated regularly to reflect new information
 - It is suggested that PSAP's provide an update at least every hour, unless new, pertinent information is available before the time of the next update.
- Clear
 - Easy to understand, avoiding the use of jargon or industry acronyms.

Recommended order for message delivery platforms:

- Press Release
- Social Media (Twitter, Facebook, etc.)
- IPAWS
- Reverse 9-1-1/Notification – Use for landlines or prebuilt targeted groups (care facilities, apartments, assisted living, etc.). IPAWS notification will be sent to cellular telephones.

Message Templates

Press Release (Initial)

9-1-1 Disruption in (your area)

9-1-1 service may be temporarily disrupted in (your area)

If you are in (your area) and are unable to reach police, fire or medical responders, please call: (XXX) XXX-XXXX (Your 24/7 10-digit Number)

We are working with our 9-1-1 providers to get the service restored quickly. Once 9-1-1 service is restored, the press release will be updated.

If you have an emergency outside of (your area), your call will be transferred to the appropriate Emergency Center.

(Optional)

For further information about what to do if there is a disruption, you can visit (website)

Press Release (Restoral)

9-1-1 service has been restored in (your area).

Twitter (Initial)

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)
Crisis Communications Plan (CCP)

9-1-1 service has been temporarily disrupted in (your area). If you have an emergency, please call (XXX) XXX-XXXX (Your 24/7 10-digit Number).

Twitter (Restoral)

9-1-1 service has been restored in (your area).

IPAWS/WEA Message (Initial)

It is recommended that PSAPs wait 30 minutes before an IPAWS message is sent, unless there is confirmed information that:

- The disruption duration is not known, or restoral is not timely
- Unable to route calls to alternate PSAP
- Consider the time of day when sending IPAWS (recommended not overnight, unless needed)

IPAWS Categories

- Message Status: Actual
- Source/Sender: (Your Agency)
- Scope: Public
- Message Category: Safety
- Event Name: Civil Emergency Message
- WEA Handling: Imminent Threat
- Urgency: Immediate
- Severity: Extreme/Severe
- Certainty: Observed
- Sample 90, and 360 Character Messages
90 Character: [SOURCE]: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL [ALTERNATE PHONE NUMBER] IF UNABLE TO REACH 9-1-1.

RAMSEY CO: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL 651-767-0640 IF UNABLE TO REACH 9-1-1.

360 Character: [SOURCE]: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL [ALTERNATE PHONE NUMBER] IF UNABLE TO REACH 9-1-1. SEE [INSERT WEB URL] FOR MORE INFORMATION. PLEASE DO NOT ATTEMPT TEST CALLS.

RAMSEY CO: POTENTIAL 9-1-1 DISRUPTION IN AREA. CALL 651-767-0640 IF UNABLE TO REACH 9-1-1. SEE <http://www.ramseycounty.us/9-1-1> FOR MORE INFORMATION. PLEASE DO NOT ATTEMPT TEST CALLS.

7. Restoral Information

- Once word is received that 9-1-1 service is operational, PSAP staff will test landline and cellular 9-1-1 lines to ensure they route properly and are received in the PSAP.
- PSAP staff will check with a neighboring PSAP to see if they are back up and operational.

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)
Crisis Communications Plan (CCP)

- If both PSAPs are operational, one of the PSAPs involved will advise Metro PSAPs on METCOM that they appear to be back up and operational.
- If any of the PSAPs are still experiencing a disruption/outage; the PSAPs with an existing service ticket entered should update 9-1-1 support with impacted agencies that they are still experiencing the outage.
- Those agencies that are back operational should then send a follow up/update on social media sites and/or WEA indicating that 9-1-1 is now operational.

ACKNOWLEDGEMENTS

The Metropolitan Emergency Services Board (MESB) 9-1-1 Technical Operations Committee developed this document.

9-1-1 PSAP TOC Approval Date:

MESB recognizes the following industry experts and their employers for their contributions to the development of this document.

Members	Employer
Tony Martin, Emergency Communications Director	Hennepin County Sheriff's Office
Heidi Hieserich, Emergency Communications Manager	Metropolitan Airports Commission
Jon Rasch, Emergency Communications Manager	Ramsey County Emergency Communications
Cheryl Pritzlaff, Operations Director	Dakota County Communications
Val Sprynczynatyk, Director	Anoka County Emergency Communications
Pete Eggimann, Director of 9-1-1 Services	Metropolitan Emergency Services Board

Appendix A

Definitions

- Disruption
 - Anytime one or more telecommunications service providers are experiencing partial 9-1-1 call delivery issues to the 9-1-1 system effecting some calls but not all calls, problems delivering 9-1-1 calls to some of the PSAPs but some PSAPs are receiving 9-1-1 calls normally, or some calls/texts are getting delivered normally, but not all 9-1-1 calls.
- Outage
 - This term is used when it has been confirmed that the 9-1-1 service provider cannot deliver any 9-1-1 calls or texts to PSAPs. This could also be when the major wireless carrier 9-1-1 mobile positioning center (MPC) service providers (e.g. Intrado, Comtech) cannot deliver 9-1-1 calls into the 9-1-1 system with caller location, causing complete wireless 9-1-1 call delivery failure, default route 9-1-1 calls, or misrouted 9-1-1 calls.
- Specific Telecommunications Service Provider Disruption or Outage
 - When specific telecommunications service providers are having 9-1-1 call delivery issues, but other service provider 9-1-1 calls are being delivered normally.
 - Examples:
 - AT&T
 - Sprint
 - T-Mobile
 - Verizon
 - CenturyLink (Qwest or Lumen)
 - Comcast/Xfinity
 - Onvoy
 - Vonage
 - For a full list, please see the MESB PSAP Manual
- TCC
 - The metro area 9-1-1 system uses Intrado's Text Control Center (TCC)
- MPC
 - The wireless carrier Mobile Positioning Center contains the 9-1-1 call routing information for each cell site sector
 - Which carriers are with which MPC 9-1-1 service providers?
 - Verizon uses Comtech
 - T-Mobile manages their own MPC, but uses Comtech for delivery of 9-1-1 calls into the 9-1-1 system
 - AT&T uses Intrado

For a full list of additional definitions, please see NENA's website for definitions.

<https://www.nena.org/general/custom.asp?page=Glossary>

Appendix B

Scenarios

Scenario Example #1

It is 9:30 PM on a Tuesday night and the Bloomington PSAP receives a non-emergency call from someone advising their 9-1-1 call did not go through. On-duty Staff make test calls from both landline and wireless phones, and both fail. (Verizon and T-Mobile were tested.)

Bloomington calls the Airport to see if they are having issues with their 9-1-1 lines. Airport tests their lines and reports similar 9-1-1 test call failure.

Bloomington calls 9-1-1 Repair while Airport volunteers to hail Metro PSAPs on METCOM to check on the scope of the disruption.

Several PSAPs in the region report similar issues. Bloomington advises 9-1-1 Repair that most PSAPs in the region are reporting service disruptions and provides list of PSAPs.

The 9-1-1 service provider initiates a conference bridge for PSAPs, MESB, and ECN to provide status updates. (Estimated 10 minutes into the disruption)

Bloomington sends an internal notification to alert key stakeholders and their PIO. (10 minutes into the disruption).

Bloomington PIO releases statements for media. PSAP staff make reverse 9-1-1 notification to targeted areas of the community (long-term care facilities, etc.) (Reverse notification is made at the PSAP's discretion.)

On the conference bridge, the service provider reports that the cause of the disruption has been identified but the time to restore service is unknown. It is now 25 minutes into the service disruption and PSAPs on the conference bridge confirm the need to send an IPAWS message due to severity of the disruption (call failure versus misrouting).

County alerting authorities are given the greenlight to send an IPAWS WEA notification.

IPAWS messages are sent (35 minutes into the disruption).

At 45 minutes into the disruption the 9-1-1 service provider advises PSAPs on the bridge that service has been restored. PSAP staff test both cellular (multiple providers) and landline calls and confirm service has been restored.

County IPAWS notifications are cleared.

Bloomington alerts their PIO that service has been restored and service restoral media statements are released. Reverse 9-1-1 notifications are sent advising service has been restored.

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)
Crisis Communications Plan (CCP)

Scenario Example #2

Hennepin PSAP receives an email and phone notification from LUMEN advising there are approximately 2000 customers in the Hanover, Hamel, Navarre, and Excelsior area that may not be able to reach 9-1-1.

Hennepin PSAP reaches out to South Lake Minnetonka Police Department and advises them of the area that is possibly affected and has them do some test calls from different areas within the area mentioned with multiple carriers (cellular telephones and landlines).

The test calls that were made did go through to the correct PSAP (Hennepin South) from all phones that officers had access to. (10-15 minutes into the notification)

Note: Hennepin PSAP (North, South and East) are receiving other 9-1-1 calls from many different carriers during this time, knowing that the 9-1-1 system is up and working.

Hennepin PSAP contacts Lumen to inquire on the notification on a status.

Lumen advises they are still investigating the error and will notify us when they have further information. Lumen is unable to narrow down the area for which this is occurring besides what was already mentioned.

Since there is no information (besides the notification) to show there is issues with customers reaching 9-1-1, the PSAP waits for further information before making any public notification. Stakeholders (Chiefs, on-duty personnel, PIO, etc.) for that area are notified that there could be an issue, waiting on further information from Lumen.

Lumen contacts the PSAP and updates them that this issue is possibly only affecting CenturyLink landline customers and a technician is on scene. (Estimated 1 hour into the possible disruption)

Due to this only affecting a single provider's customers, a decision was made to only place a message using social media advising we are aware of technical issues with CenturyLink that may impact their customers from calling 9-1-1 from landline phones in the City of Excelsior area. No other notifications are made because the 9-1-1 system is working.

Lumen contacts the PSAP and advises them that all alarms have cleared, and service should be normal for the previously affected area. The PSAP updates the social media post that the problem was repaired. (Estimated 3 hours after the notification).

Metropolitan Emergency Services Board 9-1-1 Area (MESB 9-1-1)
Crisis Communications Plan (CCP)

Scenario Example #3

It is 6:30 on a Wednesday evening and Dakota County learns that some of their 9-1-1 calls are being misrouted to Anoka County. Anoka also discovers at least two 9-1-1 calls have been misrouted to Hennepin County. Hennepin reports the issue to 9-1-1 Repair while Anoka hails other PSAPs on METCOM to check the scope of the issue.

After hailing regional PSAPs on METCOM, Anoka confirms that 5 PSAPs are experiencing intermittent misroute issues with some reporting that other states have received their calls. Hennepin updates 9-1-1 Repair with this information.

The 9-1-1 service provider initiates a conference bridge for PSAPs, MESB, and ECN to provide status updates. (Estimated 10 minutes into the disruption)

Dakota County decides to notify key stakeholders and their PIO of the situation. The PIO prepares media statements to alert the community of potential service impacts due to geographic scope of potential misroutes. (20 minutes into disruption)

The 9-1-1 service provider updates all PSAPs on the conference bridge that the issue should be resolved. (30 minutes into disruption)

The impacted PSAPs test both cellular (multiple providers) and landline calls and confirm service has been restored.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 14, 2021

Agenda Item:

5C. Award of NG9-1-1 Consultant RFP

Presenter:

Eggimann

RECOMMENDATION

Staff recommend the Board award the request for proposal for an NG9-1-1 consultant to one of the respondents.

BACKGROUND

For the last several budgets, staff has included in the Board's capital budget funds for a consultant to create a transition plan to take the metro region, including PSAPs, from legacy E9-1-1 to NG9-1-1 that takes into consideration ECN's planning efforts.

Recently, the Department of Public Safety hired consultants to begin the process of creating an NG9-1-1 core services, system integration/monitoring, and egress (network out to the PSAPs) RFP. MESB staff is involved in this process and provides expertise and feedback.

Pete Eggimann announced his retirement in a letter which was included in the MESB's March meeting packet. He will retire on Friday, September 10, 2021, after serving the Board for 21 years.

At the May 12, 2021 MESB meeting, the Board approved staff to issue an RFP for an NG9-1-1 Consultant to assist MESB staff in the transition related to Mr. Eggimann's retirement.

ISSUES & CONCERNS

The RFP was published on May 24, 2021 and responses were due on June 18, 2021; three responses were received.

MESB staff evaluated and scored each response based on the firm's experience, knowledge, proposed plan and cost.

FINANCIAL IMPACT

This contract will be funded primarily out of the future projects fund, which is the account the MESB has with Hennepin County. At its May 2021 meeting, the MESB authorized staff to seek a contract not to exceed \$100,000 for one year of work.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 14, 2021

Agenda Item:

**5D. Approval of Amendment 1 to
CHS1 Ancillary Agreement**

Presenter:

Eggimann

RECOMMENDATION

Staff recommend approval of Amendment 1 to the CHS1 Ancillary Agreement.

BACKGROUND

In mid-2014, the Board approved three agreements in relation to the five PSAP shared call handling equipment system known as CHS-1: a Master Cooperative Agreement; an Ancillary Agreement to the Cooperative Agreement; and a Purchase Agreement. The parties to the agreements are Allina Health EMS; City of Edina; City of Minneapolis; Hennepin County; and Hennepin EMS. The Purchase Agreement was also signed by the awarded RFP respondent, Independent Emergency Services, LLC (IES). The system is governed by a System Owners Group (SOG) made up of representatives from each of the five PSAP owners. The CHS-1 SOG asked the MESB to act as the contract manager and fiscal agent for the CHS 1 system. The MESB is an additional signatory on the CHS-1 maintenance contract and the ancillary agreement.

ISSUES & CONCERNS

The System Owners Group of Call Handling System 1 (CHS1), a shared geo-diverse 9-1-1 answering system, requests approval of Amendment 1 to its existing Ancillary Agreement. The Ancillary Agreement was originally created to establish the terms and conditions of co-ownership of the CHS1 system for the five agencies: Allina Health EMS, the City of Edina, Hennepin EMS, Hennepin Co. Sheriff's Office, and the City of Minneapolis.

This amendment allows for a pathway for additional agencies to join the cooperative. The amendment also allows for a straightforward process to make real-time changes to accurately reflect the nature of the shared system distribution of costs. Finally, the Amendment makes it easier to accurately prorate costs for inventory and service delivery as the system undergoes changes.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

**FIRST AMENDMENT TO ANCILLARY AGREEMENT 01
FOR PROCUREMENT OF A SHARED/HOSTED 9-1-1 CALL HANDLING SYSTEM
AND RELATED
SHARED WIDE AREA NETWORK CONNECTIVITY
AND SHARED DATA CENTER USAGE**

to the

**MASTER COOPERATIVE AGREEMENT
FOR PLANNING AND COORDINATING
DELIVERY OF EMERGENCY COMMUNICATIONS SERVICES**

THIS FIRST AMENDMENT TO ANCILLARY AGREEMENT ("Amendment") is made and entered into by and between Allina Health System d/b/a Allina Health Emergency Medical Services, Hennepin County, City of Edina, City of Minneapolis, and Hennepin Healthcare System, Inc., d/b/a Hennepin County Medical Center (collectively, the "**Parties**") which own and operate individual Public Safety Answering Points ("**PSAPs**") or Secondary PSAPs, and the Metropolitan Emergency Services Board ("**MESB**").

WITNESSETH:

WHEREAS, the Parties and the MESB entered into Ancillary Agreement 01 for Procurement of a Shared/Hosted 9-1-1 Call Handling System and Related Shared Wide Area Network Connectivity to the Master Cooperative Agreement for Planning and Coordinating Delivery of Emergency Communications Services (the "Ancillary Agreement"); and

WHEREAS, the Parties and the MESB wish to amend the Ancillary Agreement in several particulars; and

NOW, THEREFORE, in consideration of the mutual undertakings and agreements hereinafter set forth, the Parties and the MESB agree as follows:

1. The definition of "Ownership Percentage" in Section 3.07 of the Ancillary Agreement is amended to read:

Ownership Percentage" means the percentage of each Party's indivisible ownership of the Common Equipment and is also equal to the percentage of each Party's payments for the Common Equipment related costs as well as each Party's value for the purposes of Weighted Voting. The following formula will be used to determine Ownership Percentage for each Party:

$$((.25/\text{Quantity of Parties}) + (.75 * (\text{Party's Workstations} / \text{Total System Workstations}))/1$$

.25 is an approximate cost of Common Equipment to Total System Cost. Common Equipment is shared by all Parties. .75 is applied to a ratio of workstations at a PSAP relative to total System workstations. In aggregate, these two calculations

are used to establish a percentage.

2. Article 12, ADDITIONAL PARTIES, of the Ancillary Agreement is amended to read:

12.01 The Ancillary Agreement's System Owners Group shall, by Weighted Voting of the Parties, establish conditions for another PSAP owner becoming a Party, including the new Party sharing in an allocation of a prorated share of the cost of the Common Equipment and Reserve Fund as well as the new Party's PSAP equipment and services costs. The new Party shall also pay for any required changes to the Common Equipment due to accommodation of the new Party's participation in the shared system.

12.02 Additional Parties shall be added by an amendment to this Agreement which shall be approved by the governing bodies of the Parties, the additional PSAP owner and the MESB, and shall include a recalculation of the Ownership Percentage for all Parties. The revised Ownership Percentage is to become effective upon the new Party joining the consortium. Payment by the new Party of its Ownership Percentage share of the initial cost of the Common Equipment, and individual PSAP cost shall be calculated immediately and invoices distributed in accordance with other Articles herein.

12.03 After a new Party has joined, the Revised Ownership Percentage shall be established using the Ownership Percentage formula as described in Definitions and recalculating each Party's revised Ownership Percentage.

12.04 The prorated share of the new Party for Common Equipment shall be an amount equal to the Total Cost of the in-service Common Equipment divided by eighty-four (84) and multiplied by the number of months remaining of a seven (7) year (eighty-four months) life cycle and multiplied again by the Revised Ownership Percentage. The new Party shall make that payment into the Reserve Fund.

12.05 The prorated share of the Reserve Fund shall be an amount equal to the then-current value of the Reserve Fund divided by the quantity of Parties not including the new Party. The new Party shall make a payment equal to that amount into the Reserve Fund.

3. This Amendment may be executed electronically in one or more counterparts, each of which shall be deemed to be an original, but all of which together shall be deemed to constitute one and the same agreement.

The effective date of this Amendment shall be _____, 2021.

Except as herein amended, the terms, conditions and provisions of the Ancillary Agreement shall remain in full force and effect.

Each Party and the MESB represents that it has full authority to enter into and secure performance of this Amendment and that the person signing this Amendment on behalf of the party has been properly authorized to enter into this Amendment.

IN WITNESS WHEREOF, the Parties to this Amendment and the MESB have executed this Amendment on the date written below:

(Signature pages to follow)

SIGNATURE PAGE TO ANCILLARY AGREEMENT

ALLINA HEALTH SYSTEM d/b/a Allina Health Emergency Medical Services

By: _____
Susan Heichert, SVP CIO Date

SIGNATURE PAGE TO ANCILLARY AGREEMENT

**COUNTY OF HENNEPIN
STATE OF MINNESOTA**

By: _____
Chair of its County Board Date

Attest: _____
Deputy/Clerk of its County Board Date

Approved as to form:

Assistant County Attorney Date

SIGNATURE PAGE TO ANCILLARY AGREEMENT

CITY OF EDINA

By: _____
James Hovland, Mayor Date

By: _____
Scott Neal, City Manager Date

SIGNATURE PAGE TO ANCILLARY AGREEMENT

CITY OF MINNEAPOLIS

Department Responsible for Administering
and Monitoring Agreement

By: _____
 Its Director of Department of Emergency Communications Date

Finance Officer or Designee _____ Date _____

Approved as to form:

Date

SIGNATURE PAGE TO ANCILLARY AGREEMENT

HENNEPIN HEALTHCARE SYSTEM, INC. d/b/a Hennepin County Medical Center

By: _____

Kathy Wilde

Date

Chief Nursing Officer

Interim Vice President for Professional and Support Services

SIGNATURE PAGE TO ANCILLARY AGREEMENT

METROPOLITAN EMERGENCY SERVICES BOARD

By: _____
Chair Date



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 6A. Approval to Accept 2022 EMSRB
VTR Funds Limited Purpose Grant
Presenter: Robinson

RECOMMENDATION

Staff recommend the Board approve and accept 2022 Volunteer Training Reimbursement (VTR) Funds grant from the EMS Regulatory Board (EMSRB) in the amount of \$25,000.00 and its associated work plan.

BACKGROUND

The EMSRB allocates to each EMS region any unspent funds from the VTR fund from the FY2020-2021 appropriation. The MESB received a VTR grant FY2020 in the amount of \$12,771.78 and was proposed to provide a Communication Leader specialist course. The amount available to each regional program is \$25,000.00. The grant will be based upon the EMSRB's approval of the submitted regional grant work plan.

ISSUES & CONCERNS

In order to receive the grant, the EMSRB must review and approve a work plan. The plan which will be submitted by Metro Region EMS is to fund a Communications Leader (COML) specialist course and a Medical Unit Leader (MEDL) course. These courses were recommended and funded in the past EMSRB grants but could not be presented due to the COVID-19 guidelines in FY 2020-2021.

This grant will be awarded after July 1, 2021 and must be used by June 30, 2022.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

FY 2022 Volunteer Training Reimbursement Limited Purpose Grant

Work Plan

The work plan must describe the goals and objectives of your project, the strategies you will use to meet those goals, and the expected measurable outcomes. The measurable outcomes must show how much is being done, how well it is being done, and who (i.e., population group) is better off. A minimum of one goal with supporting strategies is expected. Additional goals may be added as needed.

Project Goal 1: provide Communications Leader (COML) class					
Objective	Strategies	Expected Outcomes	Person(s) Responsible	Timeframe	Budget
Use the 2022 VTR Grant to provide education to EMS and public safety personnel.	Provide a Communications Leader (COML) class.	Students will be trained to integrate communications and ensure all Incident operations are supported by communications; understand ICS and local response systems to support the efforts of Incident personnel.	MESB EMS Coordinator	Completed by June 30, 2022	\$13,500

Enter any additional narrative here:

The MESB plans on using the VTR Grant to fund a COML and MEDL class and any remaining funds will used to support other training programs.

Project Goal 2: provide Medical Unit Leader (MEDL) class					
Objective	Strategies	Expected Outcomes	Person(s) Responsible	Timeframe	Budget
Use the 2022 VTR Grant to provide education to EMS and public safety personnel.	Provide a Medical Unit Leader (MEDL) class.	Students will be trained to integrate a Medical Unit into an expanding incident. The Medical Unit Leader is primarily responsible for developing the Medical Plan, obtaining medical aid and transportation for injured or ill incident personnel, supporting a COVID or other mass casualty disease outbreaks during the response, and preparing reports and records as well as assist Operations in supplying medical care and assistance to civilian casualties at the incident as needed. The MEDL ensures all Incident operations are supported by medical response personnel; understand ICS and local response systems to directly support the efforts of Incident personnel.	MESB EMS Coordinator	Completed by June 30, 2022	\$11,500



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 7A. Approval of 2022-2024 MESB
Regional Strategic Plan
Presenter: Rohret

RECOMMENDATION

The 9-1-1 and Radio TOCs recommend the Board approve the 2022-2024 MESB Regional Strategic Plan.

BACKGROUND

The Statewide Emergency Communication Board began developing strategic plans starting with the 2016 – 2018 strategic plan. In 2020, as the SECB began to plan for its next strategic planning process, most regions requested grant funds to create their own strategic plans. As a result, ECN decided to pay for all regions to have facilitated meetings to create regional strategic plans. This action item today is the result of those facilitated meetings.

ISSUES & CONCERNS

Twenty-two representatives from emergency communications agencies across the metro area met three times in February and March to develop strategic planning priorities for inclusion in a metro region emergency communications strategic plan for the next three years. The plans are a resource used in prioritizing emergency communications projects and budgeting. The metro region priorities identified by the group include:

1. Expand interoperability between PSAPs
2. Enhance options for continuity of operations
3. Continue to invest in, upgrade, and expand the ARMER system
4. Identify and establish funding sources – stable, planned, and sufficient
5. Staff recruitment, development, and retention
6. Successful transition to NG core services
7. Stay involved in industry research and development – be on the cutting edge, not the bleeding edge
8. Help decision makers understand and support what public safety emergency communications

FINANCIAL IMPACT

None to the MESB at this time. It is possible that projects listed in this plan may require funding from the MESB. Those funding requests will either be approved individually or during the regular MESB budgetary process.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL



Metropolitan Emergency Services Board

2022-2024 Interoperable Emergency
Communications Strategic Plan (IECSP)

Contents

Section 1: Interoperable Emergency Communications Strategic Planning Team Members	3
Section 2: Purpose.....	4
Section 3: Scope.....	4
Section 4: Strategic Priorities	5
Priority #1: Expanded Interoperability Between PSAPS	5
Priority #2: Increase Continuity of Operations Options and Capabilities	6
Priority #3: Continue to Invest In, Upgrade, and Expand the ARMER System.....	7
Priority #4: Secure Funding – Stable, Predictable, and Sufficient.....	8
Priority #5: Staff Recruitment, Development, and Retention	9
Priority #6: Successful Transition to NG9-1-1 Core Services.....	10
Priority #7: Support and Participation in Cutting-Edge Emergency Communications Research and Standard Development	11
Priority #8: Increase Policy Maker Understanding and Support for Emergency Communications	11

Section 1: IECSP Team Members

The Metropolitan Emergency Communications Board (MESB) is one of seven regional Emergency Communications Boards (ECBs) and Emergency Services Boards (ESBs) in the state of Minnesota which have been established to provide local governance on matters related to emergency communications. The MESB's membership includes representatives from the following entities:

- Anoka County
- Carver County
- Chisago County
- Dakota County
- Hennepin County
- Isanti County
- Ramsey County
- Scott County
- Sherburne County
- Washington County
- City of Minneapolis (Hennepin County)

The following representatives from the region and the Minnesota Department of Public safety division of Emergency Communication Networks (DPS-ECN) served as members of the Integrated Preparedness Planning Team (planning team) and contributed to the content of this plan:

Vic Barnett, Ramsey County
BJ Battig, Dakota County
Carrie Bauer, Scott County
Marcia Broman, MESB
Marcus Bruning, DPS-ECN
Pete Eggimann, MESB
Gladys Ferguson, Allina Health EMS
Irene Fernando, Hennepin County
Tracey Fredrick, MESB
Scott Haas, Scott County
Heidi Hieserich, Metro. Airports Commission
Ron Jansen, Dakota County
Geoff Maas, Ramsey County
Tony Martin, Hennepin County
Mike Mihelich, Ramsey County
Todd Moen, Carver County
Darlene Pankonie, Washington County
Nancie Pass, Ramsey County
Cheryl Pritzlaff, Dakota Communications Center
Jill Rohret, MESB
Val Sprynczynatyk, Anoka County
Jake Thompson, Chisago County
Victoria Vadnais, Allina Health EMS
Tom Wolf, Scott County

Section 2: Purpose

The purpose of this Interoperable Emergency Communications Strategic Plan (IECSP) is to assist the Metropolitan Emergency Services Board and regional stakeholders to identify preparedness priorities and the associated Planning, Organizational, Equipment, Training, and Exercise (POETE) activities that are necessary to achieve them.

The IECSP is a key component of the Integrated Preparedness Cycle (Figure 1), which provides an effective mechanism to support decision making, prioritize funding allocation, and measure progress toward building, sustaining, and delivering capabilities based on a jurisdiction's/organization's threats, hazards, and risks. Using this process, stakeholders gain a better understanding of the full breadth of preparedness activities that impact their jurisdiction/organization and allows for a more deliberate approach to multi-year preparedness activity planning.

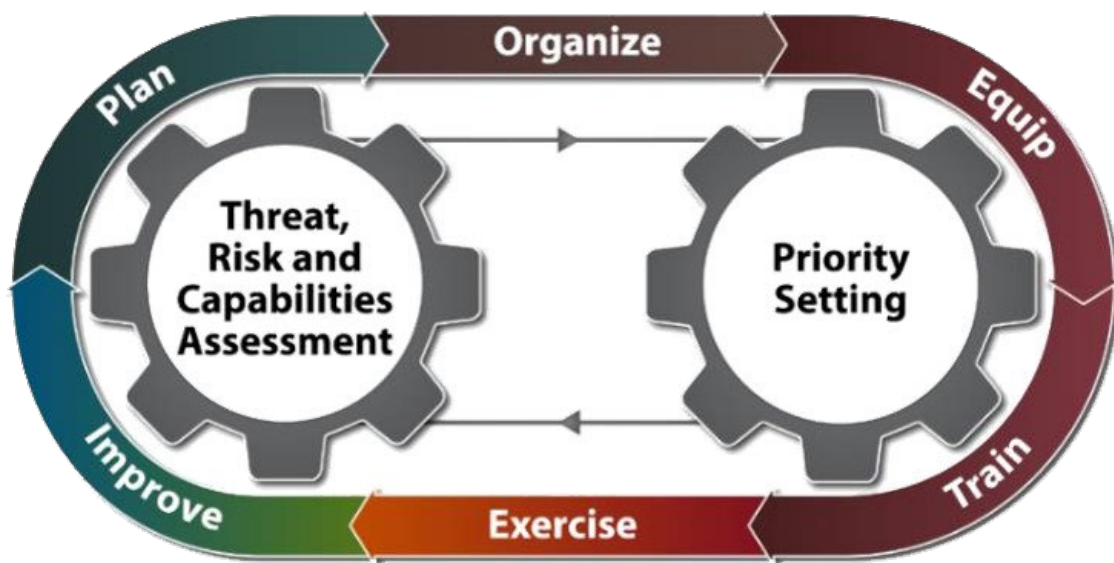


Figure 1: The Integrated Preparedness Cycle

Section 3: Scope

The scope of this plan is limited to the POETE activities necessary to improve interoperable emergency communication capabilities (9-1-1, Land Mobile Radio, Public Alert and Warning, and Wireless Broadband) within the region.

The Integrated Preparedness Cycle for this plan includes the three-year period beginning January 1, 2022 and ending December 31, 2024.

Section 4: Strategic Priorities

Using the information gathered through the activities described in Section 5, the planning team identified the following priorities to help improve the region's interoperable emergency communication capabilities during this Integrated Preparedness Cycle:

Preparedness Priorities
1. Expanded Interoperability Between PSAPS
2. Emergency Communications Continuity of Operations
3. Continue to Invest, Upgrade, and Expand the ARMER system
4. Secure Funding – Stable, Planned, Predictable, and Sufficient
5. Emergency Communications Staff - Recruitment, Development, and Retention
6. Successfully Transition to NG Core Services
7. Engaging in Industry Research and Standard Development
8. Educating Policy Makers

Priority #1: Expanded Interoperability Between PSAPS

As recommended in the Civil Unrest (May-June 2020) After Action Review, workload sharing, and regional situational awareness have been established as the highest priority in the metro region strategic planning. The metro area public safety answering points (PSAPs) need to establish CAD-to-CAD interoperability and regional situational awareness to work more efficiently and effectively both day-to-day and during high profile events.

Planning Activities

The MESB 9-1-1 Technical Operations Committee (9-1-1 TOC) formed a workgroup and tasked it with developing an implementation plan for CAD-to-CAD interoperability and regional situational awareness. The plan is expected to include recommendations on governance, funding, agency participation, and system capabilities. The draft plan will then be presented to the Board for approval.

Organizational Activities

Once the Board approves the plan, the governance agreements can be drafted and distributed to the PSAP governing authorities for signature, establishing a new governing authority and funding mechanism. The new governance authority can then prepare and issue an RFP that includes the system capabilities identified in the implementation plan.

Equipment Activities

Implementation of a CAD-to-CAD interoperability and regional situational awareness system will require a regional wide area network (WAN) connecting all the regional PSAPs. The MESB's intent is to work with the Statewide Emergency Communication Board (SECB) and DPS-ECN to implement a regional NG9-1-1 ESInet WAN that conforms to the NENA INF-016.2 Emergency Services IP Network Design, which can support multiple mission-critical public safety applications including, but not limited to, NG9-1-1, CAD-to-CAD, logging, etc. The regional WAN will be configured specifically to support PSAP utilization of cloud-based public safety applications as well as provide connectivity for geodiverse application servers at regional PSAP datacenters.

Training Activities

Once the systems are in place, operational policies and procedures must be developed both within PSAPs as well as with the other partnering PSAPs which utilize the CAD-to-CAD interoperability and regional situational awareness system capabilities. These policies and procedures will be incorporated into each PSAP's training curriculum.

Exercise Activities

Once the PSAP personnel are familiar with how to use the CAD-to-CAD interoperability and regional situational awareness system for day-to-day operations, regular quarterly or semi-annual training exercises should be established for how to utilize the system during high-profile, multi-agency events. The training exercises need to be scheduled on a regular basis to help telecommunicators retain proficiency between live events.

Priority #2: Increase Continuity of Operations Options and Capabilities

Each of the ten-county metro area PSAPs have prepared individual continuity of operations plans (COOP). During those planning efforts challenges were identified, especially for the larger PSAPs, when developing strategies for working from an alternate location. The use of the public safety WAN identified in Priority #1 above to enable remote access to mission-critical public safety applications will offer additional COOP options and capabilities.

Planning Activities

COOP planning at a regional level which builds on the cooperative PSAP relationships that were identified in the individual PSAP COOPs should focus on access to mission-critical public safety applications from the other cooperative PSAP locations. For example, if Washington, Ramsey, and Dakota County PSAPs have agreed to work cooperatively as part of their COOPs, the regional planning should focus on implementing the technology needed to permit Dakota telecommunicators access to the Dakota ARMER, 9-1-1, and CAD applications from workstations at the Ramsey or Washington County PSAPs, with reciprocal access for Ramsey or Washington County telecommunicators to their mission-critical applications at Dakota Communications Center workstations.

An alternative regional plan could utilize the two back-up PSAP locations currently deployed by Ramsey County and now being implemented by the Minneapolis Emergency Communications Center (MECC) as designated regional COOP facilities. Remote access to mission-critical applications could then be established for a group of PSAPs at each location (e.g., east metro PSAPs utilize the Ramsey County facility and west metro PSAPs utilize the MECC facility). If Hennepin County builds a new back-up facility to replace the aging Golden Valley location, the new facility could also be designed to function as a regional back-up facility.

Organizational Activities

Enabling remote access for other PSAPs' applications and utilizing facilities owned by another entity will require funding and governance plans which address the equitable costs associated with the shared technology and facility.

Equipment Activities

Remote access to mission-critical applications from alternate PSAP locations will require the public safety WAN described in Priority #1 to provide the IP-connectivity between the sites.

Training Activities

All PSAP personnel need to be trained on the processes and procedures needed to utilize remote access capabilities for each of the mission-critical applications.

Exercise Activities

To remain viable when needed, regular COOP exercises are required to train new personnel and ensure existing personnel retain the skills needed to operate effectively from the alternate site utilizing remote access to all their mission-critical applications.

Priority #3: Continue to Invest In, Upgrade, and Expand the ARMER System

The ARMER system is the primary emergency responder communication tool throughout the ten-county metro area. A consistent, predictable maintenance and enhancement plan must be established that includes adequate sustainable funding. ARMER expansion capabilities should include a focus on cybersecurity, encryption capabilities, and making plans for Integrated Voice and Data (IV&D) and Key Management Facility (KMF). IV&D adds Project 25 (P25) data to the ARMER system allowing data features such as GPS location, Over the Air Rekeying (OTAR), and Over the Air Programming (OTAP). KMF is a server that manages and deploys encryption keys for subscriber units. The system may need to transition to support P25 Phase 2 Time-Division Multiple Access (TDMA)-based voice and data traffic to increase system capacity as well as Long-Term Evolution (LTE) push-to-talk capabilities if ARMER system loading increases, and additional frequencies are not available for further channel expansion. The metro area should also agree to make considerations to standardize on Advanced Encryption Standard (AES), which would allow system owners and users to plan accordingly to have the equipment necessary in place.

Planning Activities

The metro region should discuss the use of AES-based encryption and develop plans for its implementation. Interoperability between LTE push-to-talk equipment on ARMER must be defined and any limitations LTE users may experience must be clearly understood. The transition to ARMER P25 Phase 2 TDMA voice and data traffic will require coordination with the system owners and users to ensure backward compatibility while allowing new equipment onto the system. During the time frame of the strategic plan, researching options for IV&D, KMF, and TDMA would need to take precedence, so that the following strategic planning frame could build on that research.

Organizational Activities

The FCC inquiry and possible rule-making that would prohibit 9-1-1 fee diversion for narrowly defined non-9-1-1 uses may negatively impact the ARMER system funding. Currently, Minnesota Statutes allocate 9-1-1 surcharge fees to support the ARMER system. If the use of 9-1-1 fees for the ARMER system is prohibited by federal action, a new ARMER system funding stream will be needed.

Equipment Activities

Procure and implement the system software and hardware upgrades necessary to support AES encryption, IV&D, KMF, and/or P25 Phase 2 TDMA capabilities based on the plan described under the Planning Activities section above.

Training Activities

ARMER system user training will be required as new capabilities and features are introduced. Regular in-service training for all system users should be done on an annual basis but may need to be done more frequently depending on the operational changes associated with any specific upgrade or enhancement.

Exercise Activities

At least one large scale, multi-agency training exercise should be conducted annually that includes the use of Communications Unit Leader (COML) and Metro Region Communications Response Task Force (CRTF) resources.

Priority #4: Secure Funding – Stable, Predictable, and Sufficient

The emergency response continuum, which starts with a 9-1-1 call for assistance through until the last responding field unit clears the call, requires system upgrades, maintenance, and hardware replacement on an ongoing basis. Lifecycles of system components and software continue to shorten as new technology is introduced. Keeping these mission-critical systems operating 24x7, 365 days per year requires an ongoing stable, predictable, and sufficient source of funding.

Planning Activities

The emergency communications systems in place today are no longer stand-alone systems but are part of regional and statewide systems that require coordination and interoperability. This complicates how systems are purchased and financed. More agencies are making joint, cooperative purchase of public safety applications that can be shared to control costs and enable greater functionality and capabilities than each agency would be able to afford on their own. State, regional, and local entities are also looking at software-as-a-service (SaaS) procurement models for hosted and cloud-based mission-critical applications to stabilize expenses on a regular monthly basis that includes system procurement, upgrades, security, and maintenance.

The 9-1-1 surcharge has been a reliable source of funding for many years but has never been adequate to fully fund all the 9-1-1 and ARMER system costs. Recent FCC activity has now raised questions about whether the use of 9-1-1 surcharge funding to support the ongoing costs associated with the ARMER system will be allowed if the state or local agencies want to remain eligible to participate in federal grant programs. If the federal authorities determine that the ARMER funding is a diversion of 9-1-1 funding, a new source of ARMER funding must be identified.

Next Generation 9-1-1 (NG9-1-1) systems rely on point-in-polygon 9-1-1 call routing. This requires highly accurate geographic information system (GIS) data that define PSAP and emergency response agency service area boundaries. This GIS data must be updated and maintained on an ongoing basis with error corrections completed within 24-48 hours of detection. The metro area county GIS departments will need to create and prioritize new workflow processes to support accurate 9-1-1 call routing and may need to increase staffing in some cases. The costs associated with the ongoing maintenance of these mission-critical datasets needs to be included as part of the 9-1-1 system costs and the associated funding streams, just as master street address guide (MSAG) creation, maintenance, and location validation have been part of the ongoing 9-1-1 expenses associated with E9-1-1 systems that are paid to the 9-1-1 service providers. This responsibility for accurate 9-1-1 call routing is shifting from the 9-1-1 service providers to GIS data creators as part of the transition from E9-1-1 to NG9-1-1 and the costs associated must be included in the overall NG9-1-1 system costs and funding.

Organizational Activities

Cooperative planning is needed to identify the total costs involved in procuring and operating the emergency communications continuum applications. Once these costs are known, a shared funding formula should be established that identifies what system costs will be the responsibility of each state, regional, and local entity involved, as well as the funding stream and source sufficient to meet those ongoing responsibilities. It should be recognized that grant funding cannot be relied on as a source of on-going funding and should only be utilized to enhance or enable the procurement of system components while the regular funding stream is established and implemented to take over the system funding responsibilities when grant funds are exhausted or are no longer available. Establishing these

funding streams and sources may require legislative action to ensure that the funding stream is adequate, stable, and predictable regardless of which political party is in the majority at any given time. Maintaining the emergency communications systems should be done with dedicated funding and remain a non-partisan issue to the greatest extent possible.

Equipment Activities

All equipment components of the emergency communications systems must be on a lifecycle replacement plan with total cost of ownership and replacement for these components calculated and included in the emergency communications system funding plan.

Training Activities

(None identified)

Exercise Activities

(None identified)

Priority #5: Staff Recruitment, Development, and Retention

Finding, training, and retaining highly skilled telecommunicators is an ongoing challenge for many metro area PSAPs. This is a complicated issue with many factors, but it is recognized that retaining highly skilled telecommunicators is key to ensuring PSAPs effectively answer, analyze, prioritize, assign, and manage emergency responses utilizing the resources available through the law enforcement, fire, and emergency medical services (EMS) agencies within their service areas.

Planning Activities

Staff retention and recruitment needs to be integrated into each PSAP's strategic planning. There is general acceptance that it is more economical to retain existing staff than to recruit and train new telecommunicators, even though existing staff are in a higher salary band than new hires. Many PSAPs are chronically short-staffed. This leads to higher stress on the existing staff, increased hours, and high overtime pay rates, which is not sustainable long term.

Organizational Activities

PSAP management and policy makers need to recognize telecommunicators as equal partners in the emergency response continuum. Traditionally, pay scales, career advancement opportunities, and emergency services funding have not recognized the value of the responsibility and decision-making telecommunicators are expected to provide in determining what type of emergency is being reported, what the appropriate response should be, and the coordination of that emergency response. There are four equal partners involved in the emergency response continuum that are all vital to a successful emergency response: PSAPs, law enforcement, fire, and EMS.

Equipment Activities

Equipping alternate work locations may enable telecommunicators to work safely during times when PSAPs are overwhelmed with calls from a high visibility, multi-jurisdiction event or natural disaster. The ability to access all mission-critical applications needed by a telecommunicator to effectively answer and manage emergency calls for their jurisdiction from an alternate location can add capacity to the staffing available to better manage call volume, as well as provide better COOP options.

Training Activities

Minimum training standards and curriculum for new telecommunicators provide a foundation for career development. On-going training for veteran telecommunicators ensures consistent, effective emergency response initiation and coordination. Training curriculum at each PSAP must include

resiliency training, peer support, and professional counseling resources to enable telecommunicators to withstand the stress and emotional damage that can occur from repetitive exposure to traumatic events.

Exercise Activities

(None identified)

Priority #6: Successful Transition to NG9-1-1 Core Services

The current E9-1-1 system utilizes tools and processes designed to support receiving 9-1-1 calls from fixed-location telecommunications systems with caller location determined by where the end of the service provider's wire was terminated. Wireless and VoIP mobile and nomadic telecommunications service has been jury-rigged to provide approximate caller location in the E9-1-1 environment.

NG9-1-1 Core Services are designed specifically to support mobile and nomadic telecommunications service by utilizing the location of the calling device at the time of the emergency call as the basis for routing to the PSAP responsible for serving the caller's location. In addition, NG9-1-1 Core Services support multimedia communications that will enable 9-1-1 callers to make voice, text, or streaming video calls, as well as being able to send images or video to the 9-1-1 system.

Planning Activities

NG9-1-1 systems offer many options for 9-1-1 callers which require more complexity within the system itself and in the management of the system. The transition from the current E9-1-1 system to NG9-1-1 Core Services will be made in multiple steps over an extended timeframe, all done while continuing to take emergency calls 24x7, 365 days per year. Each step requires advance planning, testing, and implementation.

NG9-1-1 Core Services will involve coordination with multiple 9-1-1 service providers including ESInet, system security, ingress aggregation and conversion, call routing, as well as ongoing system monitoring and management services.

Organizational Activities

The transition from E9-1-1 will require a cooperative effort from individual PSAPs, the regional emergency services boards, DPS-ECN, and the SECB. The transition plans and processes will not be a one-size-fits-all solution. Some components of the NG9-1-1 Core Services may be implemented in stages at the regional level as the underlying GIS data and answering applications become able to support NG9-1-1 call delivery and routing. NG9-1-1 GIS data creation, maintenance, and error correction processes need to be developed and tested, which will reduce the risk of depending on end-of-life legacy infrastructure.

Equipment Activities

The transition to NG9-1-1 Core Services will require originating service providers to migrate their call delivery from SS7 Time Division Multiplexing (TDM) network technology to end-to-end session-initiated protocol (SIP) call delivery or contract for the translation of their TDM 9-1-1 call traffic to SIP before the call is delivered to the NG9-1-1 Core Services.

PSAP answering applications must support 9-1-1 call delivery from NG9-1-1 Core Services utilizing SIP with caller location information delivered at the time of the call using the Presence Information Data Format-Location Object (PIDF-LO) protocol. PSAP logging equipment must be able to support call metric and content capture in an NG9-1-1 standard compliant environment.

Training Activities

Telecommunicators must be trained as each stage in the transition is implemented. This will include training on the answering application used to answer the calls. It will also include training in the interpretation and use of the additional information data that will become available to telecommunicators in the NG9-1-1 environment.

Exercise Activities

(None identified)

Priority #7: Support and Participation in Cutting-Edge Emergency Communications Research and Standard Development

Minnesota, and the metro region specifically, has been at the forefront of embracing new 9-1-1 service technology, capabilities, and 9-1-1 industry standard development. Continued involvement by PSAP management, telecommunicators, and MESB staff at the state and national level in the development of operational and technical standards for 9-1-1 service is instrumental in maintaining the high level of emergency services metro area residents and visitors enjoy.

Planning Activities

(None identified)

Organizational Activities

Policy maker and organizational management support for participation in industry standard development processes should continue to be a priority. Staff should be encouraged and given time to share their knowledge, skills, and abilities with the standard development and training organizations that serve the 9-1-1 and emergency communications industry.

Equipment Activities

(None identified)

Training Activities

(None identified)

Exercise Activities

(None identified)

Priority #8: Increase Policy Maker Understanding and Support for Emergency Communications

Telecommunicators and their role in the emergency response continuum go largely unnoticed unless something goes wrong with an emergency response. Flashing lights, fire trucks, ambulances, squad cars, and uniformed personnel are all very visible to the people involved in an emergency. The voice that answered the 9-1-1 call, identified the emergency, decided what the appropriate emergency response should be, assessed the available emergency responder resources available at that moment, initiated the emergency response, and coordinated that emergency response is invisible and often taken for granted. 9-1-1 and emergency communications personnel are equal partners in the effective delivery of emergency services along with law enforcement, fire, and EMS personnel.

Planning Activities

Emergency communications management and policy makers need to intentionally develop a communications strategy designed to educate other emergency response partners and policy makers

about what life and death decisions and responsibilities telecommunicators are trained for and expected to make on multiple calls per day. Telecommunicators cannot control their workload or take time to mentally prepare for what they encounter in answering the calls they answer. Management must advocate with policy makers to help them understand the stress level that telecommunicators routinely work under so that policy makers can provide adequate resources to support the emergency communications mission and the people who provide that service.

Organizational Activities

Policy makers who are responsible to ensure effective emergency responses within their jurisdiction must be given sufficient information to understand the resources needed to adequately support the people who provide the emergency responses.

Equipment Activities

(None identified)

Training Activities

PSAP managers and training personnel must develop public education material that accurately portrays the role and responsibilities telecommunicators provide as part of the emergency response continuum so that they can build support with their policy makers and the general public.

Exercise Activities

(None identified)



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 7B. Approval of the 2022 Operational Budget
Presenter: Rohret

RECOMMENDATION

The Executive Committee recommends approval of the 2022 MESB Operational Budget.

BACKGROUND

Per the MESB Joint Powers Agreement, the Board must annually approve a budget and maximum assessments 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.

In the past, the Board approved 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 noticed assessments.

ISSUES & CONCERNS

Beginning with the 2016 budget, the MESB resumed this budget process; the Board grants preliminary budget approval annually in July, with final budget approval occurring in November, if any portion of the budget can be reduced. The July approval provides the maximum assessment amount for the following year. Approving the budget in this fashion allows staff to refine the budget throughout the year, prior to implementation, which is helpful in years when contracts are subject to RFP.

Though for the 2022 operational budget, staff worked to maintain the overall assessment level to have a no increase from the 2021 operational budget. However, the assessment level increased by 1.17%.

FINANCIAL IMPACT

See Issues and Concerns and attached 2022 Budget Notes.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metropolitan Emergency Services Board

2022 Operational Budget Considerations

- 2022 budget reflects a 1% decrease in the operational budget (not including pass-through radio system expenses).
- A 2% merit increase (\$14,802.00) for staff is included in the 2022 budget. Note: the 2021 Dakota County Merit Compensation Plan has a 1% base increase and a 1% lump sum for Meets Standards Performance Reviews; 2021 Cost of Living Adjustment was 1.3%. Overall, the salaries line decreases by 5.61% primarily due to the retirement of one staff person who was at the top of his salary range.
- The benefits line reflects a 4.10% increase; Dakota County recommended a 10% increase in benefits for 2022 budget purposes.
- The rent line reflects a 3% increase in rent, which was approved in the current lease, approved on October 29, 2020. The increase was not included in the 2021 operational budget; thus it appears in the 2022 budget.
- Equipment increased 24% (\$1,200.00) as the staff computer replacement cycle is beginning.
- Insurance increases 2% (951.00) to reflect increases in the Technology Errors and Omissions policy for the metro portion of the ARMER system.
- In 2022, some projected interest revenue was included to reduce assessments, as were expected insurance dividends (\$6,000.00).
- Per January 2019 Board action, the 2022 budget includes a contribution from the Hennepin County Investment Fund to cover 2/5 of the salary and benefits for the new GIS Specialist position added in 2019.
- Finally, the 2022 budget includes using forecasted unspent funds from the 2021 budget, due to changes in travel, conferences, meetings, etc. due to the coronavirus, as a way to keep assessment changes low.

- The 2022 Operational Budget results in a 1.17% increase in assessments for 2022. The effect on assessment amounts varies by county/city due to population shifts.

**Metropolitan Emergency Services Board
2022 DRAFT Budget Summary
(Excludes Radio System Expenses)**

2022 BUDGET - DRAFT 6.9.21					
ACCOUNT	2021 Budget	2022 Administration	2022 Radio Administration	2022 Dollar/Percentage Change	
SALARIES					
Proposed merit increase	31,057	15,062	1,474	(15,995)	-52%
MESB STAFF SALARIES	829,693	768,051	75,687	(61,642)	-7%
MESB STAFF BENEFITS	281,686	293,225	22,339	11,539	4%
***** TOTAL SALARIES, BENEFITS	1,142,436	1,076,338	99,500	(66,098)	-6%
TRNG/PROF'L DEVEL/TECH SEMINARS	9,225	9,225	1,375	-	0%
LOCAL TRAVEL	3,700	3,700	1,200	-	0%
***** TOTAL PERSONNEL COSTS	1,155,361	1,089,263	102,075	(66,098)	-6%
Travel for Conferences	25,900	25,900	3,800	-	0%
Dues & Subscriptions	2,550	2,550	400	-	0%
Professional & Contractual Services	115,880	115,880	30,320	-	0%
Rent	21,800	22,451	3,962	651	3%
Communications	26,250	26,250	4,750	-	0%
Office Supplies	9,700	9,700	550	-	0%
Printing & copying	1,500	1,500	250	-	0%
Postage	500	500	100	-	0%
Equipment	4,950	6,150	1,950	1,200	24%
Equipment Maintenance	14,000	14,000	0	-	0%
Advertising and public information	1,650	1,650	250	-	0%
Insurance	52,149	53,100	42,100	951	2%
Other Operating Costs	3,000	3,000	1,000	-	0%
***** TOTAL OPERATING COSTS	279,829	282,631	89,432	2,802	1%
Audit	22,000	22,000	10,000	-	0%
Meeting Expenses	7,850	7,850	2,200	-	0%
Contingency	12,000	12,000	10,000	-	0%
***** TOTAL OTHER EXPENSES	41,850	41,850	22,200	-	0%
***** BUDGET (excluding Radio System Expenses)	1,477,040	1,413,744	213,707	(63,296)	-4%
2022 Oper. Admin. Total	1,200,037				
2022 Radio Admin. Total	213,707				

Source of Funds	2022	2021
Interest revenue	19,000	0
Unspent previous year's earnings	37,000	67,200
Insurance Dividend	6,000	6,000
EMS rent, admin, office supplies, etc.	15,000	15,000
MMCD Shared	2,000	2,000
GIS Position funding from Investment Acct	35,718	72,000
Total from other sources	114,718	162,200
Funded from Assessments	1,299,026	1,283,783
Total all sources	1,413,744	1,445,983

ASSESSMENT SCHEDULE			
	DRAFT		
	2022 Assessment	2021 Assessment	Percentage Change Between 2021/2022
MEMBERS			
ANOKA	140,739	138,984	1.2%
CARVER	41,595	41,157	1.1%
CHISAGO	21,971	21,732	1.1%
DAKOTA	168,158	166,446	1.0%
HENNEPIN	469,565	462,040	1.6%
ISANTI	15,743	15,509	1.5%
RAMSEY	216,648	214,479	1.0%
SCOTT	57,614	56,747	1.5%
Sherburne	37,846	37,366	1.3%
WASHINGTON	101,969	101,568	0.4%
CITY OF MINNEAPOLIS	27,178	27,754	-2.1%
TOTALS:	1,299,026	1,283,782	1.17%

2022 Budget Detail - Draft 6.9.21

	Administration	911	Radio	2022 detail	2022 Budget	2021 budget detail	2021 Budget	% Change	\$ Change
Salaries									
2022 Proposed MESB merit increases	7,691	5,897	1,474	15,062	15,062	31,057	829,693		
Executive Director	132,202			132,202		132,202			
Regional Radio Communications Coordinator			73,687	73,687		73,093			
911 Data Coordinator		88,946		88,946		88,404			
Director of 911 Services		0		0		120,410			
911 Manager		88,000		88,000		0			
Senior Administrative Assistant	64,405			64,405		64,012			
MESB Financial Services Specialist	91,800			91,800		91,233			
GIS Specialist		59,540		59,540		59,145			
GIS Specialist		58,341		58,341		59,592			
EMS Coordinator	96,130			96,130		95,545			
Contingency eg. (fto payout)	8,000	5,000	2,000	15,000	768,051	15,000			
TOTAL SALARIES	400,228	305,724	77,161		783,113			-5.61%	-46,580
Benefits									
Executive Director	30,881			30,881		30,384	281,686		
Pollock Benefits (OPEB sgl coverage)	4,000			4,000		4,000			
Regional Radio Communications Coordinator			21,839	21,839		21,161			
911 Data Coordinator		40,590		40,590		38,038			
Eggimann Benefits (OPEB sgl coverage)		4,000		4,000		37,712			
911 Technology Coordinator		33,970		33,970		0			
Senior Administrative Assistant	20,405			20,405		19,744			
MESB Financial Services Specialist	40,055			40,055		38,248			
GIS Specialist		29,572		29,572		28,152			
GIS Specialist		29,787		29,787		28,095			
EMS Coordinator	35,626			35,626		33,652			
Contingency eg. (HR administrative fees)	1,000	1,000	500	2,500		2,500			
TOTAL BENEFITS	131,967	138,919	22,339		293,225			4.10%	11,539
Training/Professional Development/Tech Seminars									
Executive Director	1,100			1,100		1,100	9,225		
Regional Radio Communications Coordinator			1,375	1,375		1,375			
GIS Specialist		1,000		1,000		1,000			
GIS Specialist		1,000		1,000		1,000			
911 Data Coordinator		1,250		1,250		1,250			
911 Technology Coordinator		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			
Total Training/Professional Development/Tech Seminars	3,100	4,750	1,375		9,225			0%	0
Local Travel									
Exec Director local travel & expenses	450			450		450	3,700		
911 Tech Coordinator local travel & expenses		800		800		800			
Regional Radio Communications Coordinator			1,200	1,200		1,200			
GIS Specialist		200		200		200			
GIS Specialist		200		200		200			
911 Data Coordinator		700		700		700			
Senior Administrative Assistant local travel & expenses	100			100		100			
MESB Financial Services Specialist	50			50		50			

TOTAL	600	1,900	1,200	3,700		0%	0
--------------	------------	--------------	--------------	--------------	--	----	---

Travel for Conferences

						25,900	
MN MSA/NENA/APCO 911 Conf - 911 Data Coordinator		0	0		0		
MN MSA/NENA/APCO 911 Conf - 911 Tech Coordinator		400	400		400		
Conference, Republic, Exec Dir	1,200		1,200		1,200		
Conference, NENA Best Practices, Exec Dir	1,200		1,200		1,200		
Conference, NENA Best Practices, 911 Tech Coordinator		1,500	1,500		1,500		
Conference, NENA Best Practices, 911 Data Coordinator		1,200	1,200		1,200		
Conference, APCO, Exec Dir	1,900		1,900		1,900		
Conference, APCO, Regional Radio Coord.			1,900	1,900	1,900		
Conference, APCO, 911 Tech Coordinator		1,500	1,500		1,500		
Conference, NENA, Natl, Exec Dir	1,500		1,500		1,500		
Conference, NENA, Natl, 911 Tech Coordinator		1,500	1,500		1,500		
Conference, NENA, Natl, 911 Data Coordinator		1,500	1,500		1,500		
Conference, NENA, Natl, GIS Specialist		1,500	1,500		1,500		
Conference, NENA, Joint Comm, 911 Tech Coordinator		1,100	1,100		1,100		
Conference, NENA, Joint Comm, 911 Data Coordinator		1,100	1,100		1,100		
Conference, IWCE, Regional Radio Coord.			1,650	1,650	1,650		
Conference, GFOA, Annual Conf - Finance	1,500		1,500		1,500		
State, Regional Conferences, Meetings or Symposiums			250	250	250		
Conference, GIS/LIS MN GIS Specialist		800	800		800		
Conference, GIS/LIS MN 911 Data Coordinator		800	800		800		
Conference, GIS/LIS MN GIS Specialist		800	800		800		
Conference, ESRI GIS Specialist		1,100	1,100		1,100		
TOTAL	7,300	14,800	3,800	25,900		0%	0

Dues & Subscriptions

						2,550	
Executive Director	700		700		700		
911 Technology Coordinator		300	300		300		
Regional Radio Communications Coordinator			400	400	400		
GIS Specialist		300	300		300		
GIS Specialist		300	300		300		
911 Data Coordinator		300	300		300		
MESB Financial Services Specialist	250		250		250		
TOTAL	950	1,200	400	2,550		0%	0

Professional/Contract Services

						115,880	
Engineering consulting services		0	0		0		
Computer/Technical Support and Consulting Services	11,230	11,230	5,620	28,080	28,080		
Legal Services/Advocacy/Regulatory Affairs		15,000	15,000	30,000	30,000		
Web Site Maintenance/Other	7,300	7,300	4,700	19,300	19,300		
Accounting Services	6,000			6,000	6,000		
Dakota County Payroll/HR Services	2,500			2,500	2,500		
MESB Project Support(NG 911 Network, System Design, Radio & GIS)		25,000	5,000	30,000	30,000		
TOTAL	27,030	58,530	30,320	115,880		0%	0

Rent

						21,800	
Metro Counties Government Center	10,565	7,924	3,962	22,451	21,800		
TOTAL	10,565	7,924	3,962	22,451		3%	651

Communications						26,250		
Office communication service (phones, fax)	6,000	6,000	3,000	15,000	15,000			
Cellular service	500	1,200	500	2,200	2,200			
Outlook/Office365/Drop Box/Adobe	3,500	2,000	1,000	6,500	6,500			
Misc communications fees (Conference Bridge Svc, Broadcast fax, Comc	1,800	500	250	2,550	2,550			
TOTAL	11,800	9,700	4,750	26,250		0%	0	
Office Supplies						9,700		
Cellular & Telephone Supplies	200			200	200			
Copy Paper	1,200	-	-	1,200	1,200			
Printer Paper	500	500	300	1,300	1,300			
Software(Anti-Malware,Network scanning)	1,500	0	0	1,500	1,500			
Supplies, general.	2,000	-	-	2,000	2,000			
Computer supplies	2,250	500	250	3,000	3,000			
Plotter supplies	500			500	500			
TOTAL	8,150	1,000	550	9,700		0%	0	
Printing & copying						1,500		
TOTAL	750	500	250	1,500	1,500	0%	0	
Postage						500		
TOTAL	300	100	100	500	500	0%	0	
Equipment						4,950		
Misc Small Office Equipment	1,500	1,000	500	3,000	3,000			
Computer Upgrades			1,200	1,200	0			
Printers, Scanners, PDA	700			700	700			
Contingency	500	500	250	1,250	1,250			
TOTAL	2,700	1,500	1,950	6,150		24%	1,200	
Equipment Maintenance						14,000		
Copier maintenance/lease	4,000			4,000	4,000			
Postage Meter Lease/Maintenance	1,000			1,000	1,000			
Conference rooms equip maint.	1,000			1,000	1,000			
GIS Software/Hardware Maintenance		8,000		8,000	8,000			
TOTAL	6,000	8,000	0	14,000		0%	0	
Advertising & Public Information						1,650		
Advertising for meetings	250			250	250			
ARMER System			250	250	250			
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	250	1,650		0%	0	

Insurance									
General Property & Liability	9,000		9,000		9,000			52,149	
Workers Compensation Insurance	2,000		2,000		2,000				
Radio GL & TE - O			42,100	42,100		41,149			
TOTAL	11,000	0	42,100		53,100			2%	951
Radio Site Expenses									
Rent			360,371	360,371		360,371		759,904	
Utilities			294,572	294,572		274,100			
Insurance			26,100	26,100		24,790			
Motorola Maintenance			81,000	81,000		100,643			
TOTAL			762,043		762,043			0%	2,139
Other Operating Costs									
					3,000		3,000		
TOTAL Miscellaneous unbudgeted expenses	1,000	1,000	1,000	3,000		3,000		0%	0
Audit									
					22,000		22,000		
TOTAL	6,000	6,000	10,000	22,000		22,000		0%	0
Board Meeting Expenses									
Board Mileage & Per Diem	1,700	1,100	1,100	3,900		3,900		7,850	
Executive Committee Meeting Mileage & Per Diem	1,400	700	700	2,800		2,800			
911 & Radio TOC, GIS Advisory Committee		250	200	450		450			
Miscellaneous Meeting Expense	200	300	200	700		700			
TOTAL	3,300	2,350	2,200		7,850			0%	0
Contingency									
	1,000	1,000	10,000		12,000		12,000		
TOTAL	1,000	1,000	10,000	12,000		12,000		0%	0
Totals	634,240	565,797	975,750		2,175,787		2,205,887	-1%	-30,100

MESB BOARD ASSESSMENT SCHEDULE 2022 BUDGET - Draft 6.9.21

METROPOLITAN EMERGENCY SERVICES BOARD --- ASSESSMENT TO MEMBERS

	2019	% of 2019	BUDGET 2022 DUES	2019	% of 2019	BUDGET 2022 DUES			Difference from 2021 assessment
COUNTY	Population for Radio Admin.	Population for Radio Admin	Radio. Admin	Population for Operational Admin.	Population for Oper. Admin	Oper. Admin	2022 ASSESSMENT TOTAL	2021 ASSESSMENT TOTAL	
Anoka	362,648	10.83%	\$22,612	362,648	10.83%	\$118,127	\$140,739	\$138,984	\$1,754
Carver	107,179	3.20%	\$6,683	107,179	3.20%	\$34,912	\$41,595	\$41,157	\$437
Chisago	56,613	1.69%	\$3,530	56,613	1.69%	\$18,441	\$21,971	\$21,732	\$239
Dakota	433,302	12.94%	\$27,017	433,302	12.94%	\$141,141	\$168,158	\$166,446	\$1,713
Hennepin	844,096	25.22%	\$52,631	1,279,981	38.24%	\$416,934	\$469,565	\$462,040	\$7,524
Isanti	40,566	1.21%	\$2,529	40,566	1.21%	\$13,214	\$15,743	\$15,509	\$234
Ramsey	558,248	16.68%	\$34,808	558,248	16.68%	\$181,841	\$216,648	\$214,479	\$2,169
Scott	148,458	4.44%	\$9,257	148,458	4.44%	\$48,358	\$57,614	\$56,747	\$867
Sherburne	97,520	2.91%	\$6,081	97,520	2.91%	\$31,766	\$37,846	\$37,366	\$480
Washington	262,748	7.85%	\$16,383	262,748	7.85%	\$85,586	\$101,969	\$101,568	\$401
Minneapolis	435,885	13.02%	\$27,178	-	0.00%	\$0	\$27,178	\$27,754	(\$576)
TOTAL	3,347,263	100.00%	\$208,707	3,347,263	100.00%	\$1,090,319	\$1,299,026	\$1,283,783	

\$15,243

increase/decrease in assessments from 2021

1.17%

ttl radio admin \$213,707.00
interest revenue -\$7,000.00
State rebate -\$3,000.00
Retained Earning -\$10,000.00
Radio allocation \$15,000.00
\$208,707.00

ttl admin&911 \$1,200,037.00
ems reimb -\$15,000.00
MMCD shared -\$2,000.00
interest revenue -\$12,000.00
MCIT dividend -\$3,000.00
GIS position -\$35,718.00
Retained Earning -\$27,000.00 previous year's unspent revenue
Radio portion -\$15,000.00
\$1,090,319.00



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:

July 14, 2021

Agenda Item:

7C. Approval of the 2022-2026

Capital Budget

Presenter:

Rohret

RECOMMENDATION

The Executive Committee recommends approval of the 2022 – 2026 Capital Budget.

BACKGROUND

Per the MESB Joint Powers Agreement, the Board must annually approve a budget and maximum assessments 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.

In the past, the Board approved 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 noticed assessments.

ISSUES & CONCERNS

For a number of years, the MESB did not have a capital budget. Starting in 2016, a capital budget was reintroduced into the budgeting process. The capital budget does not affect assessment levels, as capital projects are funded from the Hennepin County Investment Fund.

FINANCIAL IMPACT

See Issues and Concerns.

MOTION BY:

SECONDED BY:

MOTION:

PASS/FAIL

**Metropolitan Emergency Services Board
Capital Budget Forecast
Five Year 2022 - 2026**

Project	Project Rank	Current Year (2021) Budget*	2022	2023	2024	2025	2026	Total Est. Cost
<i>Administrative</i>								
IT Upgrades (Network)	1	10,000	10,000					10,000
AV Equipment	2	35,000	35,000					35,000
Total		45,000	0	0	0	0	0	0
<i>NG 9-1-1</i>								
Network Design/Transition Plan	1	10,000						0
Integrated GIS/MSAG Maintenance/Transition	2	50,000	30,000	30,000	30,000			90,000
Quality Assurance Tool for 9-1-1 Data	3		5,000	15,000				
Independent System Integration (SD-WAN)***	4	35,000	35,000	35,000	35,000	35,000	35,000	175,000
ESInet WAN Equipment for PSAPs	5	308,600	308,600	20,000				328,600
Wireless Routing Database	6		25,000	5,000				30,000
CAD-to-CAD Interoperability Funding/Gov. Plan**	7		75,000					75,000
Cloud-based Mapping App./ESRI Features/Services***	8			33,000	33,000	33,000	33,000	132,000
Total		403,600	478,600	105,000	65,000	35,000	35,000	718,600
<i>Radio</i>								
Cache Radio Replacement	1		52,500	52,500				105,000
Total		0	52,500	52,500	0	0	0	105,000
Total Cost of Capital Projects		448,600	531,100	157,500	65,000	35,000	35,000	823,600
Funding Source		Current Year Budget	2021	2022	2023	2024	2025	Total Est. Cost

Hennepin County Investment Fund		448,600	531,100	157,500	65,000	35,000	35,000	823,600

*At the May 2021 Board meeting, a consultant contract not to exceed \$100,000.00 was approved; the funding for that contract will come from the 9-1-1 projects listed in current budget year.

**This could be a 2021 expense, if a forthcoming recommendation is approved by the Board

***Ongoing service for the region as a whole; how should it be funded long-term? Should these costs be in the MESB's operational budget?



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 7D. Approval of the 2022-2026 MESB
Joint Powers Agreement
Presenter: Rohret

RECOMMENDATION

The Executive Committee recommends approval of the 2022 – 2026 MESB Joint Powers Agreement.

BACKGROUND

The Joint Powers Agreement (JPA) which created the Metropolitan Emergency Services Board was executed in 2005, and has been amended three times since (2008, 2011, and 2016). The current JPA has been in effect since January 1, 2017 and expires on December 31, 2021.

ISSUES & CONCERNS

Board counsel and the Executive Director have reviewed the current JPA and made proposed amendments for the 2022 – 2026 agreement. Most of the proposed amendments are not major amendments; they are primarily language changes to reflect circumstantial changes which have occurred since the current version was executed. A summary of the changes immediately follows this action sheet in the meeting materials.

One of the changes is the addition of Sherburne County to the list of counties participating in the JPA.

One substantive amendment is the addition of a provision to the Board's 9-1-1 powers dealing with Computer-Aided Dispatch Interoperability, which would only be invoked upon action by the Board. This provision is being added ahead of a recommendation on CAD-to-CAD Interoperability and its governance.

Once the MESB approves this language, the governing body of each member agency must approve and execute the agreement.

FINANCIAL IMPACT

None.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

**JOINT POWERS AGREEMENT
FOR
METROPOLITAN EMERGENCY SERVICES BOARD**

AGREEMENT made on the effective date herein between Anoka County, Carver County, Chisago County, Dakota County, Hennepin County, Isanti County, Ramsey County, Scott County, Sherburne County, Washington County, and City of Minneapolis.

WHEREAS, the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington entered into a joint powers agreement to establish the Metropolitan 911 Board to carry out the requirements of counties under Minnesota Statutes, Chapter 403 for the establishment of a 911 telephone system in the seven-county metropolitan area; and

WHEREAS, the provision of Emergency Medical Services (EMS) is a function that is related to the installation and operation of a regional 911 telephone system; and

WHEREAS, regional EMS systems governed by a body consisting of appointed representatives from each of the counties within a region are eligible for funds from the EMS Regulatory Board in accordance with Minnesota Statutes, Section 144E.50; and

WHEREAS, the Joint Powers Agreement for Metropolitan 911 Board was previously amended to include the power to serve as a regional EMS system board under Minnesota Statutes, Sections 144E.50 to 144E.52; and

WHEREAS, the Metropolitan Radio Board was established pursuant to Minnesota Statutes, Section 403.22, and included the seven member counties to the Metropolitan 911 Board and Chisago County, Isanti County and the City of Minneapolis; and

WHEREAS, the statutorily created Metropolitan Radio Board terminated pursuant to Minnesota Session Laws, 2004, c. 201, s. 22, and a successor regional radio board needed to be established pursuant to Minnesota Statutes, Section 403.39 to plan, implement, maintain, and operate regional and local improvements to the statewide, shared, trunked radio and communication system provided for in Section 403.36; and

WHEREAS, the seven member counties to the Metropolitan 911 Board and the City of Minneapolis recognized that there were economic and operational advantages to the members to jointly plan, coordinate, and administer a regional 911 system, emergency medical services, and a regional radio system in the metropolitan area, pursuant to Minnesota Statutes, Section 471.59 and other law; and therefore entered into a Joint Powers Agreement for Metropolitan Emergency Services Board effective June 15, 2005, which made the former Metropolitan 911 Board the successor to the Metropolitan Radio Board; and

WHEREAS, Chisago County became a party to said Joint Powers Agreement in 2006, and fully participates in the activities of the Board; and

WHEREAS, said Joint Powers Agreement was amended and replaced by Joint Powers Agreement for Metropolitan Emergency Services Board effective January 1, 2008; and

WHEREAS, Isanti County became a party to said Joint Powers Agreement in 2010, and fully participates in the activities of the Board; and

WHEREAS, the Joint Powers Agreement for Metropolitan Emergency Services Board effective January 1, 2008 was amended and replaced by Joint Powers Agreement for Metropolitan Emergency Services Board effective January 1, 2012; and

WHEREAS, the Joint Powers Agreement for Metropolitan Emergency Services Board effective January 1, 2012 was amended and replaced by Joint Powers Agreement for Metropolitan Emergency Services Board effective January 1, 2017; and

WHEREAS, Sherburne County became a part to said Joint Powers Agreement in 2019, and fully participates in the activities of the Board; and

WHEREAS, all of the parties to the existing Joint Powers Agreement for Metropolitan Emergency Services Board agree that it shall be amended and replaced with this Agreement.

THEREFORE, in consideration of the terms contained herein, and in consideration of the execution of this Agreement by each of the parties hereto, it is agreed as follows:

ARTICLE I

Purposes

This Agreement has been executed by the parties hereto for the following purposes:

A. establishing a regional radio board pursuant to Section 403.39 to implement, maintain and operate regional and local improvements to the statewide, shared, trunked radio and communication system provided for in Section 403.36.

B. complying with the mandate of Sections 403.02 to 403.15, and implementing and administering a regional 911 system through a joint powers board.

C. encouraging the development of new resources and the coordination of EMS services throughout the ~~nineteen~~-county metropolitan area to efficiently and cost effectively respond to medical emergencies and provide a high level of patient care.

D. serving as the successor in interest to the Metropolitan Radio Board with respect to all contracts (including but not limited to Cooperative Agreements with members to this Agreement and/or other radio users), responsibilities and obligations, whether at law or in equity.

Each member agrees to cooperate in fulfilling these purposes, the terms of this Agreement and the objectives of applicable legislation, rules and standards in furtherance of the

public safety and welfare of the people of the ~~nineteen~~-county metropolitan area through effective emergency communications systems and emergency medical services systems.

ARTICLE II

Definitions

Section 1: Statutory Definitions. The definitions of terms contained in Minnesota Statutes, Chapter 403 shall apply in this Agreement where those terms are used.

Section 2: Additional Definitions. In the interpretation of this Agreement, the following additional definitions shall have the meanings given to them.

~~A.~~ A. “Board” means the joint powers board described in Article III, Section 1 of this Agreement.

~~A.B.~~ “CAD” means Computer-Aided Dispatch.

~~B.~~ “~~Nineteen~~-county metropolitan area” means the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne and Washington.

C. “EMS” means Emergency Medical Services.

D. “Local Elective Service” means that service of a county which exceeds minimum 911 service.

E. “Member” means a party to this Agreement.

~~GF.~~ “PSAP” means a public safety answering point.

~~HG.~~ “Representative” means a county commissioner or city council member who is a duly appointed, qualified and acting representative of a member hereto.

~~IH.~~ “Regional 911 System” means the metropolitan area 911 system under the Board coordinating 911 service to each of the counties hereto.

~~I.~~ “~~Nine~~-Ten-county metropolitan area” means the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington.

J. “User” with respect to the regional radio system, means any entity or person who has a contractual or other right to send and receive information via the regional radio system.

ARTICLE III

Joint Powers Board

Section 1: Creation and Composition. A board, known as the Metropolitan Emergency Services Board, is hereby established for the purposes contained herein with the powers and duties set forth in this Agreement. The Board shall consist of either one or two representatives from each of the counties of Anoka, Carver, Dakota, Scott, Sherburne and Washington, and from the City of Minneapolis, as provided in their appointing resolutions. Ramsey County and Hennepin County shall each have two to four representatives, as provided in their appointing resolutions. The counties of Anoka, Carver, Dakota, Scott, Sherburne and Washington, and the City of Minneapolis, shall be entitled to two votes each, one vote for each representative, or allocated among their representatives as provided in their appointing resolutions. Ramsey County and Hennepin County shall have four votes each to be allocated among their representatives as provided in their appointing resolutions. The Board shall include one representative from each of the counties of Chisago and Isanti who shall each have one vote. The governing body of each member to this Agreement shall appoint, by resolution, its representatives and alternates to the Board. Alternates shall be elected officials and shall have the same voting strength as the representative for whom they are appointed to serve as an alternate. Resolutions appointing representatives shall be filed at a place, time and manner as determined by a majority of the Board.

Section 2: Terms. Representatives shall be appointed for a one year term beginning January 1 of each year. In the event that any representative shall not have been appointed by January 1 in any year, the incumbent representative shall serve until a successor has been appointed. Removal of any representative during the term for which the representative has been appointed shall be done only by resolution of the appointing governing body. Resolutions appointing or removing representatives under this section shall be filed as provided for in Section 1 of this Article.

Section 3: Chair and Vice Chair. At its first regular meeting of the year the Board shall elect a Chair and Vice Chair from among the representatives designated by the governing bodies of the members to serve on an Executive Committee. The Chair and Vice Chair shall be elected by the Board for one year terms. The Chair shall preside at all meetings of the Board and shall perform other duties and functions as may be determined by the Board. The Vice Chair shall preside over and act for the Board during the absence of the Chair.

Section 4: Secretary and Treasurer. At its first regular meeting of the year the Board shall elect a Secretary and a Treasurer from among the representatives designated by the governing bodies of the members to serve on an Executive Committee. The Secretary and the Treasurer shall be elected by the Board for one year terms. The Secretary and Treasurer shall perform all the duties and functions as provided for in the bylaws. In the absence of the Chair and Vice Chair the Secretary and Treasurer, respectively, shall preside over and act for the Board.

Section 5: Membership in Executive Offices. Ramsey County shall have one representative in any of the four executive offices provided for in Sections 3 and 4 of this Article. Hennepin County and the City of Minneapolis shall alternate every four years having a representative in

any of the four executive offices provided in Sections 3 and 4 of this Article. Officers will serve successively in the offices of Treasurer, Secretary, Vice Chair and Chair. Representatives from all other members will serve as officers on a rotating basis.

Section 6: Vacancies. If an appointment of any representative is vacated before the end of the term, the vacancy shall be filled by appointment by the appropriate appointing governing body. Vacancies shall be filled within thirty (30) days of their occurrence. A vacancy shall be deemed to have occurred when any of the conditions specified in Minnesota Statutes, Section 351.02 exist, or if a representative fails to qualify or act as a representative.

Section 7: Meetings. The Board shall meet at regular meetings at such times and places as the Board shall determine. Special meetings may be held on reasonable notice by the Chair or any two representatives upon terms and conditions as the Board may determine and in accordance with the requirements of the open meeting law, Minnesota Statutes, Chapter 13D. Each representative shall be present and voting only in his or her own representative capacity and without authority to cast proxy votes. An affirmative vote of a majority of representative votes present shall be required before any action can be taken provided a quorum is present at the call of the meeting to order. A majority of the representatives designated by the members to this Agreement shall constitute a quorum, provided that those present represent a majority of the members to this Agreement.

ARTICLE IV

Powers of the Board

Section 1: General Powers. The Board is hereby authorized to exercise such authority that it may as a joint powers board pursuant to Minnesota Statutes, Section 471.59, and other law, including new and amended law, except as otherwise limited herein, to effectively achieve the goals and objectives as described herein.

A. **Radio.** When acting in its capacity as a regional radio board and as the successor to the Metropolitan Radio Board, the Board has the powers necessary and convenient to discharge the duties imposed on it by law, including the duty to implement, maintain, and operate regional and local improvements to the statewide, shared, trunked radio and communication system provided for in Minnesota Statutes, Section 403.36. The Board shall also have the powers of a regional radio board provided by Minnesota Statutes, Section 403.39.

B. **911.** When acting as the metropolitan 911 board, the Board is authorized to complete the implementation of the consolidated 911 plan for the ~~nine-ten~~ member counties in the acquisition, installation, operation and maintenance of the Regional 911 System, and is authorized to exercise those powers required to discharge the duties imposed by Minnesota Statutes, Sections 403.01 to 403.15, and rules and regulations promulgated pursuant to said statutes.

C. **EMS.** When acting as a regional emergency medical services (EMS) board pursuant to Minnesota Statutes, Sections 144E.50 to 144E.52, the Board is authorized to take

actions, or recommend actions to the appropriate authorities, public and private, which are needed for the coordination and improvement of emergency medical services (EMS) within the counties of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne and Washington.

D. Emergency Services Systems. The Board may exercise other powers granted by the legislature to regional radio boards and to counties or cities under Minnesota Statutes, Chapter 403, including all the powers of a regional emergency communication board under Minnesota Statutes, Section 303.392, or any other law related to emergency services systems.

Section 2: Specific Powers. The Board may exercise, but is not limited to, the following specific powers:

A. Powers of General Applicability. The Board may exercise the following powers in carrying out any of the purposes set forth in this Agreement:

1. Adopt an annual budget, together with a statement of the sources of funding and an estimate of the proportion of such amounts required of each party.
2. Enter into contracts required in furtherance of this Agreement and statutory mandate; and enforce such contracts to the extent available in equity or at law. The requirements of the member with the least restrictive contracting and purchasing authority shall apply hereto in the judgment of the Board.
3. Disburse funds in a manner, which, as far as practicable, is consistent with the method provided by law for the disbursement of funds by the parties to this Agreement.
4. Adopt by-laws and rules and/or policies consistent with this Agreement required for the exercise of the powers of the Board or accomplishment of its objectives.
5. Proceed against any member to this Agreement failing to make prompt payment of its just and correct assessment under Article VI, subject to the procedures established in this Agreement.
6. Make provision for the employment, discipline or discharge of personnel required to accomplish the purposes of this Agreement. Employ an executive director and delegate contracting authority to the executive director up to such limits as determined by the Board, and delegate such other powers as the Board deems appropriate for the efficient and effective management of the joint powers organization.
7. Purchase public liability insurance and such other bonds and insurance as is deemed necessary for the protection of the Board, its members, representatives, officers, agents and employees. The exercise of such authority by the Board shall not be construed as a waiver or modification of the limitations, defenses and immunities of liability contained in Minnesota Statutes, Chapter 466, Minnesota Statutes, Section 471.59, subd. 1a, or other applicable law.

8. Seek, apply for, and accept appropriations, gifts, grants or loans of money, other property or assistance on behalf of any or all the members from the United States Government, the State of Minnesota, or any person, association or agency for any of its purposes; enter into any agreement in connection therewith; and hold, use and disburse or dispose of such money or other property and assistance in accordance with the terms of the gift, grant or loan relating thereto. Nothing herein is intended to authorize the Board to issue bonds for any of its purposes.

9. Acquire real and personal property by purchase, lease, gift, or grant, and interests in property necessary for the accomplishment of the purposes set forth in this Agreement, and sell or otherwise dispose of property which it no longer requires.

10. To the extent allowed by law, establish and collect fees, including user fees, for services provided by the Board.

11. Petition the legislature and congress for funding and for statutory changes.

12. Sue and be sued.

13. The Board shall keep proper minutes of all its proceedings.

14. The Board shall keep proper and adequate books of accounts showing all its receipts and disbursements by date, source, and amount. The Board must be audited at least once each year. The Board may elect to be audited by a certified public accountant or by the state auditor.

B. Radio Specific Powers. The Board may exercise the following regional radio board powers:

1. Establish, implement, and approve plans for local government radio subsystems that are, or will be, interconnected to the state backbone within the ~~nineteen~~-county metropolitan area.

2. Set or adopt regional performance and technical standards, subject to review by the Statewide Emergency Communications Board (SECB), for regional radio system infrastructure.

3. Set regional interoperational priorities or protocols for the radio system.

4. Determine cost apportionment among radio user entities for regional capital, operational, maintenance, and administrative costs.

5. Continue to administer radio antenna leases within metropolitan area. Renegotiate and approve new leases upon expiration, when necessary, in conjunction with MnDOT.

6. Assume existing contractual responsibilities of the Metropolitan Radio Board.

7. Monitor compliance with standards, protocols and procedures as determined by the SECB and this Board within the nine-county metropolitan area.

8. Prepare reports to the legislature as required by law.

9. In cooperation and conjunction with the SECB, and MnDOT, allocate capacity within the ~~nineteen~~-county metropolitan area.

10. Coordinate integration among users in the ~~nineteen~~-county metropolitan area.

11. Apply for and hold licenses for public safety frequencies to be used in regional and local improvements, including a regional data system.

12. In cooperation with the SECB, determine the extent to which local governments, quasi-public service corporations, and private entities eligible to use the system may provide system enhancements at their direct expense.

13. Subject to system capacity and channel availability, the Board shall ensure that all local governments, quasi-public service operations, and private entities in the ~~nineteen~~ metropolitan counties that are eligible to use radio frequencies reserved for public safety use have adequate communications capacity and intercommunications capability.

14. The Board may contract with entities in the ~~nineteen~~ metropolitan counties eligible to use the public safety channels other than local governments, to provide them with public safety radio communication service. The Board may contract with eligible jurisdictions and entities outside the ~~nineteen~~ metropolitan counties for inclusion in the regionwide public safety radio communication system.

15. Own, lease or otherwise provide hardware and/or software necessary to support sharing of radio infrastructure between multiple agencies, including public safety answering point (PSAP) dispatch operation position equipment.

C. **911 Specific Powers.** The Board may exercise the following 911 board powers:

1. Engage in planning, installing, administering, operating and maintaining the Regional 911 System, including preparing and submitting a consolidated 911 system plan on behalf of all the counties. Any consolidated 911 system plan approved by the Board shall not impose financial obligations on any county or city which exceeds those approved by the county or the city responsible for the PSAP.

2. Provide or administer training to PSAP operators and other participants in the emergency services systems.

3. Own, lease or otherwise provide the network(s) and/or emergency service applications that support the network(s), including hardware and/or software, for network

components and elements such as servers, gateways, routers, databases, or any other network elements, necessary to support standardized regional delivery of Requests for Emergency Assistance (RFEAs) and the related data information to multiple PSAPs.

4. Own, lease or otherwise provide the hardware/software/data/applications and/or other emergency service components and elements necessary to support standardized regional handling of Requests for Emergency Assistance (RFEAs) and the related data information at individual and/or multiple PSAPs.

5. Contract with one or more vendors to provide an emergency services system(s) or related elements or components of an emergency services system(s).

6. Contract with or employ staff to design, install, administer, operate, and maintain elements or components of an emergency services system.

7. Set or adopt regional performance and technical standards related to an emergency services system(s).

8. Monitor vendor compliance with the emergency services system standards.

9. Determine and administer cost apportionment among user entities for regional capital, operational, maintenance, and administrative costs.

10. Develop and maintain a regional plan for the implementation of Next Generation 911 (NG911) service within the region or within subregions of the region consistent with standards established under Minnesota Statutes, Section 403.382.

11. Establish regional technical and operational standards for the implementation of NG911 service within the region or within subregions of the region that are consistent with technical and operational standards for 911 service adopted pursuant to Minnesota Statutes, Section 403.382.

12. Upon Board action to exercise this power, contract with one or more vendors for a CAD interoperability system; administer and govern this system via an established committee of all PSAP participants.

D. EMS Specific Powers. The Board may exercise the following EMS board powers:

1. Serve as the contractual and financial agent for the purposes of accepting and disbursing State or federal funds under agreements with the State of Minnesota, Minnesota Department of Health or other State or federal agencies on behalf of the counties included in the ~~nineteen~~ county metropolitan regional EMS system, as identified in Section 1.C, for regional emergency medical services (EMS) activities.

2. Review and approve plans, grant applications or requests for funds or programs related to emergency medical services within the ~~nineteen~~-county metropolitan regional EMS system.

3. Recommend policies, procedures, or programs to coordinate and improve the delivery of emergency medical services in the ~~nineteen~~-county metropolitan regional EMS system.

4. 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 ~~nineteen~~-county metropolitan area.

5. Develop, review, and recommend standards and procedures for EMS communications, including, but not limited to use of the assigned Emergency Medical Services radio frequencies within the ~~nineteen~~-county metropolitan area.

6. Develop, review, and recommend standards and procedures for emergency transportation and medical care of the patient from the scene of the incident to the hospital including equipment for patient care in the ~~nineteen~~-county metropolitan area.

7. Review, develop, and present public information and education programs that relate to EMS functions and services in the ~~nineteen~~-county metropolitan area.

Section 3: Indemnification. The Board shall be considered a separate and distinct public entity to which the members have transferred all responsibility and control for actions taken pursuant to this Agreement. The Board shall comply with all laws and rules that govern a public entity in the State of Minnesota and shall be entitled to the protections of Minnesota Statutes, Chapter 466. The Board shall fully defend, indemnify and hold harmless the members against all claims, losses, liability, suits, judgments, costs and expenses by reason of the action or inaction of the Board and/or employees and/or the agents of the Board. This Agreement to indemnify and hold harmless does not constitute a waiver by any member of limitations on liability provided under Minnesota Statutes, Section 466.04. To the full extent permitted by law, actions by the members pursuant to this Agreement are intended to be and shall be construed as a cooperative activity and it is the intent of the members that they shall be deemed a single governmental unit for the purpose of liability, as set forth in Minnesota Statutes, Section 471.59, subd. 1a; provided further that for purposes of that statute, each member to this Agreement expressly declines responsibility for the acts or omissions of the other members. The members of the Board are not liable for the acts or omissions of the other members to the Board except to the extent to which they have agreed in writing to be responsible for acts or omissions of the other members.

ARTICLE V

Committees

Section 1: Executive Committee. The Chair, Vice Chair, Secretary, Treasurer and one representative from each of the members not represented by an executive officer shall constitute an Executive Committee. The governing body of each member to this Agreement shall

designate which of its representatives will serve on the Executive Committee. The Executive Committee shall have the authority to act in those circumstances and on those matters as directed by the Board.

Section 2: Technical Operations Committee(s). The Board shall establish Technical Operations Committee(s) and shall determine the membership and responsibilities of the committee(s).

Section 3: EMS Technical Operations Committee. The EMS Technical Operations Committee shall recommend to the Board those actions which are needed for the coordination and improvement of emergency health care services within the ~~seventen~~-county metropolitan regional EMS system.

Section 4: Other Committees. The Board may appoint such other committees and subcommittees as are necessary for the accomplishment of the purposes of this Agreement. The Board may authorize one or more subcommittees for any committee of the Board.

ARTICLE VI

Funding

Section 1: Assessment Procedure. By August 1 of each year, prior to the adoption of an annual budget for the following year, the Board shall determine the amount of contribution by each participating county according to the assessment formula in Section 3 herein. The budget shall account for all revenue and expenses of each function of the Board under this Agreement. The contribution of each county shall be a credit for the county making the contribution. If, in any year, the amount of any contribution exceeds that estimated as each county's share toward the total annual cost, the excess shall be allocated in such manner as to reduce each county's contribution in accordance with the assessment formula herein. If, after the adoption of an annual budget, it appears that a deficit is imminent in that the amount of any share is incorrect or insufficient, the Board may, at a regular or special meeting, adjust the budget to the extent required for the exercise of its powers and the accomplishment of its purposes. Such additional contributions shall be assessed as provided in Section 3 herein. Hennepin County will be assessed based on its entire population as provided in Section 3 herein; therefore, the City of Minneapolis shall not be assessed for Board functions except for administrative costs related to regional radio board functions as provided in Section 8 herein.

Section 2: Initial Assessment. An assessment shall be made and charged to each county herein sufficient to enable the Board to administer the Regional 911 System. Such assessment shall be made by the Board at its first regular meeting in accordance with the assessment formula contained in Section 3 herein. Thereupon, notice of the assessment shall be forwarded to each county for approval and payment.

Section 3: Assessment Formula. All assessments authorized to be made by this Agreement shall be made in the same proportion as the ratio of the population of the county bears to the population of the ~~nineteen~~-county metropolitan area, as measured by the most recent and available

population figures of the State Demographic Center. If the Board incurs any liability for damages arising from any of its activities under this Agreement, the amount of damages shall be assessed against each county in the same manner as in the assessment formula described in this section; provided that any assessment against Hennepin County shall be reduced by the amount attributable to the population of the City of Minneapolis and shall be assessed against the City of Minneapolis. Nothing herein shall be construed as a waiver or modification of the limitations, defenses and immunities of liability contained in Minnesota Statutes, Chapter 466, Minnesota Statutes Section 471.59, subd. 1a, or other applicable law.

Section 4: Initial Local Elective Service. The total costs incurred as a result of any single county request or local elective service shall be assessed to the county so requesting. If more than one county makes a request for such service, the assessment therefor shall be made in the same proportion as the ratio of population of each requesting county bears to the population of all counties requesting such local elective service. The assessment therefor shall be made on the most recent and available population figures of the State Demographic Center.

Section 5: Local Elective Service After Implementation. Any county requesting an elective service after implementation of the Regional 911 System, or after the cost of a local elective service has been assessed and paid by another county or counties, shall purchase the local elective service by paying its proportionate share of the installation cost of special or additional equipment required for local elective service to the Board as though the later requesting county or counties had originally requested the local elective service.

The amount paid by the county or counties later requesting the local elective service shall be paid to the county or counties originally paying for the local elective service in proportion to their entitlement, or at the county's option, may be allocated by the Board to the initial requesting county or counties as a credit in proportion to their original payment for local elective service.

Section 6: Time of Payment; Review. All assessments made under the provisions of this article shall be approved and paid by each county within thirty (30) days of receipt of written notice of the assessment. Payment by any county shall not be construed as a waiver of the right to review the amount or the basis for the assessment. Any county may request such a review, after payment of the assessment, by the Board. The Board shall hear the parties upon request and make such modifications in the assessment to any county as are appropriate under the circumstances. If the request for review is not satisfactorily resolved before the Board, the aggrieved county or counties may make a request for arbitration pursuant to the provisions of Minnesota Statutes, Chapter 572.

Section 7: Allocation of Capital, Operating and Maintenance Costs for Radio System. Each member shall pay for the capital, maintenance and operating costs of all equipment related to the regional radio system which the member owns, now or in the future.

Section 8: Administrative Costs. The administrative costs of the Board which are incurred as a result of the Board's operating as a regional radio board shall be determined by the Board and shall be allocated to all members as provided in Section 3 herein, except that Hennepin County's

assessment shall be reduced by the amount assessed to the City of Minneapolis, which shall be assessed based on its population.

Section 9: Accountability for Funds. All funds shall be accounted for according to generally accepted government accounting principles.

ARTICLE VII

Withdrawal

Section 1: Unilateral Withdrawal. No member may withdraw during the term of this Agreement or during any renewal term. Any member may withdraw upon the expiration of the term of this Agreement or upon the expiration of any renewal term, provided for in Article IX, Section 1, by giving notice to the Chair of the Board of a certified copy of a resolution of its governing body indicating its intent to withdraw from this Agreement. Such notice must be given to the Chair of the Board by June 1st of the year of withdrawal to be effective. Upon receipt of the resolution, the Chair of the Board shall forward a copy of the resolution to each of the members and to the Minnesota State Department of Public Safety.

Section 2: Effect of Withdrawal. Withdrawal by any member shall not terminate this Agreement except as provided in Article VIII. Withdrawal shall not act to discharge any liability incurred or chargeable to any member before the effective date of withdrawal. Such liability shall continue until appropriately discharged by law or agreement. No member shall be entitled to a refund of administrative or operating funds paid, or forgiveness of such funds owed, to the Board. Any withdrawing county receiving local elective services shall continue to be liable for its share of the annual recurring costs of such service.

ARTICLE VIII

Termination

Section 1: Termination. This Agreement shall terminate upon the occurrence of any one of the following events:

A. When members withdraw pursuant to Article VII so that in the judgment of the Board it becomes impractical or uneconomical to continue to operate under this Agreement.

B. When necessitated by operation of law or as a result of a decision by a court of competent jurisdiction.

C. When a majority of the members hereto agree, by resolution of their governing bodies, to terminate the Agreement.

D. Upon the termination date set forth in Article IX, unless renewed as provided in Article IX.

Section 2: Effect of Termination. Termination shall not discharge any liability incurred by the Board or by the members during the term of this Agreement. Each member shall be liable for its own acts and for the acts of the Board to the extent provided by law. Property or surplus money acquired by the Board shall be distributed to the members in proportion to contributions of the contracting parties. Any funds remaining from the settlement with Northwestern Bell Telephone Company shall be distributed to the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Sherburne and Washington in proportion to their population as determined by the most recent and available population figures of the State Demographic Board. The Board shall approve a final report of its activities and affairs.

ARTICLE IX

Effective Date, Renewal, Amendments, New Members

Section 1: Effective Date. This Agreement, which amends and replaces the existing Joint Powers Agreement for Metropolitan Emergency Services Board, shall become effective on January 1, ~~2017~~2022 and shall continue in force until December 31, ~~2021~~2026.

This Agreement may be renewed for additional terms of up to five years each by resolution of the governing bodies of the members hereto. Upon the renewal of this Agreement by a majority of members, this Agreement will become binding upon the remaining members except for any member that has provided notice of its intent to withdraw pursuant to Article VII, Section 1.

Section 2: Amendments. This Agreement may be amended only by unanimous agreement of the members hereto by resolution of the governing bodies thereof except as provided in Section 3 herein.

Section 3: New Members. Additional members may become parties to this Agreement by resolution of their governing bodies and unanimous agreement of the representatives of the existing members.

Section 4: Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same instrument.

IN WITNESS WHEREOF, the parties to this Agreement have hereunto set their hands on the date written below:

COUNTY OF ANOKA, STATE OF MINNESOTA

Attest: _____ By: _____

~~Clerk of County Board~~ County Administrator Chair of County Board

Date: _____

COUNTY OF CARVER, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

COUNTY OF CHISAGO, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

Reviewed by:

Chisago County Attorney

Date: _____

COUNTY OF DAKOTA, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

Approved as to Form:

Assistant Dakota County Attorney

Date: _____

COUNTY OF HENNEPIN, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

Reviewed by the County Attorney's Office

By: _____

Date: _____

COUNTY OF ISANTI, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

COUNTY OF RAMSEY, STATE OF MINNESOTA

By: _____

~~Chair County Board~~ ~~Chair of County Board~~
~~Ramsey County Board of Commissioners~~

Date: _____

Attest: _____

~~Janet Guthrie~~ Abby Goldsmith, Acting Chief Clerk
~~Ramsey County Board of Commissioners~~

Date: _____

Approved: _____

~~Nancie Pass, Director~~
~~Ramsey County Department of Emergency Communications~~

COUNTY OF SCOTT, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

COUNTY OF SHERBURNE, STATE OF MINNESOTA

Approved on the ___ day of _____, 20xx

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

Approved as to form and execution:

For Sherburne County Attorney's Office

COUNTY OF WASHINGTON, STATE OF MINNESOTA

Attest: _____ By: _____
Clerk of County Board Chair of County Board

Date: _____

Approved as to Form:

Assistant Washington County Attorney

CITY OF MINNEAPOLIS, STATE OF MINNESOTA

By: _____
City Coordinator

By: _____
City Finance Officer or Designee

Date: _____

Approved as to Form:

Assistant City Attorney



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: July 14, 2021
Agenda Item: 7E. Approval of Draft MESB Policy
034 – Telework
Presenter: Rohret

RECOMMENDATION

The Executive Committee recommends approval of draft MESB Policy 034 – Telework.

BACKGROUND

The MESB has developed and approved 33 policies which govern board activities, human resources policies, use of IT, and records retention (list not exhaustive).

ISSUES & CONCERNS

Given the success of allowing MESB staff to work from home during the pandemic, the Executive Director would like to allow staff the ability to work from home, based on employee duties and performance.

The draft policy largely follows the current Dakota County policy for telework. The Executive Director will approve work arrangements for each employee subject to the employee's job duties and job performance. Work arrangements will vary depending on MESB needs, the employee's job duties, and the employee's job performance.

This draft policy has been reviewed by MESB Counsel, who suggested some edits which have been included in the draft before the Executive Committee.

FINANCIAL IMPACT

None to the MESB; due to the pandemic additional laptops were purchased for staff which will continue to be used in telework arrangements.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metropolitan Emergency Services Board

Subject: Telework

Number: 034

Effective Date: xx-xx-2021

PURPOSE: To establish procedures and guidelines to allow MESB employees to telework, as approved by the Executive Director. This policy provides standards and expectations for all MESB telework arrangements.

Policy Statement

Under certain circumstances, it is the policy of the MESB to allow employees to telework. Telework may not be an option for all MESB employees, depending on factors that may include, but not be limited to employee job duties, employee job performance, and the business needs of the MESB. This policy provides standards and expectations for all telework arrangements.

Telework arrangements may be full or part-time and is described as a substitute to working in the MESB offices. Teleworkers commute to work by telephone or other telecommunications equipment rather than by vehicle.

Teleworkers will, at all times, be cognizant of the public's expectation of productive, dedicated, and faithful service from all MESB employees. Both actual and apparent conflicts with this expectation must be avoided and the existence of any such conflicts will result in termination of the telework arrangement and/or disciplinary action.

Definitions

Telework: A work arrangement which may be long-term, temporary, or intermittent, that permits employees to work off-site in their home or other approved alternate location for part or all of the work week, as a substitute to working at the MESB offices.

Long-term telework: Telework approved as a long-term arrangement which occurs on a consistent, ongoing schedule with no end date, although required to be renewed annually.

Temporary telework: Telework which occurs on a consistent schedule that is approved for a time-limited duration.

Intermittent telework: Telework approved for a one-time, short-term duration that is minimally four consecutive work hours.

General

There are three types of approved telework, as defined above: long-term, temporary, and intermittent.

The following situations are not covered by this policy and are not considered telework as defined in this policy:

- MESB work conducted by employees in a non-MESB work site as required by their functional job responsibilities; and
- MESB work conducted by employees on an intermittent or irregular basis, at a location other than their normal and customary work location, for less than four consecutive hours.

Metropolitan Emergency Services Board

Subject: Telework

Number: 034

Effective Date: xx-xx-2021

Terms and Conditions of Employment

Teleworking does not change the terms and conditions of employment such as salary, benefits, or job responsibilities and work tasks. When working from a telework location (e.g., home), that location will be considered the place of reporting. Teleworkers work at a designated location during work hours as agreed upon by the teleworker and Executive Director and will not do work anywhere else unless approved by the Executive Director.

Teleworkers do not receive a special commuting allowance when working at the telework location. Overtime, compensatory time, or leave provisions contained in MESB policy provisions are not altered to accommodate a telework arrangement.

Performance Standards and Expectations of Teleworkers

Performance standards for teleworkers are no less than those of employees working at the MESB offices doing the same work. If modifications to the standards are necessary, they must be discussed with and agreed to by the Executive Director.

Employees entering into a telework arrangement have scheduled hours consistent with their work unit and provisions of the telework arrangement. Work schedules for on-site and off-site work hours are pre-approved by the Executive Director if different from the arrangement specifications.

Teleworkers will be as accessible as their on-site counterparts during their agreed upon regular business/work hours, regardless of location. Telework is not for the purpose of allowing an employee to provide dependent care. Teleworkers who work at home will manage dependent care and personal responsibilities in the same way they meet these responsibilities while working at the MESB offices and in a way that allows them to successfully meet job responsibilities.

Other potential distractions to the teleworker should be considered and conflicting demands resolved in advance of commencing a telework arrangement.

Data Management and Security

Employees who have an approved telework arrangement must take all necessary precautions to keep MESB data and information secure and to prevent unauthorized access to any MESB system or information from the telework location, including access by members of the teleworker's household. Because of the nature of telework and the presence of others who are not employed by the MESB, employees have a greater individual responsibility for data security than employees have while working at the MESB offices.

Approval Process and Telework Arrangement

All telework arrangements must be documented and approved by the Executive Director.

Equipment

MESB, at its sole discretion, may choose to provide equipment and related supplies for use by the teleworker or permit the use of employee-owned equipment. Any equipment supplied by the MESB for use at a remote location may not be used for personal purposes by the employee or non-MESB employees. This aspect of the telework is monitored by the MESB on a periodic

Metropolitan Emergency Services Board

Subject: Telework

Number: 034

Effective Date: xx-xx-2021

basis. When using personally owned equipment for telework purposes, the employee shall keep all MESB data and information secure and not accessible by others.

In the event of delay in repair or replacement of equipment or any other circumstance under which it would be impossible for the employee to telework, the employee will be assigned to do other work and/or return to the MESB offices.

Work Site

Long-term teleworkers who work at home, or other approved location, will have a designated workspace agreed to by the Executive Director and maintained by the employee. Prior to initiation of any long-term telework arrangement, the workspace will be assessed for compliance with applicable requirements.

The teleworker will be responsible for any and all costs associated with furnishing, remodeling, set-up, cable connections, internet access, accessibility, safety, and maintenance of the designated workspace.

Supervisors have discretion to conduct work site inspections for employees who conduct MESB work in a home setting, or other approved location.

Disclaimer

Teleworking is a voluntary program and may be terminated by the MESB or the employee upon notice in writing at any time. Failure of the teleworker to comply with all relevant laws, policies, provisions, requirements or expectations, or the terms of the telework arrangement, may result in the loss of telework privileges and/or disciplinary action as necessary or appropriate.

Procedures

All telework arrangements will be consistent with MESB standards, policies and procedures.