METROPOLITAN EMERGENCY SERVICES BOARD
BOARD MEETING AGENDA

March 13, 2024, 10:00 a.m.

1. **Call to Order** – Commissioner Trista Martinson, 2024 Board Chair

2. **Oath of Office (if needed)** – Commissioner Martinson

3. **Approval of Agenda** – Commissioner Martinson

4. **Consent Agenda** – Rohret **(page 5)**
   A. Approval: January 10, 2024 Meeting Minutes
   B. Approval: January 2024 Treasurer's Report
   C. Approval of Nomination to NENA NG9-1-1 Interoperability Oversight Commission
   D. Approval of Amendment 10 to Lumen-MESB-State of Minnesota 9-1-1 Contract
   E. Correspondence

5. **Radio Items** – Tracey Fredrick, Radio Services Coordinator
   A. Approval of Amendments to Scott County's ARMER Participation Plan (**page 31**)
   B. Approval of Amendments to Isanti County's ARMER Participation Plan (**page 33**)
   C. Approval of Amendments to MRCC East ARMER Participation Plan (**page 35**)
   D. Approval of Amendments to Sherburne County's ARMER Participation Plan (**page 41**)
   E. Approval of MESB Change Management Plan & Amendments to Standards (**page 43**)
      i. Creation of Metro Radio Standard 3.15.0 - LSEC
      ii. Amendments to Metro Radio Standard 3.14.0 – ME TAC
      iii. Amendments to Metro Radio Standard 3.34.0 – Cache Radio Programming

6. **9-1-1 Items** – Jake Jacobson, 9-1-1 Manager – None

7. **EMS Items** – Greg Hayes, EMS Coordinator
   A. Approval of Amendments to EMS TOC/Subcommittee Bylaws (**page 65**)

8. **Administrative Items** – Jill Rohret, Executive Director
   A. Acceptance of MESB Cost Study Report (**page 83**)
   B. Approval of Amendments to MESB Policies (**page 139**)
      i. Policy 009 – Acceptable Use of MESB Technology
      ii. Policy 010 – Use of Internet & Online Services
      iii. Policy 011 – Access & Disclosure of Email Messages
      iv. Policy 014 – Flexible Time Off
      v. Policy 024 – Wireless Devices
      vi. Policy 028 – Remote Access
      vii. Policy 029 – Software Installation
      viii. Policy 031 – Other Post Employment Benefits
   C. Approval of Executive Director Travel Request – APCO/MTUG 2024 (**page 161**)
   D. Appointment of New Alternate to Statewide Emergency Communications Board (**page 163**)

METROPOLITAN EMERGENCY SERVICES BOARD
BOARD MEETING AGENDA

March 13, 2024, 10:00 a.m.

9. **Reports**
   A. Legislative Report – Margaret Vesel/Matthew Bergeron
   B. Statewide Emergency Communications Board (SECB) Reports:
      1) Finance – Rohret/Fredrick
      2) Legislative – Rohret/Anderson
      3) Steering – Fredrick/Rohret
      4) Other SECB Committees – Fredrick/Jacobson
      5) Board – Commissioner Hamann-Roland/Droste/Rohret

10. **Old Business**
    A. Discussion re: ECN Presentation on Funding via the 9-1-1 Special Revenue Fund – Rohret/Martinson **(page 165)**

11. **New Business**
    A. Discussion: Change of Human Resources Consulting Arrangement Required – Rohret **(page 181)**

12. **Adjourn**

METROPOLITAN EMERGENCY SERVICES BOARD
BOARD MEETING AGENDA

March 13, 2024, 10:00 a.m.

Metropolitan Emergency Services Board Members

Anoka County
- Commissioner Mike Gamache*
- Commissioner Mandy Meisner

Carver County
- Commissioner Gayle Degler* (2024 Vice Chair)
- Commissioner John Fahey

Chisago County
- Commissioner Rick Greene*

City of Minneapolis
- Council Member Elliott Payne* (2024 Secretary)

Dakota County
- Commissioner Joe Atkins*
- Commissioner Bill Droste

Hennepin County
- Commissioner Kevin Anderson
- Commissioner Irene Fernando*

Isanti County
- Commissioner Mike Warring*

Ramsey County
- Commissioner Trista Martinson* (2024 Chair)
- Commissioner Mai Chong Xiong

Scott County
- Commissioner Dave Beer
- Commissioner Tom Wolf* (2024 Treasurer)

Sherburne County
- Commissioner Gregg Felber*

Washington County
- Commissioner Gary Kriesel
- Commissioner Fran Miron*

*Denotes Executive Committee member

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **March 13, 2024**
Agenda Item: **4. Consent Agenda**
Presenter: **Rohret**

A. **Minutes** – The minutes of the January 10, 2024 meeting of the Board are attached for review and approval.

B. **January 2024 Treasurer's Report** – The Treasurer has reviewed the January 2024 financial statements and has given his approval of the report.

C. **Approval of Nomination to NENA NG9-1-1 Interoperability Oversight Commission (NIOC)** – The 9-1-1 TOC recommends re-nominating Darlene Pankonie to the NENA NIOC to represent organizations with direct responsibility for handling 9-1-1 emergency calls.

D. **Approval of Amendment 10 to MESB-Lumen-State of Minnesota 9-1-1 Contract** – Staff recommend the Board approve Amendment 10 to the MESB-Lumen-State of Minnesota 9-1-1 Contract. The amendment memorializes staffing changes for Lumen.

E. **Correspondence** – Correspondence includes MESB Auditor's, Redpath & Co., communication letter, notice to the Department of Public Safety of MESB appointments to the SECB and its committees, as well as an email received from DPS Assistant Commissioner Cunningham and an emailexchange regarding the MESB's 2024 legislative platform.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

BOARD MEETING MINUTES
January 10, 2024

Commissioners Present:

Kevin Anderson, Hennepin County
Joe Atkins, Dakota County
Dave Beer, Scott County
Gayle Degler, Carver County
Bill Droste, Dakota County
John Fahey, Carver County
Gregg Felber, Sherburne County **- Absent**
Irene Fernando, Hennepin County
Mike Gamache, Anoka County
Richard Greene, Chisago County
Gary Kriesel, Washington County
Trista Martinson, Ramsey County
Mandy Meisner, Anoka County **- Absent**
Fran Miron, Washington County
Elliott Payne, City of Minneapolis
Make Warring, Isanti County
Tom Wolf, Scott County
Mai Chong Xiong, Ramsey County

Staff Present: Tracey Fredrick; Greg Hayes; Kelli Jackson; Jake Jacobson; Jacob Kallenbach; and Jill Rohret.

Others Present: Mary Hamann-Roland, *Dakota County;* Brittany McCormick, *Board Counsel;* Margaret Vesel, *Larkin Hoffman;* Dana Wahlberg, *ECN;* and Kent Wilkening, *ECN.*

1. Call to Order
The meeting was called to order at 10:00 a.m. by the 2023 MESB Chair, Commissioner Mike Warring.

2. Oath of Office
Commissioner Warring administered the oath of office to the Board. Commissioner Martinson administered the oath of office to Commissioner Warring.

3. Approval of Agenda
Motion made by Commissioner Gayle Degler, seconded by Commissioner Tom Wolf to approve the January 10, 2024 agenda. Motion carried.

4. Election of 2024 Oficers and Executive Committee Designation
Jill Rohret requested that the Officer designations be revised to include Elliott Payne as the MESB representative for the City of Minneapolis.

Motion made by Commissioner Irene Fernando, seconded by Commissioner Mai Chong Xiong to approve the 2024 Officers and Executive Committee members with the requested revision. Motion carried.

5. Thank you to 2023 Chair
Commissioner Martinson provided a gift for Commissioner Warring and thanked him for his service as chair.

6. MESB Policy 17 – Conflict of Interest
Rohret reminded members of the MESB's conflict of interest policy.

7. Consent Agenda
Motion made by Commissioner Fran Miron, seconded by Commissioner Joe Atkins to approve the January 10, 2024 Consent Agenda. Motion carried.

8. Radio Items

A. Approval of Amendments to Allina Health EMS ARMER Participation Plan

Tracey Fredrick stated Allina Health EMS currently uses a statewide ARMER participation plan; the proposed amendment to the participation plan extends Allina's current operations into Pierce County and St. Croix County, Wisconsin, which encompasses its River Falls service area. Allina Health EMS requests approval for day-to-day ARMER usage, which would only be used for approximately seven minutes per day. The question of utilizing ARMER-licensed frequencies in Wisconsin was reviewed by MnDOT and no issues were found.

Commissioner Degler asked if the State of Wisconsin needed to approve the plan.

Fredrick responded that the State of Wisconsin wouldn't need to approve the plan because Allina Health EMS will move off of its system.

Motion made by Commissioner Degler, seconded by Commissioner Xiong to approve the amendments to the Allina Health EMS ARMER participation plan. Motion carried.

B. Approval of Amendments to University of Minnesota ARMER Participation Plan

Fredrick stated the University of Minnesota plans to add one MCC7500 console with encryption capabilities to its current operations. This console will be in a secure location in the new emergency response center located at the University. This amendment brings the University of Minnesota connected console count to eight. The University is approved for the use of 20 consoles.

Motion made by Commissioner Degler, seconded by Commissioner Fernando to approve the amendments to the University of Minnesota ARMER participation plan. Motion carried.

C. Approval of Amendments to Anoka County ARMER Participation Plan

Fredrick stated Anoka County requests approval of this amendment to its ARMER participation plan to accommodate its new emergency communications center, which is scheduled for completion in July 2024. Anoka County will add 44 new MCC7500 consoles which will bring its active console positions to 63, which Fredrick noted was mis-typed in the Board packet materials. This amendment allows the remaining console positions to be in an operational backup center. When this process is finished, Anoka County's current PSAP site will be decommissioned.

Motion made by Commissioner Mike Gamache, seconded by Commissioner Miron to approve the amendments to the Anoka County ARMER participation plan. Motion carried.

D. Acceptance of 2024 SECB Grant

Fredrick stated the grant amount is $100,772.50. The grant is allocated as follows: $93,070 for training; $4,702.50 for equipment; and $3,000 for exercises. Fredrick stated the grant amount is active once the agreement is signed and can be accessed until June 2025.

Motion made by Commissioner Fernando, seconded by Commissioner Kevin Anderson to accept the 2024 SECB grant. Motion carried.

9. 9-1-1 Items

A. Approval of CHS-1 Maintenance Agreement

Jake Jacobson stated the services and maintenance agreement is for a five-agency shared Call Handling System (CHS 1). The shared system has been up and running for over ten years. A major revision of the agreement was needed and carried out between the acting members, MESB legal representatives, and IES. All parties have approved the agreement.

Motion made by Commissioner Gamache, seconded by Commissioner Anderson to approve the CHS-1 maintenance agreement. Motion carried.

10. EMS Items – None

11. Administrative Items
A. Approval of 2024 Appointments to SECB/SECB Committees
Rohret stated that the MESB appoints members to the Statewide Emergency Communications Board (SECB) and its committees each January. A proposed list of appointments was included in the meeting materials.

Motion made by Commissioner Gamache, seconded by Commissioner Wolf to approve the 2024 appointments to the SECB and its committees as presented in the meeting materials but with the following amendments: Commissioner Mary Hamann-Roland as the MESB's primary representative to the SECB, with Commissioner Bill Droste as the alternate, and Commissioner Kevin Anderson as the alternate to the SECB Legislative Committee. Motion carried.

B. Approval of Amendments to MESB Policies
Rohret presented draft amendments to numerous MESB policies.

i. Policy 008 – Mileage Reimbursement
The amendments are not substantive changes.

ii. Policy 018 – Accounts Payable
One change is substantive, and it changes the Executive Director singing limit which was presented and accepted at the previous meeting.

iii. Policy 020 – Leases at Government-Owned Antenna Sites
The amendments are not substantive. This policy may need to be amended sooner than other policies due to some long-term government leases coming due for renewal.

iv. Policy 021 – Insurance Deductible for Property at Radio Sites
The amendments are not substantive changes.

Motion made by Commissioner Fernando, seconded by Commissioner Degler to approve the amendments to MESB policies. Motion carried.

12. Reports
A. Legislative Report
Margaret Vesel of Larkin Hoffman stated that the 2024 session will begin on February 12. Vesel stated that she believes there will be a bonding bill. There is also uncertainty around the Public Safety Telecommunicator bill and whether that will be moved separately from the difficult pension discussions.

Chair Martinson asked if they had identified where the Public Safety Telecommunicator certification and training would be funded from.

Rohret stated that the intent would be to take funding from the 9-1-1 fund, but there is still ongoing uncertainty and is yet to be determined.

Commissioner Elliott Payne asked for clarification between the Public Safety Telecommunicator bill and its connection to pensions.

Rohret responded by stating that the training and certification provides a standard baseline for all PSTs (Public Safety Telecommunicators) across the state of Minnesota. The bill could change how PSTs are coded via the federal government as a clerical position and could have an impact on the pension.

B. Statewide Emergency Communications Board Reports
1. Finance
Rohret said the committee met at the end of November and approved the grant allocation that was approved earlier in the meeting. The SCIP goals, and 2024 Public Safety Conference were also discussed. The next meeting will take place on January 11, 2024.

2. Legislative
Rohret said the committee continues to meet and just received updates on the regional views of the public safety telecommunicator training and certification. Work around the training and certification process continues. Other States have passed similar training and certification.

3. Steering
Fredrick said the committee did not meet in December. The next meeting is scheduled for January 10, 2024, with planned discussion on SECB standards, and IPAWS.

4. Other SECB Committees
Jacobson said that cybersecurity efforts continue to play an important role in the NG9-1-1 systems and will be a topic of discussion throughout 2024.

5. Board
Rohret said the board met in mid-December and approved the grant allocation. The next meeting is scheduled for late January.

13. Old Business
A. Update on MESB Study on Costs of Public Safety Communications
Rohret stated that the data collection process has been interesting as lots of areas of cost are considered. 9-1-1 Authority plans to have a draft ready in late January.

14. New Business
A. Presentation: State of EMS in the Metro Region
Greg Hayes of the MESB presented on the current state of EMS within the metro region.

B. Presentation: Funding via the 9-1-1 Special Revenue Fund
Dana Wahlberg and Kent Wilkening of ECN presented on the topic of funding via the 9-1-1 Special Revenue Fund.

Chair Martinson stated that they will distribute this information and continue further discussion on the topic at the next meeting.

15. Adjourn
Motion made by Commissioner Fernado, seconded by Commissioner Wolf to adjourn the meeting. Motion carried.

The meeting adjourned at 11:43 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: Scott County Commissioner Tom Wolf, MESB Treasurer

RE: Treasurer's Report – January 2024

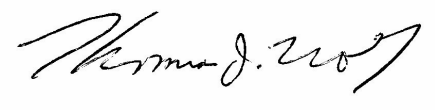
DATE: February 28, 2024

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 February 28, 2024.

Sincerely,



Tom Wolf
Commissioner, Scott County
Treasurer, Metropolitan Emergency Services Board

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 4C. Approval of Nomination to NENA NG 9-1-1 Interoperability Oversight Commission (NIOC)
Presenter: Jacobson

RECOMMENDATION

The 9-1-1 TOC recommends the Board nominate Darlene Pankonie to continue to serve on NENA's NG9-1-1 Interoperability Oversight Commission (NIOC) representing organizations with direct responsibility for handling 9-1-1 emergency calls.

BACKGROUND

NENA established the NIOC to be the independent governance structure which oversees and manages two initiatives:

1. PSAP Credentialing Agency (PCA)
2. Forest Guide

The NIOC was established in 2020 with two-year appointments. Darlene Pankonie, Manager of Washington County Sheriff's Office's Emergency Communications Response Center, has served on NIOC since its inception.

ISSUES & CONCERNS

As her current two-year term is completing, Ms. Pankonie requested the MESB to make a new nomination. The 9-1-1 TOC recommends approving Ms. Pankonie to continue to serve on the NIOC, which she desires to do.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 4D. Approval of Amendment 10 to MESB-State of Minnesota-Lumen 9-1-1 Contract
Presenter: Jacobson

RECOMMENDATION

MESB staff recommend the Board approve Amendment 10 to the MESB-State of Minnesota-Lumen 9-1-1 Contract.

BACKGROUND

Traditionally, the MESB has been a party to a three-way contract for 9-1-1 services between the 9-1-1 service provider, the State of Minnesota, and the MESB for the 9-1-1 service in the metropolitan area. The State is responsible for the monthly recurring costs associated with the 9-1-1 network and the 9-1-1 location database. The MESB and the PSAPs are responsible for one-time costs associated with changes to the 9-1-1 system they initiated.

In November 2016, the MESB approved and executed the State T-730 contract for 9-1-1 services, with the MESB, State of Minnesota and CenturyLink as parties. Though the maximum number of years for a state contract is five, this contract has been extended twice, and the termination date is now November 30, 2024.

ISSUES & CONCERNS

Amendment 10 to the MESB-State of Minnesota-Lumen 9-1-1 Contract amends the name of the person Lumen has identified as the State's Program Manager.

In January, the former program manager left Lumen employment, which caused Lumen to name a new program manager.

Staff expects another contract amendment to occur to extend the contract termination date due to the State's RFP for Next Generation 9-1-1 Core Services, Egress Network and 9-1-1 Control Center having not yet been awarded.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

AMENDMENT NO. 10 TO CONTRACT NO. 116669 RELEASE NO. T-730

THIS AMENDMENT is by and between the State of Minnesota, acting through its Commissioner of Administration ("State"), and CENTURYLINK COMMUNICATIONS, LLC, D/B/A LUMEN TECHNOLOGIES GROUP F/K/A QWEST COMMUNICATIONS COMPANY, LLC, D/B/A CENTURYLINK QCC, 200 South 5th Street, Floor 20, Minneapolis, MN 55402 ("Contractor").

WHEREAS, the State has a Contract with the Contractor identified as Contract No. 116669, November 30, 2016, through November 30, 2024 ("Contract"), to provide Telecom: Next Gen 911 Network; and

WHEREAS, Minn. Stat. § 16C.03, subd. 5, affords the Commissioner of Administration, or delegate pursuant to Minn. Stat. § 16C.03, subd. 16, the authority to amend contracts; and

WHEREAS, Contractor has provided notice to the State that Troy Mullis will no longer be serving as the State's Program Manager and the parties have agreed upon a replacement Program Manager; and

WHEREAS, the terms of the Contract allow the State to amend the Contract as specified herein, upon the mutual agreement of the Office of State Procurement and the Contractor in a fully executed amendment to the Contract.

NOW, THEREFORE, it is agreed by the parties to amend the Contract as follows:

1. That Robert Grudberg shall serve as the State's Program Manager at a full-time commitment. For clarification, the parties agree that pricing and hourly invoice procedure for payment, outlined in Section 6.a of Amendment 9 shall continue to apply.

2. That if Robert Grudberg is unable to continue to serve as the State's Program Manager, the parties agree to negotiate in good faith and agree upon a replacement Program Manager and the rate for which the State shall be obligated to pay for that replacement Program Manager.

This Amendment is effective beginning upon the date that the final required signatures are obtained and shall remain in effect through contract expiration, or until the Contract is canceled, whichever occurs first.

Except as herein amended, the provisions of the Contract between the parties hereto are expressly reaffirmed and remain in full force and effect.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK
SIGNATURE PAGE TO FOLLOW.

IN WITNESS WHEREOF, the parties have caused this Amendment to be duly executed intending to be bound thereby.

1. CENTURYLINK COMMUNICATIONS, LLC,D/B/A LUMEN TECHNOLOGIES GROUP F/K/A QWEST COMMUNICATIONS COMPANY, LLC, D/B/A CENTURYLINK QCC

The Contractor certifies that the appropriate person(s) have executed this Amendment on behalf of the Contractor as required by applicable articles, bylaws, resolutions, or ordinances.

By:_____

Title:_____

Date: _____

By:_____

Title:_____

Date: _____

2. ATTORNEY FOR METROPOLITAN EMERGENCY SERVICES BOARD

Attorney: Approved as to form.

By:_____

Title:_____

Date: _____

3. METROPOLITAN EMERGENCY SERVICES BOARD

By:_____

Title: _____

Date: _____

4. DEPARTMENT OF PUBLIC SAFETY ENCUMBRANCE VERIFICATION

Individual certifies that funds have been encumbered as required by Minn. Stat. §§ 16A.15 and 16C.05.

Signed:_____

Date:_____ Order No._____

5. DEPARTMENT OF PUBLIC SAFETY

By:_____

Title:_____

Date: _____

6. OFFICE OF STATE PROCUREMENT

In accordance with Minn. Stat. ' 16C.03, Subd. 3.

By:_____

Title: Acquisition Management Specialist

Date: _____

7. COMMISSIONER OF ADMINISTRATION

Or delegated representative.

By:_____

Date: _____

REDPATH AND COMPANY

February 6, 2024

Board of Commissioners
Metropolitan Emergency Services Board

We are engaged to audit the financial statements of the governmental activities and each major fund of Metropolitan Emergency Services Board for the year ended December 31, 2023. Professional standards require that we provide you with the following information related to our audit. We are available to meet with you to discuss this information further since a two-way dialogue can provide valuable information for the audit process. Our contact information is provided below:

	Direct Dial	Email
Andy Hering, CPA, Partner	651-407-5877	ahering@redpathcpas.com
Lyndsey Peck, CPA, Senior Manager	651-407-5853	lpeck@redpathcpas.com

Our Responsibilities under U.S. Generally Accepted Auditing Standards and Government Auditing Standards

As stated in our engagement letter dated January 20, 2022, our responsibility, as described by professional standards, is to express opinions about whether the financial statements prepared by management with your oversight are fairly presented, in all material respects, in conformity with U.S. generally accepted accounting principles. Our audit of the financial statements does not relieve you or management of your responsibilities.

As part of our audit, we will consider the system of internal control of Metropolitan Emergency Services Board. Such considerations are solely for the purpose of determining our audit procedures and not to provide any assurance concerning such internal control.

As part of obtaining reasonable assurance about whether the financial statements are free of material misstatement, we will also perform tests of Metropolitan Emergency Services Board's compliance with certain provisions of laws, regulations, contracts, and grants. However, providing an opinion on compliance with those provisions is not an objective of our audit.

Generally accepted accounting principles provide for certain required supplementary information (RSI) to supplement the basic financial statements. Our responsibility with respect to the management's discussion and analysis, the budgetary comparison information, and the schedules of OPEB and pension information, which supplement the basic financial statements, is to apply certain limited procedures in accordance with generally accepted auditing standards. However, the RSI will not be audited and, because the limited procedures do not provide us with sufficient appropriate evidence to express an opinion or provide any assurance, we will not express an opinion or provide any assurance on the RSI.

Planned Scope, Timing of the Audit, Significant Risks, and Other

An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements; therefore, our audit will involve judgment about the number of transactions to be examined and the areas to be tested.

Our audit will include obtaining an understanding of the entity and its environment, including the system of internal control, sufficient to assess the risks of material misstatement of the financial statements and to design the nature, timing, and extent of further audit procedures. Material misstatements may result from (1) errors, (2) fraudulent financial reporting, (3) misappropriation of assets, or (4) violations of laws or governmental regulations that are attributable to the entity or to acts by management or employees acting on behalf of the entity. We will generally communicate our significant findings at the conclusion of the audit. However, some matters could be communicated sooner, particularly if significant difficulties are encountered during the audit where assistance is needed to overcome the difficulties or if the difficulties may lead to a modified opinion. We will also communicate any internal control related matters that are required to be communicated under professional standards.

During audit planning, we identified the following areas as significant risks of material misstatement and we will conduct audit procedures aligned with these risks:

- Management override of controls
- Cash disbursements
- Improper revenue recognition relating to expenditure driven grants

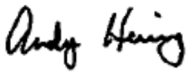
We expect to begin our audit on June 3, 2024 and issue our reports no later than June 30, 2024. Andy Hering is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it.

Additionally, audit standards require us to inquire of those directly charged with governance as to their knowledge or suspicions of fraud, as well as their views about fraud risks. As such, please contact us if there is anything which you would like to discuss in these regards.

This information is intended solely for the use of the Board and management of Metropolitan Emergency Services Board and is not intended to be, and should not be, used by anyone other than these specified parties.

Sincerely,

REDPATH AND COMPANY, LLC



Andy Hering, CPA

APH/tgs

METROPOLITAN
EMERGENCY SERVICES BOARD

2099 UNIVERSITY AVENUE WEST
SAINT PAUL, MINNESOTA
55104-3431

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

January 10, 2024

VIA ELECTRONIC MAIL
Commissioner Bob Jacobson
Minnesota Department of Public Safety
North Central Life Tower, Suite 1000
445 Minnesota Street
St. Paul, MN 55101-5000

Dear Commissioner Jacobson:

At its January 10, 2023 Metropolitan Emergency Services Board (MESB) meeting, the MESB made appointments to the SECB and its committees. The appointments are listed on the enclosed pages.

Please contact me with any questions regarding these appointments. I can be reached at (651) 643-8394 or jrohret@mn-mesb.org.

Thank you for your time and consideration.

Sincerely,

Jill Rohret
Executive Director

cc: T. John Cunningham, DPS
Dana Wahlberg, ECN
Aleta Nimlos, ECN

Enclosure

MESB 2024 Appointments to SECB and SECB Committees

SECB
Primary Representative:
Commissioner Mary Hamann-Roland
Dakota County
1590 Highway 55, Hastings, MN 55033
mary.hamann-roland@co.dakota.mn.us

Alternate:
Commissioner Bill Droste
Dakota County
1590 Highway 55, Hastings, MN 55033
bill.droste@co.dakota.mn.us

SECB Finance: Same as 2023
Primary Representative:
Jill Rohret
jrohret@mn-mesb.org

Alternate:
Tracey Fredrick, Radio Services Coordinator
tfredrick@mn-mesb.org

SECB Interoperability: Same as 2023 (note new email for Mr. Thompson)
Primary Representative:
Jake Thompson
jake.thompson@hennepin.us

Alternate:
Nate Timm
nate.timm@co.washington.mn.us

SECB IPAWS: Same as 2023
Primary Representative:
Kari Morrissey
kari.morrissey@co.anoka.mn.us

Alternate:
Scott Haas
shaas@co.scott.mn.us

SECB Land Mobile Radio:
Primary Representative: Same as 2023
Nate Timm
nate.timm@co.washington.mn.us

Alternate:
Mike Mihelich
Ramsey County
388 13th Street, St. Paul, MN 55101
michael.mihelich@co.ramsey.mn.us

SECB Legislative:
Primary Representative:
Jill Rohret
jrohret@mn-mesb.org

Alternate:
Commissioner Kevin Anderson
Hennepin County
A-2400 Government Center, Minneapolis, MN 55487-0240
kevin.anderson@hennepin.us

SECB NextGen 911: Same as 2023
Primary Representative:
Janelle Harris
jharris@edinamn.gov

Alternate:
Brent Anderson
banderson@dakota911mn.gov

SECB Steering: Same as 2023
Primary Representative:
Tracey Fredrick
tfredrick@mn-mesb.org

Alternate:
Jill Rohret
jrohret@mn-mesb.org

SECB Wireless Broadband & Applications: Same as 2023
Primary Representative:
Rod Olson
rodney.olson@minneapolismn.gov

Alternate:
Cory DeMuth
Anoka County
13595 Hanson Blvd. NW, Andover, MN 55304
cory.demuth@anokacountymn.gov

SECB Grants Workgroup: Same as 2023
Primary Representative:
Tracey Fredrick
tfredrick@mn-mesb.org

Alternate:
Jill Rohret
jrohret@mn-mesb.org

SECB COMU Workgroup: Same as 2023
Primary Representative:
Dan Anderson
daniel.anderson@hennepin.us

Alternate:
Nate Timm
nate.timm@co.washington.mn.us

SECB STR Workgroup – Same as 2023
Primary Representative:
Jake Thompson
jake.thompson@hennepin.us

Alternate:
Ron Jansen
ron.jansen@co.dakota.mn.us

SECB NG9-1-1 Technical Workgroup – Same as 2023
Scott Petersen
scott.petersen@minneapolismn.gov

SECB NG9-1-1 Operations Workgroup
LaVae Robinson
City of Bloomington
1800 W. Old Shakopee Rd, Bloomington, MN 55431
lrobinson@bloomingtonmn.gov

The MESB also has a new 2024 chair, which will require a change to the SECB website, particularly the regions page, and some email lists.

Please remove Commissioner Mike Warring and replace with Commissioner Trista Martinson. Commissioner Martinson's contact information is as follows:

Commissioner Trista Martinson
Ramsey County
15 W. Kellogg Blvd. Room 220
St. Paul, MN 55102
(651) 266-8360
trista.marrtinson@co.ramsey.mn.us

Office of the Commissioner

445 Minnesota Street • Suite 1000 • Saint Paul, Minnesota 55101-5100
Phone: 651.201.7160 • Fax: 651.297.5728 • TTY: 651.282.6555
www.dps.mn.gov

Alcohol and Gambling Enforcement

Bureau of Criminal Apprehension

Driver and Vehicle Services

Emergency Communication Networks

Homeland Security and Emergency Management

Minnesota State Patrol

Office of Communications

Office of Justice Programs

Office of Pipeline Safety

Office of Traffic Safety

State Fire Marshal

Monday, February 5, 2024

Good afternoon,

As one of our valued public safety partners, I'm writing today to share some news that affect our Emergency Communication Networks (ECN) and Homeland Security and Emergency Management (HSEM) divisions.

Director Wahlberg Retirement

After 13 years of leading ECN, Director Dana Wahlberg has announced her retirement. I sincerely appreciate her dedication and commitment to the safety of all Minnesotans and service to our public safety partners. Through her leadership, Director Wahlberg has helped evolve ECN to support a growing emergency communications ecosystem. She has dedicated her career to public service and has been a strong advocate for everyone in public safety, as is apparent in words she shared with me.

> "I am grateful for the 13-year opportunity provided to me by the Minnesota Department of Public Safety to be part of the growing and dedicated ECN team," she wrote. "My departure will open the door for new leadership and ideas to be discovered and realized. It has been an honor and a privilege to work to advance next generation 911 initiatives throughout Minnesota and to help foster enhanced interoperable communications between disparate public safety agencies and jurisdictions."

Director Wahlberg's last day will be Friday, March 1, 2024.

As we begin a search for a permanent director of ECN, we will be hiring an interim director to oversee day-to-day operations and to seek input from our stakeholders. I look forward to sharing additional details soon.

Please join me in thanking Director Wahlberg for her service and congratulating her on retirement.

Interoperability Programs Reorganization

Throughout my career in public safety, I have witnessed firsthand the advancement of our communications systems. The technology at our disposal today was almost unfathomable even a short time ago. We continue to grow and adapt as modern innovation helps us imagine new possibilities.

To offer a more holistic approach for both training and response in day-to-day operations and large-scale incidents, we are moving several programs from ECN to HSEM. These programs and staff will report to a new Statewide Interoperability Coordinator (SWIC) position:

- The Integrated Public Alert and Warning System (IPAWS) Program Manager to support the IPAWS program.
- The Wireless Broadband (WBB) Program Manager to support the WBB program.
- The Land Mobile Radio (LMR) Program Manager to support the LMR program.

The training and standards coordinator position, which supports the development and delivery of technical and operational curriculum for Allied Radio Matrix for Emergency Respond (ARMER) program users, will transition to HSEM as well.

Collaboration and coordination with local, county, tribal, and federal emergency management partners is deeply embedded into the fabric of HSEM. We believe that this transition with further strengthen these partnerships and expand on our abilities to support first responders across the state.

This transition will allow ECN to focus entirely on the commissioner of public safety's statutory responsibility to design, manage, and maintain the statewide 911 system, and to support over 100 primary service answering points (PSAPS). These initiatives include:

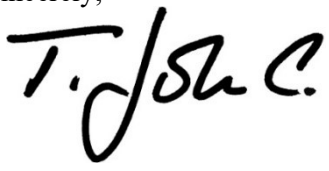
- Collection of the 911 fee from Originating Service Providers (OSPs) who have subscribers in Minnesota. The 911 Special Revenue Fund helps support the 911 infrastructure, technology, and systems across the state.
- Distribute legislative appropriations and conduct annual compliance reporting on funds distributed from the 911 Special Revenue Fund in accordance with federal requirements.
- Continue to replace analog 911 infrastructure with a modern IP next generation 911 (NG911) network which transports and routes the 911 call from the location of the caller to the correct public safety PSAP.
- Support Minnesota's PSAPs as they upgrade and implement new equipment and technology features.
- Support statewide public safety telecommunicator recruitment and retention efforts.

The transition of these programs will begin once the SWIC is hired. There will be no layoffs of existing staff as a result of this transition. The Department of Public Safety will continue to support the valuable work of the Statewide Emergency Communications Board (SECB) and its committees.

We look forward to sharing more details of this evolution in our work as they emerge. If you have specific questions, please don't hesitate to contact me directly at (651) 201-7162 or John.Cunningham@state.mn.us.

Thank you for supporting our agency and keeping Minnesota safe.

Sincerely,



T. John Cunningham
Assistant Commissioner

From: Darlene Pankonie
To: Jill Rohret
Subject: RE: Request for Written Affirmation of MESB Support of PST Training and Certification Legislation
Date: Monday, February 12, 2024 6:13:45 PM

Hi,

Thank you for the document and email, this should work. I do not have an updated bill. Representative Igo is expecting to introduce it as written in 2023 with author amendments. I will pass along anything I receive.

Dar

Darlene Pankonie, ENP | Emergency Communications Response Center Manager
Washington County Sheriff's Office
15015 62nd Street North, Stillwater, MN 55082
651-430-7833
612-384-4172

A great place to live, work and play…today and tomorrow

From: Jill Rohret <JRohret@mn-mesb.org>
Sent: Monday, February 12, 2024 5:22 PM
To: Darlene Pankonie <Darlene.Pankonie@co.washington.mn.us>
Cc: Richard Jacobson <rjacobson@mn-mesb.org>; Martinson, Trista <Trista.Martinson@co.ramsey.mn.us>; Vesel, Margaret M. <mvesel@larkinhoffman.com>
Subject: RE: Request for Written Affirmation of MESB Support of PST Training and Certification Legislation

Dar:

Thank you for your email.

Attached is the MESB's 2024 legislative platform. You will see it includes support for public safety telecommunicator training and certification.

Unfortunately, the MESB will not be providing a letter of support to you, as that is not our practice, as I stated in a voicemail I left you on January 8, 2024. I hope the attached legislative platform will serve your current purposes.

As you know, the MESB is the only ECB/ESB that has both dedicated staff and has contracted lobbyists. As such, MESB processes and practices are different that other regions, and it doesn't

provide letters such as what you are requesting; the MESB prefers to speak for itself. The MESB has a robust government relations program and will provide letters of support in time for committee hearings and will speak to the MESB's support for standardized training and certification for public safety telecommunicators in its meetings with legislators.

We are still waiting to see the full text of the revised bill. If you have that, it would be appreciated if you would pass that on.

Thank you for your time and consideration.

Sincerely,
Jill Rohret

Jill Rohret
Executive Director
Metropolitan Emergency Services Board
2099 University Ave. W.
St. Paul, MN 55104
(651) 643-8394
jrohret@mn-mesb.org

From: Darlene Pankonie <Darlene.Pankonie@co.washington.mn.us>
Sent: Friday, February 9, 2024 1:12 PM
To: Jill Rohret <JRohret@mn-mesb.org>
Cc: Richard Jacobson <rjacobson@mn-mesb.org>
Subject: Request for Written Affirmation of MESB Support of PST Training and Certification Legislation

Director Rohret,

I hope this email finds you well. I am writing on behalf of the joint SECB Legislative and NG911 Committees' work group to request a written affirmation of the Metropolitan Emergency Services Board (MESB) support for the Public Safety Telecommunicator (PST) training and certification associated legislation.

We understand that the MESB 911 TOC and the MESB board has expressed verbal support for the PST training and legislation in various forums. However, to further solidify and communicate this support, we kindly request a written affirmation from the MESB endorsing the implementation of PST training standards and certification.
Such a written affirmation would provide clarity and be added to the letters of support the work group has received from the regional governance boards in the NE, SE, and Central regions to date.

If there are any specific requirements or procedures for obtaining this written affirmation, please let us know, and we will gladly comply with them.

Please feel free to contact me if you need any further information or clarification regarding this matter.

Warm regards,
Dar

Darlene Pankonie, ENP | Emergency Communications Response Center Manager
Washington County Sheriff's Office
15015 62nd Street North, Stillwater, MN 55082
651-430-7833
612-384-4172

A great place to live, work and play…today and tomorrow

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 5A. Approval of Amendments to Scott County's ARMER Participation Plan
Presenter: Fredick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of the amendments to Scott County's ARMER participation plan.

BACKGROUND

Scott County has been an ARMER participant since 2005. It currently utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

Scott County requests approval of an amendment to its ARMER participation plan to add a radio gateway solution to its dispatch system.

The solution chosen, ActiveComms, utilizes donor radios connected to the gateway device via internet connection. This allows for streaming to wireless devices. All programming and usage will be in accordance with SECB Standard LMR-53.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Scott County Sheriff's Office

LUKE W. HENNEN, SHERIFF

December 26,2023

Chair Jake Thompson
MESB Radio Technical Operating Committee

Chair Thompson,

The purpose of this request is to seek approval for a gateway connection to the ARMER system.

A Scott County agency is interested in utilizing the ActiveComms radio gateway solution to stream radio audio from the ARMER system to authorized users within the Active911 application. The solution uses donor radios connected to a vendor provided gateway device with an internet connection.

Scott County will implement the solution with the following conditions which comply with ARMER standard LMR-53:

- Donor radios will be on the ARMER approved radio list
- Each radio will be programmed to have access to only one talkgroup.
- A radio for a local talkgroup (fire truck to truck) will have a time out timer set to 60 seconds or less.
- A radio for a countywide talkgroup (fire main) will be configured in PM for receive only.
- No regional or statewide talkgroups will utilize this solution.
- Radios will be locked on the Norwood Subsystem.
- Radios will be aliased with "GW" (ie SC-GW-1)
- Radios will be programmed to accept an inhibit command
- Radios will be programmed with a regroup channel with regroup and lock capability
- Radios will be programmed with page functionality deactivated
- The solution will be restricted to talkgroups that operate in clear mode only.

Captain Scott Haas

LAW ENFORCEMENT CENTER, 301 FULLER STREET SOUTH, SHAKOPEE, MN 55379
General: (952) 496-8300 Fax: (952) 496-8715 www.scottcountymn.gov

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 5B. Approval of Amendments to Isanti County's ARMER Participation Plan
Presenter: Fredick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of the amendments to Isanti County's ARMER participation plan.

BACKGROUND

Isanti County has been an ARMER participant since 2005. It currently utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

Isanti County requests approval of amendments to its ARMER participation plan to allow usage of a Provisioning Manager computer on the system.

The new computer allows staff to make their own changes, in line with system administration standards.

There are no significant system changes to Isanti County for this implementation.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Sheriff Wayne Seiberlich | **Chief Deputy John Gillquist**

Dedicated To Serve All The People

2/15/2024

MESB Radio Services Coordinator Tracey Fredrick
Metropolitan Emergency Services Board
2099 University Ave W
St Paul, MN 55104

RE: Isanti County ARMER Participation Plan Modification

Coordinator Fredrick,

Isanti County would like to modify their current ARMER Participation Plan to expand in the following area:

Isanti County is requesting the installation of a Provisioning Manager Client Computer into the Isanti County Communications Center. This will allow Telecommunicator Ross Benzen, or the appropriate designee in his place who have successfully completed training in radio programming as well as System Admin training through the State of Minnesota and On Target Solutions, to be able to add, remove, and/or edit radio information.

Please let me know if you have further questions. Telecommunicator Benzen will be in attendance at the next scheduled meeting and is willing to discuss this request further and answer any questions if needed.

Respectfully,

Sheriff Wayne Seiberlich
Isanti County Sheriff

Isanti County Sheriff's Office
2440 Main Street S • Cambridge, MN 55008
Phone: (763) 689-2141
Fax-Records/Civil Process: (763) 691-1319
Fax-Deputies/Patrol: (763) 691-1612

Isanti County Dispatch & Jail
509 – 18th Avenue SW • Cambridge, MN 55008
Phone: (763) 689-2141
Fax-Dispatch: (763) 689-3691
Fax-Jail: (763) 691-689-5381

www.co.isanti.mn.us
facebook.com/Isanti-County-Sheriff's-Office
Equal Opportunity Employer

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 5C. Approval of Amendments to MRCC East's ARMER Participation Plan
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee recommends approval of the amendments to the Medical Resource Control Center (MRCC) East's ARMER participation plan.

BACKGROUND

MRCC East, housed within Regions Hospital in Saint Paul, has been an ARMER participant since 2015. It utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

MRCC East will be moving out of its current space in Mendota Heights at the end of March 2024. The dispatch site will move to the main HealthPartners campus in Bloomington. The Bloomington location is a current Hennepin County ARMER site. The Bloomington location will house five console positions and eight backup positions. The Regions Hospital site will become the backup location.

The new site will utilize Ethernet connection to the ARMER system. The current T1 lines will be terminated upon completion of the move.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

7900 International Drive – Suite 300
Bloomington, MN 55425
E-Mail: jeff.nelson@pscalliance.com
Voice 612.216.1502

Technical Plan Amendment

for ARMER

800 MHz Trunked Radio System Participation

by

Regions Hospital
East Metro Medical Resource Control Center (EMRCC)

Submitted to:
Metropolitan Emergency Services Board

February, 2024

This document has been prepared under contract by PSC Alliance Inc. for the benefit of Regions Hospital/MRCC - East. Questions concerning content of the plan may be directed to: Jeff Nelson, PSC Alliance Inc. at the address shown above or via email: jeff.nelson@pscalliance.com.

TABLE OF CONTENTS

Executive Summary & Overview of Regions Hospital/East Metro MRCC 800 MHz Plan Amendment

In March, 2015, Regions Hospital/East Metro MRCC submitted a full Participation Plan when they upgraded their dispatch equipment to a total of six (6) MCC7500 consoles. The plan was subsequently approved.

The original plan identified their primary facility within the Regions Hospital building in St. Paul, with a backup communications facility located in Mendota Heights. The Regions site was connected to the system by two (2) DS1 circuits using a combination of Fiber and Microwave links with diverse paths. The backup site in Mendota Heights was connected using a single leased DS1 circuit. Both sites are connected to the ARMER Zone 1 controller at Waters Edge.

MRCC needed to move from the Regions location due to remodeling, and has been operating from the Mendota Heights location for some time. The Mendota Heights facility housed other HealthPartners infrastructure, but those functions are being moved to other locations. As a result, MRCC is moving to their main campus at 8170 33rd Ave S, Bloomington. The 8170 building is a Hennepin County ARMER site and is currently served by Hennepin County microwave and fiber connectivity to Zone 1.

The scope of this amendment is to move the primary MRCC dispatch location, including the redundant links, consolettes, Conventional Site Controller and ancillary equipment to the 8170 building, and maintain the Regions site as their backup facility with a single link to the Zone controller. The 8170 building will be equipped with five (5) MCC7500 console positions, and Regions will have one (1).

SECTION 1 - BACKGROUND

Introduction

This document is requesting approval of an amendment to the technical plan for Regions Hospital/East Metro MRCC's (EMRCC) on the Minnesota ARMER 800 MHz trunked radio system. The primary audience for this plan is the Metropolitan Emergency Services Board (MESB) Technical Operations Committee (TOC) and the Statewide Emergency Communications Board Operations and Technical Committee (SECB-OTC).

Project Funding

Regions Hospital/East Metro MRCC has identified local funding to accomplish the construction objectives identified in this document.

SECTION 2 – ELEMENTS OF THE AMENDMENT

EMRCC Location & Resources

East Metro MRCC's Communications Center will be re-located to 8170 33rd Ave S, Bloomington, MN. This location will serve as their primary dispatch location and be equipped with five (5) MCC 7500 workstations. Two (2) DS1 ports will be utilized to connect the center to the Water's Edge Zone 1 controller. As part of this move, MRCC will be prepared to utilize Ethernet connectivity to the Zone, if the MnDOT network is ready.

Regions Hospital will become the backup location for MRCC. The Regions site is currently connected to Zone 1 using an 11 GHz microwave from the Regions Hospital building to the John Ireland MnDOT site, which then uses MnDOT microwave from John Ireland to Waters Edge. The existing second connection uses an 11 GHz microwave from the Regions Hospital building to Ramsey County Dispatch. Regions will no longer use that as a redundant link to the Zone, but will maintain the link for use by Ramsey County as their redundant link to Dispatch.

EMRCC Audio Logging

Audio logging at the East Metro MRCC will continue to be accomplished via local, analog recording at Regions, using control stations. East Metro MRCC has also made arrangements with Ramsey County and Hennepin County to access recordings to talk groups not recorded by EMRCC, particularly regional and statewide interop talkgroups, when needed.

EMRCC Backup & Redundancy

Eight (8) backup ARMER control stations will be installed at the 8170 Building. These backup control stations will permit access to the ARMER system in the event that the connection to the Zone 1 controller is lost.

Schedule

East Metro MRCC needs to vacate the Mendota Heights location by March 31, 2024. The goal is to have the 8170 Building operational by that time.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 5D. Approval of Amendments to Sherburne County's ARMER Participation Plan
Presenter: Fredick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of the amendments to Sherburne County's ARMER participation plan.

BACKGROUND

Sherburne County utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

Sherburne County requests approval of an amendment to its ARMER participation plan to add a three new MCC7500e consoles to its backup communications center in Zimmerman. The configuration adds to the existing site at Enfield, bringing its total console number to 12.

MnDOT reviewed the request and did not see any design issues.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Sherburne County Sheriff's Office

"Commitment to Service with Integrity and Pride"

Sheriff Joel Brott

January 8, 2024

Participation Plan Amendment

Sherburne County is formally requesting approval of an amendment to its participation plan to add 3 new MCC7500E consoles to our backup dispatch center in Zimmerman.

We are requesting to add 3, MCC7500E consoles to our Backup Dispatch Center with an estimated completion date of April 2024. The new dispatch console site will add 3 new operator positions to the existing 9 positions on Enfield Site 40. This will bring Sherburne's total number to 12 dispatch positions in Zone 4.

MNDOT is aware of the proposal and design of the console site, Motorola Solutions and Granite Electronics have been part of the planning process with Sherburne County.

Kyle Breffle
Emergency Management Director
Radio systems Manager

SHERIFF'S OFFICE
COUNTY GOVERNMENT CENTER
13880 Business Center Drive, Suite 100
Elk River, MN 55330-4668

Office: (763) 765-3500
Toll-Free: (800) 433-5245
Fax: (763) 441-7303
Email: sheriff@co.sherburne.mn.us

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 5E. Approval of MESB Change Management Plan & Amendments to Standards
Presenter: Fredick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of the MESB change management plan and amendments to associated standards.

BACKGROUND

In accordance with Metro ARMER Standard 1.5.2 – Revisions & Changes and SECB Standard LMR-47 – Change Management, the metro region created a change management plan to be implemented no later than December 1, 2025.

ISSUES & CONCERNS

Per Metro ARMER Standard 1.5.2, the Radio TOC created a change management plan. In the creation of the plan, one of the identified issues is that there were not enough regional encrypted talkgroups, requiring the use of statewide encrypted resources when regional resources were not available. To alleviate this issue, the Radio TOC decided to add a new bank of 14 encrypted regional talkgroups. These talkgroups (named LSEC – law enforcement secure) will be used similarly to the current ME TAC 11E and 12E resources. In the plan, ME TAC 11E and 12E will be open to any user with a public safety need.

A new standard, Metro ARMER Standard 3.15.0, was created to address usage for the new talkgroups. The Radio TOC drafted amendments Metro ARMER Standards 3.14.0 and 3.34.0 to include the new talkgroups and identify changes to use for the ME TAC talkgroups.

The timeline is scheduled to align with statewide change management, expected to be completed by December 1, 2025. For administrators may submit waivers and variances if they cannot complete all changes by the deadline.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL


METROPOLITAN
EMERGENCY SERVICES BOARD

METRO REGION ARMER CHANGE MANAGEMENT

Background

- Change management is outlined in Metro ARMER Standard 1.5.2. It was developed to provide a means for implementing a group of major changes simultaneously and at infrequent intervals to minimize disruption to daily operations and to control the costs associated with programming radio equipment and training personnel. This is done in conjunction with Minnesota DPS-ECN & DOT, the SECB and State Standard LMR-47.

Timeline Overview

- The Radio TOC determined an implementation schedule to coincide with the state's change management process, roughly 24 months, ending December 1, 2025
- The addition of regional encrypted talkgroups allows metro users to have more encrypted resources available and to take some stress off using state talkgroups for regional events (i.e. LTAC 5E-12E), as much of the usage on these talkgroups come from metro users.
- All reprogramming and necessary training is to be complete no later than December 1, 2025
- Variances and waivers should be filed if necessary

Metro Region ARMER Changes

The following slides represent changes at the Metro Region level that passed through the MESB change management process

What has Changed?

- Open ME TAC 11E - 12E for all public safety use
- Add new LSEC and LSEC E talkgroups for law enforcement use only
- New Metro Region Standard 3.15.0

Talkgroups Change Overview

Existing ME TAC Talkgroups				New LSEC Talkgroups		
Talkgroup	**Usage**	**Notes**		**Talkgroup**	**Usage**	**Notes**
ME TAC 1	All Metro Users			Open	Agency Choice	Local Choice
ME TAC 2	All Metro Users			ME LSEC 2E	Law Enforcement	DES-OFB Home Zone 1
ME TAC 3	All Metro Users			ME LSEC 3E	Law Enforcement	DES-OFB Home Zone 1
ME TAC 4	All Metro Users			ME LSEC 4E	Law Enforcement	DES-OFB Home Zone 1
ME TAC 5	All Metro Users			ME LSEC 5E	Law Enforcement	DES-OFB Home Zone 1
ME TAC 6	All Metro Users			ME LSEC 6E	Law Enforcement	DES-OFB Home Zone 2
ME TAC 7	All Metro Users			ME LSEC 7E	Law Enforcement	DES-OFB Home Zone 2
ME TAC 8	All Metro Users			ME LSEC 8E	Law Enforcement	DES-OFB Home Zone 2
ME TAC 9	All Metro Users			ME LSEC 9E	Law Enforcement	DES-OFB Home Zone 2
ME TAC 10	All Metro Users			ME LSEC 10E	Law Enforcement	AES Home Zone 1
ME TAC 11E	All Metro Users			ME LSEC 11E	Law Enforcement	AES Home Zone 1
ME TAC 12E	All Metro Users			ME LSEC 12E	Law Enforcement	AES Home Zone 1
				ME LSEC 13E	Law Enforcement	AES Home Zone 2
				ME LSEC 14E	Law Enforcement	AES Home Zone 2
				ME LSEC 15E	Law Enforcement	AES Home Zone 2
				Open	Agency Choice	Local Choice

Operational Considerations

- The new talkgroups ME LSEC 2E-15E have been created and will be available for operational use in the Metro Region upon Board approval of Standard 3.15.0 Use of Metro ARMER ME LSEC talkgroups. The transition for the ME LSEC talkgroups is expected to be complete for capable radios by December 1, 2025. If agencies are unable to complete transition by this time, a waiver should be submitted.
- New talkgroups will be reserved using StatusBoard. AES is the highest level of encryption available; not all radios may have this encryption available. If you have questions about what encryption level your agency is using, please contact your Radio System Administrator.
- For non-law enforcement agencies that have a need for using encrypted channels, ME TAC 11E and 12E are available for all metro agencies with a public safety need. Additionally, state STAC and ATAC resources are also available.
- New talkgroups should be avoided for interoperable events, unless they are pre-planned events and it is known that the participating agencies have the LSECs available.

Variances & Waivers

- Stakeholder agencies may apply for variances and waivers pursuant to Metro Standard 1.5.3 and SECB Standards LMR-47 and IOP-26 if the agency finds the requirement is not technically possible or if the requirement is operationally inappropriate.

- A request for variance must include:
  - A justification statement identifying the technical or operational reasons why the radio(s) or console(s) will be in non-compliance.
  - An inventory of the type, quantity, and duty assignment of the radios for which the variance is requested.
  - A list indicating which, if any, statewide interoperability talkgroups and channels are programmed into each radio or group of identical radios, including zone and channel position information.

Contacts

Questions on METRO Resources, Changes and Variance Submissions:

Metro Region - MESB
Tracey Fredrick
Metro Region Radio Services Coordinator
651-643-8398 or tfredrick@mn-mesb.org
MESB Website: http://www.mn-mesb.org/

Metro Region ARMER Standards

Section 3 – Metro 3.15.0 Use of Metro ARMER ME LSEC Talkgroups
Date Established **12-04-23**
Date Revised/Reviewed **12-04-23**

1. Purpose or Objective

The purpose of this standard is to establish policy and procedures for use of the metro region ARMER ME LSEC 1E – 16E talkgroups. These talkgroups are designated for law enforcement only and are configured as region-wide resources to facilitate interoperability communications. This policy will serve to minimize usage conflicts when an interoperability talkgroup is needed for an event or operational task that requires secured communications.

2. Technical Background

- Capabilities –
  It is possible to have access to ME LSEC talkgroups in radios used by metro law enforcement agencies that share use of the ARMER system. These common talkgroups can be used for a wide range of interoperable communication when coordination of activities between personnel of different agencies is needed on an event or operational task. Patching of these talkgroups is prohibited to non-encrypted (clear mode) talkgroups.

- Constraints –
  Some of these talkgroups may be used as part of a soft patch to local encrypted talkgroups that are restricted for use by personnel of specific services. The dispatch center creating the patch is responsible for checking for proper talkgroup authorizations when creating soft patches.

  Because many different agencies may be communicating with one another, for purposes of safety, plain English/common terminology must be used when communicating on these regional resources. The use of ten codes is not permitted. This pertains to direct or indirect (when in a soft patch) use of these regional resources.

  Radio user personnel using these talkgroups should understand the restrictions and availability of the use of these resources as primarily communications as it relates to their communication needs.

  ME LSEC are not to be used for an internal operations or events where only local agencies are communicating. ME LSEC should be used when secured interoperable communications is needed, or likely, with multiple regional agencies.

  ME LSEC 1E – 9E are DES-OFB encrypted.

  ME LSEC 10E – 16E are AES encrypted.

  Metro region-wide ARMER talkgroups may only be in one patch at a time.

3. **Operational Context**

These talkgroups are metro region resources meant to facilitate communication between law enforcement agencies that typically do not communicate with each other on a regular basis.

If regional non-law enforcement agencies desire use of the ME LSEC talkgroups, a waiver proposal should be sent to the Metropolitan Emergency Services Board (MESB) Radio Services Coordinator for consideration by the Radio Technical and Operations Committee (TOC).

Law enforcement agencies not included under the MESB joint powers agreement require written permission from the MESB for use of the ME LSEC talkgroups. A proposal request should be sent to the MESB Radio Services Coordinator for consideration by the Radio TOC.

4. **Recommended Protocol/Standard**

TG Requirements	**For Whom?**
Highly Recommended	Metro law enforcement mobiles and portables
Highly Recommended	All console positions where law enforcement agencies are dispatched, mobiles and portables

To meet the communication needs for an event or operational task, ME LSEC talkgroups may be patched to local encrypted talkgroups only. These talkgroups can be used and reserved in a “first available” fashion (i.e. – do not have to start at 2 and go up, or 15 and go down).

ME LSEC 10E – 15E talkgroups use AES encryption algorithm and may not be supported in all subscriber radios or console positions.

Some Public Safety Answering Points (PSAPs) may not have the current console capacity to accommodate ME LSEC 5E-8E. It is important to note ME LSEC 2E-9E are all home zone mapped to Zone 1, while ME LSEC 10E-15E are all home zone mapped to Zone 2. This should be taken into consideration when reserving these resources in the event they need to be included in a soft patch.

Cross Patch Standard	**Yes/No**	**Talkgroup(s)**
Soft Patch	Yes	Encrypted only
Hard Patch	No	None
LTE Gateway	No	None

Note: These talkgroups are mapped to different home zones. The recommended method of utilization in a patch is as follows:

Recommended for Zone 1 PSAPs (Anoka, Carver, Chisago, Dakota, Isanti, Scott, Washington, City of Minneapolis): ME LSEC 2E-5E

Recommended for Zone 2 PSAPs (Hennepin, Ramsey): ME LSEC 6E-9E

Sherburne County is home zone mapped in Zone 4, so the recommended guidelines above will not apply.

To minimize the use of RF resources in a patch, it is encouraged for PSAPs to utilize the talkgroups in the PSAP's home zone referenced in the preceding sections.

ME LSEC talkgroups may only be patched to another talkgroup encrypted by ADP, DES, or AES encryption.

None of the ME LSEC talkgroups shall be part of any system-configured multi-group configuration.

The ME LSEC talkgroups shall only be used when there is a significant need for interagency communications and other suitable means for interagency communications are unavailable, to avoid a reduction in availability of these resources when needed for important events.

The Status Board application will be used to manage reservations and usage of these talkgroup resources.

5. Recommended Procedure

The ME LSEC talkgroups may either be used directly or be patched to other encrypted resources to meet the communication needs of an event or operational task.

When formulating communications plans, Communication Unit Leaders (COMLs) should check with the agencies involved in interoperability events to see what shared resources are available.

When a resource is needed, the requesting agency will contact the appropriate metro region dispatch center to have the next preferred available talkgroup granted. The dispatch center will utilize the Status Board application to identify the status of the resource.

At the conclusion of the event, the dispatch center will remove any patches that were used for the event and update Status Board.

NOTE: PSAPs initiating any soft patches must announce the patch after it is set up AND prior to it being taken down.

6. Management

Metro region PSAP managers and supervisors for agencies on the ARMER system shall ensure that this procedure for usage and assignment of the ME LSEC talkgroups be adhered to, as well as the creation of soft patches for which they are responsible.

The Minnesota Status Board System Administrator shall be responsible for the Status Board application.

Public safety telecommunicators shall receive initial and continuing training on the use of this procedure.

The MESB is responsible for the ME LSEC encryption keys.

Section 3 – Metro 3.14.0 Use of Metro ARMER ME TACS
Date Established **1-6-01**
Date Revised/Reviewed **3-1-24~~7-6-21~~**

1. Purpose or Objective

To establish policy and procedures for use of the metro region ARMER ME TAC 1-12E talkgroups. These talkgroups are a region-wide resource to facilitate communications between agencies that typically do not communicate with each other on a regular basis. This policy will serve to minimize usage conflicts when an interoperability talkgroup is needed for an event.

2. Technical Background

- Capabilities

  It is possible to have access to ME TAC talkgroups in radios used by metro agencies that share use of the ARMER system. These common talkgroups can be used for a wide range of intercommunication when coordination of activities between personnel of different agencies is needed on an event. Patching of the talkgroups can be done to any single non-hard patched conventional resource, other common talkgroups or to private talkgroups as needed to facilitate communications for an event.

- Constraints

  Some of these talkgroups may be used as part of a soft patch to common VHF channels that are restricted for use by personnel of specific services, such as the VLAW31 VHF frequency that may only be used by law enforcement and EMS personnel. The ~~dispatch~~ emergency communications center/Public Safety Answering Point (PSAP) creating the patch is responsible for checking for proper talkgroup authorizations when creating soft patches.

  Because many different agencies may be communicating with one another, for purposes of safety, plain English/common terminology must be used when communicating on these regional resources. **The use of ten codes is not permitted**. This pertains to direct or indirect (when in soft patch) use of these regional resources.

  The availability and the use of these talkgroups should be easily understood by radio user personnel who are primarily concerned with their mission.

  ME TACs are not to be used for an internal event. Private, other tactical, administrative, or common talkgroups are for internal agency communications. ME TACs should be used only when interoperability with external agencies is needed or is likely.

  ME TAC's 1-10 shall not be encrypted.

  ME TAC's 11E and 12E are always encrypted.

  Metro region-wide ARMER talkgroups may only be in one patch at a time.

3. Operational Context

These talkgroups are metro region resources to facilitate communication between agencies that typically do not communicate with each other on a regular basis.

ME TAC 1-10 are available for use by all regional users.

ME TAC 11E-12E are available to any regional public safety and public service user which has encryption-capable devices.~~only available for law enforcement~~.

Agencies not included under the MESB joint powers agreement require written permission from the MESB for use of ~~the~~ any ME TAC ~~E~~ talkgroups.

4. Recommended Protocol/Standard

ME TAC 1-10 Talkgroups

TG Requirements	**For Whom?**
Highly Recommended	Metro public safety and public service mobiles, portables, PSAPs
Recommended	Metro public safety and public service mobiles, portables, PSAPs
Optional	None
Not Allowed	None

Cross Patch Standard	**Yes/No**	**To Talkgroup(s)**
Soft Patch	Optional	As needed
Hard Patch	No	None

In order to meet the communication needs for an event, the ME TAC1-10 talkgroups may be patched to:

- Conventional RF resources, such as VHF, UHF, etc.
- Private agency talkgroups, such as ~~dispatch~~ PSAP mains, tactical talkgroups, etc.
- Direct patches between the ME TAC talkgroups, although this would not be preferred as a method of resolving communications needs.

ME TAC11E-12E Talkgroups

TG Requirements	**For Whom?**
Highly Recommended	~~Authorized~~ Metro region public safety and public service users with encryption-capable devices ~~and public service mobiles, portables, PSAPs~~
Recommended	~~Authorized~~ public safety and public service users with encryption-capable devices and public service mobiles, portables, PSAPs
Optional	None
Not Allowed	~~Non-law enforcement users~~Non-Metro users

Cross Patch Standard	**Yes/No**	**To Talkgroup(s)**
Soft Patch	Optional	As needed
Hard Patch	No	None

ME TAC11E and 12E talkgroups may only be patched to another talkgroup encrypted by ADP, DES, or AES encryption.

The Status Board application will be used to manage the talkgroup resources.

The ME TAC talkgroups shall only be used when there is a significant need for interagency communications and other suitable means for interagency

communications are unavailable, to avoid a reduction in availability of these resources when needed for important events.

None of the ME TAC talkgroups shall be part of any system-configured multi-group.

It is highly recommended that metro region ARMER system public safety dispatch consoles have all the ME TAC talkgroups available for patching.

If an agency elects to not program a sufficient quantity of these tactical talkgroups, it is the individual agency's responsibility to understand that it will be limiting its ability to communicate with other agencies during an emergency event. The agency will be responsible to resolve its interagency communications methods during an event.

If non-~~law enforcement~~Metro region agencies desire use of these~~ 11E and 12E~~ talkgroups, a waiver proposal should be sent to the Regional Radio Services Coordinator~~ for consideration by the Radio Technical Operations Committee (TOC).~~

5. **Recommended Procedure**
The pool talkgroups may be either used directly or be patched to other resources to meet the communication needs of an event.

The usage of ME TAC 1-10 talkgroups for **EMERGENCY or IN PROGRESS** interoperability events should be ME TAC 1, 2, 3, 4. . .10 in that order.

The usage of ME TACs for **PREPLANNED NON-EMERGENCY** interoperability events should be ME TAC 10, 9, 8, 7. . .1 in that order. ***ME TAC 1 will not be reserved for planned events.***

When formulating communications plans, COMLs should check with the agencies involved in interoperability events to see what shared resources are available.

When a resource is needed, the requesting agency will contact the appropriate metro region ARMER emergency communications~~dispatch~~ center/PSAP to have the next preferred available talkgroup granted. The dispatch center will utilize the Status Board application to identify the status of the resource.

At the conclusion of the event, the ARMER dispatch center will remove any patches that were used for the event and update ~~-~~Status Board.

Resources that are patched to these talkgroups, such as VLAW31, VFIRE23, and VMED28 VHF radio frequencies shall continue to adhere to the rules set forth by the groups that govern the use of their respective conventional radio resources.

NOTE: Emergency Communications centers/PSAPs~~Dispatch centers~~ initiating any soft patches must announce the patch after it is set up AND prior to it being taken down.

6. **Management**
Metro Region emergency communications~~dispatch~~ center/PSAP managers and supervisors for agencies on the ARMER system shall ensure that this procedure for usage and assignment of the ME TAC talkgroups be adhered to, as well as the setting up of soft patches for which they are responsible.

The Minnesota Status Board System Administrator shall be responsible for the Status Board application.

Emergency center telecommunicators~~Dispatch center operators~~ shall receive initial and continuing training on the use of this procedure.

The Metropolitan Emergency Services Board will be responsible for the ME TAC E encryption key.

Metro Region ARMER Standards

Section 3 – Metro 3.34.0 Metropolitan Region Cache Radio Standard Programming

Date Established **3-04-09**
Date Revised/Reviewed **3-1-2411-21-16**

1. **Purpose or Objective**
   To establish policy and procedures for the programming and use of metro region ARMER system cache radios to promote consistency of use and to minimize usage conflicts when an interoperability talk-group is needed for an event.

   The cache radios are to be a metro-wide resource to facilitate communications between agencies that typically do not communicate with each other on a regular basis or may have a shortage of radios for a large scale or mutual aid incident. These radios are typically reserved for use for intercommunication when coordination of activities between personnel of different agencies is needed for an incident or event.

2. **Technical Background**
   - **Capabilities**
     Shared interoperability talkgroups exist for the purpose of providing communications within and among ARMER system radio users. These talkgroups can be programmed into user radios including cache radios.

   - **Constraints**
     ARMER system radios have a finite number of programmable talkgroups. In many ARMER radios, these talkgroups are organized into zones. Some ARMER radios have fewer zones than others. Recommendations for the standardization of zones of interoperable talkgroups in cache radios are difficult when different types of radios are part of the radio cache.

3. **Operational Context**
   It is important when radios are deployed to make sure that users are not changing the assigned zone. It is not permissible to have one branch of public safety/public service use a zone not assigned.

   For cache radios having fewer than three zones, it is recommended that as many as possible of the talk groups in the zones listed below be programmed into the radios.

   All scene of action (SOA) channels can be used in the State of Minnesota only.

4. **Recommended Protocol/Standard**
   State
   Talk Group Requirements:

Requirements	**For Whom?**
Mandatory	None
Highly Recommended	800 MHz cache radios-Branch Specific Incident Command Zones
Optional	National Zone
Not Allowed	None

Cross Patch Standard:
Refer to individual talk group standards for patching availability.

*Denotes required zone

Statewide Interop*			**Conventional Interop***		
Zone Display Name	Channel Selector	Channel Display Name	Zone Display Name	Channel Selector	Channel Display Name
MN	1	STAC1	8C	1	8CALL90
MN	2	STAC2	8C	2	8TAC91
MN	3	STAC3	8C	3	8TAC92
MN	4	STAC4	8C	4	8TAC93
MN	5	STAC5	8C	5	8TAC94
MN	6	STAC6	8C	6	8CALL90D
MN	7	STAC7	8C	7	8TAC91D
MN	8	STAC8	8C	8	8TAC92D
MN	9	STAC 9	8C	9	8TAC93D
MN	10	STAC10	8C	10	8TAC94D
MN	11	STAC11	8C	11	8SOA1
MN	12	STAC12	8C	12	8SOA2
MN	13	STAC13E**	8C	13	8SOA3
MN	14	STAC14E**	8C	14	8SOA4
MN	15		8C	15	FSOA1***
MN	16		8C	16	FSOA2***

**STAC 13E and STAC 14E are required in those radios equipped with Data Encryption Standard (DES).

***FSOA1 and FSOA2 are restricted to Fire and Emergency Medical Service (EMS) radios only.

All cache radios in the metropolitan region are *highly recommended* to have the following zone programmed:

Metro Regional Interop Zone

Zone Display Name	Channel Selector	Channel Display Name
ME	1	MSP CALL
ME	2	ME TAC1
ME	3	ME TAC2
ME	4	ME TAC3
ME	5	ME TAC4
ME	6	ME TAC5
ME	7	ME TAC6
ME	8	ME TAC7
ME	9	ME TAC8
ME	10	ME TAC9
ME	11	ME TAC10
ME	12	ME TAC11E****
ME	13	ME TAC12E****
ME	14	
ME	15	
ME	16	

ME	1	Open/Agency Choice
ME	2	ME LSEC 02E*
ME	3	ME LSEC 03E
ME	4	ME LSEC 04E
ME	5	ME LSEC 05E
ME	6	ME LSEC 06E
ME	7	ME LSEC 07E
ME	8	ME LSEC 08E
ME	9	ME LSEC 09E
ME	10	ME LSEC 10E
ME	11	ME LSEC 11E
ME	12	ME LSEC 12E
ME	13	ME LSEC 13E
ME	14	ME LSEC 14E
ME	15	ME LSEC 15E
ME	16	Open/Agency Choice

**** Encrypted~~, Law Enforcement~~ Radio Caches Only

*All ME LSEC Talkgroups are Encrypted, Law Enforcement Radio Caches Only

Commented [TF1]: Can we get this to move up to the line above?

5. Recommended Procedure

Cache radios capable of three or more zones should be programmed consistent with the talkgroup requirements specified in Section 4. Radios with fewer than three zones should be programmed with as many as possible of the talkgroups listed in Section 4.

Cache radios should be issued with the appropriate service branch zone enabled.

~~Cache radios should be reported in the TIC Plan.~~

Fleetmap documentation **must** be included with the radio cache for deployment purposes.

Channels 1 and 16 in the ME Zone can be left to local choice (ex: agency main).

ME LSEC 2E-9E are DES capable; ME LSEC 10E-15E are AES capable.

6. Management

System managers and sub-system managers are responsible for the proper programming and reporting of cache radios as specified above.

Communication Leaders (COMLs) or their designee(s) are responsible for the enabling of the appropriate service branch zone when cache radios are disbursed at a critical incident.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 7A. Approval of Amendments to EMS TOC By-Laws
Presenter: Hayes

RECOMMENDATION
The EMS Technical Operations Committee (TOC) recommends the Board to approve the amendments to the EMS TOC By-laws.

BACKGROUND
The EMS TOC and its subcommittee have established Board approved bylaws. The bylaws were last amended in March 2020.

ISSUES & CONCERNS
Though there are extensive amendments to the EMS TOC bylaws, the two major updates relate to membership and quorum requirement.

The amendments to the membership section allow for agencies to notify the MESB of their desire to not participate on the EMS TOC; this change will also affect the number of members present to meet quorum. Additionally, language was added to ensure law enforcement and fire service representation is included as voting members of the EMS TOC.

Due to the size of the membership as well as challenges with agencies who may get called away to emergency incidents and cannot attend the meetings, the EMC TOC agreed on a 33% quorum versus a simple majority.

Additionally, the EMS TOC bylaws include bylaws for the EMS TOC Executive Committee and the Emergency Preparedness Subcommittee. The amendments presented today remove bylaws for two subcommittees which are no longer in existence.

MESB counsel was actively involved in the amendment process and has reviewed the final amendments and has no concerns.

FINANCIAL IMPACT
None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

BY-LAWS
OF THE
METROPOLITAN EMERGENCY SERVICES BOARD (MESB)
METRO REGION EMS SYSTEM TECHNICAL OPERATIONS COMMITTEE

SECTION 1: COMPOSITION

There shall be an MESB Emergency Medical Services Technical Operations Committee (EMS TOC). Unless otherwise specified below, the EMS TOC shall be composed of the followingone representatives and one alternate from the Metro Region and selected as followsfrom each of the following organizations/associations in the Metro Region:

- Each lLicensed providers of Advanced Life Support (ALS) or Basic Life Support (BLS) 9-1-1 Emergency Responseground ambulance or Critical Care Transport/Helicopter Response based which has a primary service area (PSA) or scheduled operations within the in the Metro Region: one seat each
- Non-EMS Fire first responders from each of the Metro Ccities of the First Classfirst class: one seat
- Fire first responder appointed by Metro Chief Fire Officers Association
- Non-EMS Law Enforcement enforcement first responder from Metro Cities of the First Class: one seatappointed by the Minnesota Chiefs of Police Association from the ten-county metro region
- Public health representative appointed by the Metro Local Public Health Association. of the Administrator of the Community Health Services (CHS) agency of each Metro Region county as recommended by the county board of commissioners:from e
- Each county member of the MESB may appoint a primaryone representative and one alternate from their local county.joint powers agreement (Agreement) one seat each
- Ambulance medical director representing East Metro ambulance services, nominated by East public health representatives: one seat
- Ambulance medical directors, as defined in Minn. Stat. § 245F.02 subd. 13, representing West Metro ambulance services, nominated by West public health representativesappointed by the Medical Directors Strategic Advisory Committee (MDSAC) of the Emergency Medical Services Regulatory Board (EMSRB) representing East and West metro services.: one seat
- East Medical Resource Control Center (MRCC)
- West MRCC
- Metro Region Health Care Preparedness Coordinator (RHPC): one seat
- Chair of the EMS Emergency Preparedness Sub-CommitteeSubcommittee, or designee.

Non-voting, eEx officio members may be added at the discretion of the EMS TOC.

The EMSRB may appoint a representative to fill a non-voting seat on the committee.

The governing bodies of each member of the MESB and of the organizations/associations listed above shall appoint representatives and alternates to the EMS TOC, according to its governing documents and/or processes. Alternates shall have the same voting rights as the representative for whom they are appointed to serve as an alternate, during their participation as an alternate.

The Metro Region for For the purpose of this committeethe EMS TOC, the Metro Region consists of representatives from each county party to the Joint Powers Agreement for Metropolitan Emergency Services Boardmember of the MESB.

~~Each agency eligible for representation may, at its option, nominate a representative to the EMS TOC. Agency nominations must certify that the individual or group making the nomination has the authority to do so.~~

~~Nominations are reviewed by the EMS Executive Sub-Committee and submitted to the MESB Board for approval. The Board reviews recommendations for membership on the EMS TOC and makes the appointment to the Committee.~~

An agency may change representatives or alternates at any time according to its appointment process, provided the new representatives/alternates meet the membership requirements ~~and are approved by the Board~~.

~~Resignation of a non-dedicated seat creates a vacancy which will be filled by nomination from all eligible agencies.~~

Agencies choosing ~~to not~~ to ~~nominate~~ submit representatives shall ~~not~~ be counted when calculating the quorum necessary to conduct business (see Section 7); agencies which do not submit representatives shall not be included in determining quorum (see Section 8). ~~In addition, there shall be alternates appointed for each representative to the EMS TOC. Alternates shall have the same voting rights as the representative for whom they are appointed to serve as an alternate.~~

~~Appointments will begin on January 1 of each calendar year and shall continue indefinitely.~~

~~At the last EMS TOC~~By the December meeting of ~~the~~ odd-numbered calendar years, at which~~B~~ regular business transactions are conducted, ~~there shall be elected a Chair and Vice Chair~~the EMS TOC shall nominate and vote on a Chair and Vice Chair ~~out of~~from among the existing representatives. The Chair and Vice Chair will be approved by the ~~Board~~MESB at its annual January organizational meeting. The Chair and Vice Chair are considered to be the executive officers of the EMS TOC.

~~One of the two executive officers shall be a representative from an agency serving~~ which operates in one of ~~the counties of Anoka, Carver, Hennepin, and Scott, and Sherburne; and the other is to~~shall be a representative from an agency serving ~~which operates in one of the counties of Chisago, Dakota, Isanti, Ramsey, and Washington.~~

Each executive officer ~~elected and~~ approved by the ~~Board~~ MESB shall serve for a period of two years, starting in January after approval by the ~~Board~~MESB, and shall be eligible for re-election for successive two-year terms.

In the event the Chair resigns prior to the end of the term of office, the Vice Chair will assume the Chair position for the remainder of the term and a special election for Vice-Chair will occur at the next meeting of the EMS TOC. In the event the Vice Chair assumes the Chair position as outlined above, or resigns prior to the end of the term of office, a special election to fill the position will take place at the next meeting of the EMS TOC.

SECTION 2. CHAIR

The EMS TOC shall recommend to ~~the Chair of~~ the ~~Board~~ MESB at ~~the~~ its annual January organizational meeting ~~of the Board~~ a Chair of the EMS TOC. ~~The Chair of the Board shall appoint the Chair of EMS TOC subject to the approval of the Board.~~ The EMS TOC Chair shall

preside ~~at~~ over ~~all~~ meetings of the EMS TOC and perform the usual duties of a Chair. ~~-~~The Chair shall attend ~~all~~ meetings of the ~~Board~~ MESB upon request.

SECTION 3. VICE CHAIR

The EMS TOC shall recommend to the ~~Chair of the Board~~ MESB at ~~the~~ its annual January organizational meeting ~~of the Board~~ a Vice Chair of the Committee. ~~The Chair of the Board shall appoint the Vice Chair of the EMS TOC, subject to the approval of the Board.~~ The Vice Chair shall perform the duties of the Chair in the absence of the Chair or in the event of ~~his or her~~their inability or refusal to act.

SECTION 4. POWER AND DUTIES

The purpose of the EMS TOC ~~of the MESB~~ is to support EMS agencies within the Metro Region by:

1. Providing an informational network for EMS agencies~~;~~
2. Encouraging decisions and planning to achieve greater levels of systems interoperability~~;~~
3. Promoting best practices ~~as a means~~ to improve quality of care
4. Pursuing strategic grant opportunities for the metro EMS system~~;~~
5. Advising the ~~Metro Region~~MESB EMS ~~System~~ Coordinator and the ~~Metro Emergency Services Board~~MESB on matters of EMS policy, procedure, and technology~~;~~
6. Promoting the sharing of resources, best practices, standards, and policies.
~~6.~~7. ~~May submit~~Submitting a recommendation to the Governor's Office for the Metro Region EMS representative to the EMSRB ~~Board~~.

The EMS TOC shall have the powers necessary and appropriate to effectively carry out the objectives above and the directives of the ~~Board~~MESB. The EMS TOC shall recommend to the ~~Board~~ MESB those actions that are needed for the coordination and improvement of emergency medical services within the Metro Region. The EMS TOC shall perform other such duties as may be prescribed by the ~~Board~~MESB, including:

1. Developing a work plan for the EMS activities ~~listed~~ required in Minn. Stat. § 144E.50, s~~S~~ubd. 5, ~~or~~as subsequently amended, for state funding:
    a. Personnel training
    b. Transportation coordination
    c. Public safety agency cooperation
    d. Communications system maintenance and development
    e. Public involvement
    f. Health care facilities involvement
    g. System management
2. Reviewing and ~~approve~~ approving metro EMS-targeted grant requests prior to their submission for MESB approval.
3. Recommeinding EMS items for review and approval by the MESB.~~Review and approve sub-committee recommendations prior to their submission for MESB approval.~~

All meetings of the EMS TOC shall be held in accordance with the Minnesota Open Meeting Law, Minn. Stat. Chapter 13D.

SECTION 5. VOTING

Each member of the EMS TOC may cast one vote on any motion before ~~it~~the committee. A simple majority vote of the members present shall be required to pass any motion. Voting can be either by voice or roll call provided that a roll call vote may be called for by any member of

the EMS TOC. Absentee or proxy voting is not permitted, except as authorized by an alternate as described below.

The designated alternate representative for each member may vote on behalf of the ~~member~~ primary representative in the event the ~~member~~ primary representative is unable to attend the meeting, but in no event will any individual member or designated representative be entitled to more than one vote. ~~Absentee or proxy voting is not permitted.~~

SECTION 6. MEETINGS

The EMS TOC shall agree to a time and place for holding regular meetings of the EMS TOC; notice of regular meetings shall be given to each member of the EMS TOC at least five ~~(5)~~ days prior to such meeting.

Special meetings of the EMS TOC may be called by or at the request of the Chair, or in the Chair's absence the Vice Chair, or any two members provided that at least three ~~(3)~~ days' notice be given to each member of the Committee and otherwise comply with provisions of the Minnesota Open Meeting Law.~~open meeting law.~~

SECTION 7. QUORUM

The presence of 33% of members of the EMS TOC ~~A simple majority of the total voting members of the EMS TOC~~ shall constitute a quorum for the transaction of business at any noticed meeting.

SECTION 8. ATTENDANCE

EMS TOC members or their alternates must attend no less than ~~seventy-five percent (~~50~~75~~%~~)~~ of all meetings held in a calendar ~~one (1) rolling 12-month~~ year. ~~Individuals representing agencies who will need to miss a meeting shall~~Members who need to miss a meeting shall notify the MESB's EMS Coordinator to ~~help pre-~~track quorum. If an eligible agency holding a voting seat on the EMS TOC does not meet the minimum attendance requirement, the agency's membership will be changed to non-voting status until the minimum attendance requirement is met, at which time, the agency's membership will be automatically reinstated to full voting status. ~~This amendment is effective June 1, 2016.~~

~~SECTION 9. MEDICAL DIRECTOR~~

~~The Any physician representatives on the committee function as the medical directors for the Board and EMS TOC.~~

~~SECTION 10. METRO REGION EMS SYSTEM REPRESENTATIVE ON TO THE MINNESOTA EMS REGULATORY BOARD~~

~~The EMS TOC shall recommend to the Secretary of State an applicant to be the metro region representative to the Minnesota Emergency Medical Services Regulatory Board (EMSRB).Metro Region EMS System Representative shall be recommended by the EMS TOC to the Board for submission to the Secretary of State for appointment. Members Representatives of the BoardMESB, the EMS TOC and/or its sub-committeeSubcommittees are eligible to serve as the Metro Region EMS System's representative on the EMS Regulatory~~

Board. The metro region representative on the EMSRB shall serve as an ex officio member of the EMS TOC unless already designated a voting member of it.

BY-LAWSBYLAWS
OF THE
METROPOLITAN EMERGENCY SERVICES BOARD (MESB or Board)
METRO REGION EMS SYSTEM TECHNICAL OPERATIONS COMMITTEE (TOC)
EXECUTIVE COMMITTEE
EXECUTIVE
COMMITTEE

SECTION 1: COMPOSITION

The EMS TOC Executive Committee shall be composed of:

- Chair of the EMS Technical Operations Committee (EMS TOC)
- Vice Chair of the EMS TOC
- Chair of the EMS Education & Research Sub-Committee
- Chair of the EMS Communications and Information Technology Sub-Committee
- Chair of the EMS Emergency Preparedness Sub-CommitteeSubcommittee
- Vice Chair of the EMS Emergency Preparedness Subcommittee
- A Public Healthpublic health representative serving whichwho serves on the EMS TOC: one seat, appointed by the EMS TOC, and is approved by the EMS TOC.

No alternates are allowed on the EMS TOC Executive Committee.

SECTION 2. CHAIR

The Chair of the EMS TOC shall also serve as the Chair of its the EMS TOC Executive Committee. The Chair shall preside at over all meetings of the EMS Executive Committee and perform the usual duties of a Chair.

SECTION 3. VICE CHAIR

The Vice Chair of the EMS TOC shall also serve as the Vice Chair of its the EMS TOC Executive Committee. In the absence of the Chair, or in the event of the Chair's inability or refusal to act, the Vice Chair shall perform the duties of the Chair.

SECTION 4. POWER AND DUTIES

The purpose of the EMS TOC Executive Committee is to improve emergency medical services within the Metro Region. The EMS TOC Executive Committee may: ~~, by:~~

~~1. Approving actions which need to be taken more quickly than the EMS TOC could be convened.~~

~~2.~~1. ~~Ensuring~~ Ensure ~~that~~ the work of all ~~sub-committee~~Subcommittees and the EMS TOC are coordinated and progress~~ing~~ in a timely manner.

~~3.~~2. Collaborate with MESB staff ~~in~~ to develop~~ing~~ agendas for, and ~~preparing~~ prepare minutes from, EMS TOC and EMS TOC Executive Committee meetings.

~~4.~~3. Work~~ing~~ with MESB staff to en~~as~~sure attendance and quorum requirements are enforced.

4. Monitor~~ing~~ financial reports for revenues and expenditures.

5. Authorize~~s~~ activation of the regional resources for major planned and unplanned events and incidents.

~~6. Working with MESB staff to assure audit compliance with 144E.50 Subds. 4 and 6.~~

~~7. Reviewing and forwarding nominations for seats on the EMS TOC and its sub-committee~~Subcommittees~~.~~

The EMS TOC Executive Committee shall have the powers necessary and appropriate to effectively carry out ~~its~~ this work.

All meetings of the EMS TOC Executive Committee shall be held in accordance with the Minnesota Open Meeting Law, Minn. ~~Stat.~~ Chapter 13D.

SECTION 5. VOTING

Each member of the EMS TOC Executive Committee may cast one vote on any motion before it. A simple majority vote of the members present shall be required to pass any motion.

~~The designated alternate representative for each member may vote on behalf of the member in the event the member is unable to attend the meeting, but in no event will any individual member or designated representative be entitled to more than one vote. Absentee or proxy voting is not permitted~~.

SECTION 6. MEETINGS

The EMS TOC Executive Committee shall agree to a time and place for holding regular meetings ~~of the EMS Executive Committee~~; notice of regular meetings shall be given to each member of the Committee at least five ~~(5)~~ days prior to such meeting.

Special meetings of the Committee may be called by or at the request of the Chair, or in the Chair's absence the Vice Chair, or any two members provided that at least three ~~(3)~~ days' notice be given to each member of the Committee and otherwise comply with provisions of the Minnesota Open Meeting Law.~~open meeting law~~.

SECTION 7. QUORUM

A simple majority of the total voting members of non-vacant seats of the Committee shall constitute a quorum for the transaction of business at any meeting of the EMS TOC Executive Committee.

SECTION 8. ATTENDANCE

EMS TOC Executive Committee members ~~or their alternates~~ must attend no less than seventy-five percent (75%) of all meetings ~~held in one (1) rolling 12-month year~~. ~~Individuals who will need~~Members who need to miss a meeting shall notify the MESB's EMS Coordinator to ~~help pre-~~track quorum. If an Executive Committee member does not meet the minimum attendance requirement, the member ~~and alternate~~ will be replaced at the next EMS TOC meeting following the failure of that member to meet the attendance requirement. ~~This amendment is effective June 1, 2016.~~

BY-LAWS
OF THE
METRO REGION EMS SYSTEM EDUCATION
AND RESEARCH SUB-COMMITTEE

SECTION 1: COMPOSITION

The EMS Education and Research Sub-Committee shall be composed of:

- Licensed providers of ALS or BLS 9-1-1 Emergency Response or Critical Care Transport/Helicopter Response based in the East Metro Region: two seats
- Licensed providers of ALS or BLS 9-1-1 Emergency Response or Critical Care Transport/Helicopter Response based in the West Metro Region: two seats
- EMS education, affiliated with MNSCU: three seats
- EMS education, other: three seats
- Ambulance medical director representing East Metro ambulance services, nominated by East public health representatives: one seat
- Ambulance medical director representing West Metro ambulance services, nominated by West public health representatives: one seat
- Chair of EMS Communications and Information Technology Sub-Committee or designee: one seat

Each agency eligible for representation may, at its option, nominate a representative to the EMS Education and Research Sub-Committee. Agency nominations must certify that the individual or group making the nomination has the authority to do so.

Nominations are reviewed by the EMS Executive Committee and submitted to the EMS Technical Operations Committee (TOC) for approval.

An agency may change representatives at any time, provided the new representatives meet the membership requirements and are approved by the EMS TOC.

Resignation of a seat creates a vacancy which will be filled by solicitation of nominations from all eligible agencies.

Agencies choosing to not nominate representatives shall not be counted when calculating the quorum necessary to conduct business (see Section 7).

In addition, there shall be alternates appointed for each representative to the EMS Education and Research Sub-Committee. Alternates shall have the same voting rights as the representative for whom they are appointed to serve as an alternate.

Appointments will begin on January 1 of each calendar year and shall continue indefinitely.

At the first Sub-Committee meeting of each calendar year at which regular business transactions are conducted, there shall be elected from within the membership of the Sub-Committee a Chair and a Vice Chair. Each officer elected shall serve for a period of one year and shall be eligible for re-election for successive one year terms.

SECTION 2. CHAIR

~~The Chair shall preside at all meetings of the EMS Education and Research Sub-Committee and shall perform duties as prescribed by the EMS Education and Research Sub-Committee from time-to-time and as approved by the EMS TOC and MESB Board.~~

~~SECTION 3. VICE CHAIR~~

~~In the absence of the Chair, or in the event of the Chair's inability or refusal to act, the Vice Chair shall perform the duties of the Chair.~~

~~SECTION 4. POWER AND DUTIES~~

~~The purpose of the EMS Education and Research Sub-Committee is to support EMS agencies through collaborative effort with MESB representatives. This is accomplished by:~~

1. ~~Developing and maintaining a work plan for education and research, for recommendation to EMS TOC.~~
2. ~~Providing an informational network for EMS agencies, and promoting the exchange of information, experience and concepts related to pre-hospital education, research and public education.~~
3. ~~Encouraging decisions and planning to take advantage of new training technologies.~~
4. ~~Reviewing, developing, and/or recommending education classes or programs which will benefit regional EMS providers.~~
5. ~~Identifying methods and resources needed to educate the public about EMS.~~
6. ~~Developing RFPs and evaluation criteria for proposals.~~
7. ~~Assessing, reviewing, and recommending pre-hospital grant application(s) submitted to Metro EMS for education/research.~~
8. ~~Promoting educational best practices as a means to improve quality and uniformity amongst EMS agencies and educational training sites in the Metro Region.~~
9. ~~Reviewing and recommending to governing entities, in the Metro Region and State of Minnesota, policy, procedure, standard and best practice for EMS, as it relates to pre-hospital education and research opportunities.~~
10. ~~Advising the Metro Region EMS System Coordinator and the Metro Region EMS System TOC on matters of policy, procedure, pre-hospital education and research.~~

~~The EMS Education and Research Sub-Committee shall have the powers necessary and appropriate to effectively carry out the directives of the EMS TOC and the MESB Board, as specified in the EMS Education and Research Sub-Committee Work Plan or as directed by the EMS TOC or Board.~~

~~The EMS Education and Research Sub-Committee shall perform other such duties as may be prescribed by the Board.~~

~~The EMS Education and Research Sub-Committee shall not exercise independent authority or powers without specific direction and approval of the EMS TOC and the MESB Board, beyond those in its Work Plan.~~

~~EMS Education and Research Sub-Committee members shall not hold themselves out as representing EMS Education and Research Sub-Committee, EMS TOC, or MESB Board views without prior consent of the EMS Education and Research Sub-Committee, EMS TOC, or MESB Board.~~

~~SECTION 5. VOTING~~

~~Each member of the EMS Education and Research Sub-Committee may cast one vote on any motion before it. A simple majority vote of the members present shall be required to pass any motion.~~

~~The designated alternate representative for each member may vote on behalf of the member in the event the member is unable to attend the meeting, but in no event will any individual member or designated representative be entitled to more than one vote. Absentee or proxy voting is not permitted.~~

~~SECTION 6. MEETINGS~~

~~The EMS Education and Research Sub-Committee shall agree to a time and place for holding regular meetings; notice of regular meetings shall be given to each member of the Sub-Committee at least five (5) days prior to such meeting.~~

~~Special meetings of the Sub-Committee may be called by or at the request of the Chair, or in the Chair's absence the Vice Chair, or any two members provided that at least three (3) days' notice be given to each member of the Sub-Committee.~~

~~All meetings of the EMS Education and Research Sub-Committee shall be held in accordance with the Minnesota Open Meeting Law, Minn. Stat. 13D.~~

~~SECTION 7. QUORUM~~

~~A simple majority of the total members of the EMS Education and Research Sub-Committee shall constitute a quorum for the transaction of business at any meeting of the EMS Education and Research Sub-Committee.~~

~~SECTION 8. ATTENDANCE~~

~~EMS Education and Research Sub-Committee members or their alternates must attend no less than seventy-five percent (75%) of all meetings held in one (1) rolling 12-month period. Failure to meet this requirement will be treated as resignation of the seat.~~

BY-LAWS
OF THE
METRO REGION EMS SYSTEM
COMMUNICATIONS and INFORMATION
TECHNOLOGY SUB-COMMITTEE

SECTION 1: COMPOSITION

The EMS System Communications and Information Technology Sub-Committee shall be composed of:

- Licensed providers of ALS or BLS 9-1-1 Emergency Response or Critical Care Transport/ Helicopter Response based in the East Metro Region: one seat
- Licensed providers of ALS or BLS 9-1-1 Emergency Response or Critical Care Transport/ Helicopter Response based in the West Metro Region: one seat
- EMS Communications (PSAPs, EMS ECC and MRCCs): one seat each

Each agency eligible for representation may, at its option, nominate a representative to the EMS Communications and Information Technology Sub-Committee. Agency nominations must certify that the individual or group making the nomination has the authority to do so.

Nominations are reviewed by the EMS Executive Committee and submitted to the EMS Technical Operations Committee (TOC) for approval.

An EMS communications agency may change representatives at any time, provided the new representatives meet the membership requirements and are approved by the EMS TOC.

Resignation of a non-EMS Communications seat creates a vacancy which will be filled by solicitation of nominations from all eligible agencies.

Agencies choosing to not nominate representatives shall not be counted when calculating the quorum necessary to conduct business (see Section 7).

In addition, there shall be alternates appointed for each representative to the EMS System Communications and Information Technology Sub-Committee. Alternates shall have the same voting rights as the representative for whom they are appointed to serve as an alternate.

Appointments will begin on January 1 of each calendar year and shall continue indefinitely.

At the first Sub-Committee meeting of each calendar year at which regular business transactions are conducted, there shall be elected from within the membership of the Sub-Committee a Chair and a Vice-Chair. Each officer elected shall serve for a period of one year and shall be eligible for re-election for successive one year terms.

SECTION 2. CHAIR

The Chair shall preside at all meetings of the EMS System Communications and Information Technology Sub-Committee and shall perform duties as prescribed by the EMS Communications and Information Technology Sub-Committee from time-to-time and as approved by the EMS TOC and MESB Board.

~~SECTION 3. VICE CHAIR~~

~~In the absence of the Chair, or in the event of the Chair's inability or refusal to act, the Vice Chair shall perform the duties of the Chair.~~

~~SECTION 4. POWER AND DUTIES~~

~~The purpose of the Metro Region EMS System Communications and Information Technology Sub-Committee is to support EMS agencies, Secondary Public Safety Answering Points (PSAPs) and EMS Dispatch Centers through collaborative effort with MESB representatives. This is accomplished by:~~

1. ~~Developing and maintaining a work plan for communications and information technology, for recommendation to EMS Technical Operations Committee;~~
2. ~~Providing an informational network for EMS agencies, and promoting the exchange of information, experience and concepts related to public safety interoperable communications;~~
3. ~~Encouraging decisions and planning to achieve greater levels of systems interoperability among agencies, jurisdictions and public safety disciplines;~~
4. ~~Promoting communication best practices as a means to improve quality;~~
5. ~~Interfacing with primary PSAPs and first responder agencies as a means to close gaps and enhance cooperation and interoperability within the entire public safety delivery system;~~
7. ~~Developing plans for the distribution of regional assets and maintaining inventories;~~
6. ~~Providing guidance and planning for the use of accepted grant funds;~~
8. ~~Reviewing and recommending to governing entities, in the Metro Region and State of Minnesota, policy, procedure, standard and best practice for EMS, as it relates to emergency communications, 9-1-1 systems, Computer Aided Dispatch systems, mobile computing systems and strategic technology planning;~~
9. ~~Advising the Metro Region EMS System Coordinator and the Metro Region EMS System TOC on matters of policy, procedure and technology.~~

~~The EMS Communications and Information Technology Sub-Committee shall have the powers necessary and appropriate to effectively carry out the directives of the EMS TOC and the MESB Board, as specified in the EMS Communications and Information Technology Sub-Committee Work Plan or as directed by the EMS TOC or Board.~~

~~The EMS Communications and Information Technology Sub-Committee shall perform other such duties as may be prescribed by the Board.~~

~~The EMS Communications and Information Technology Sub-Committee shall not exercise independent authority or powers without specific direction and approval of the EMS TOC and the MESB Board, beyond those in its Work Plan.~~

~~EMS Communications and Information Technology Sub-Committee members shall not hold themselves out as representing EMS Communications and Information Technology Sub-Committee, EMS TOC, or MESB Board views without prior consent of the EMS Communications and Information Technology Sub-Committee, EMS TOC, or MESB Board.~~

~~SECTION 5. VOTING~~

~~Each member of the EMS Communications and Information Technology Sub-Committee may cast one vote on any motion before it. A simple majority vote of the members present shall be required to pass any motion.~~

~~The designated alternate representative for each member may vote on behalf of the member in the event the member is unable to attend the meeting, but in no event will any individual member or designated representative be entitled to more than one vote. Absentee or proxy voting is not permitted.~~

~~SECTION 6. MEETINGS~~

~~The EMS Communications and Information Technology Sub-Committee shall agree to a time and place for holding regular meetings; notice of regular meetings shall be given to each member of the Sub-Committee at least five (5) days prior to such meeting.~~

~~Special meetings of the Sub-Committee may be called by or at the request of the Chair, or in the Chair's absence the Vice Chair, or any two members provided that at least three (3) days' notice be given to each member of the Sub-Committee.~~

~~All meetings of the EMS Communications and Information Technology Sub-Committee shall be held in accordance with the Minnesota Open Meeting Law, Minn. Stat. 13D.~~

~~SECTION 7. QUORUM~~

~~A simple majority of the total members of the EMS Communications and Information Technology Sub-Committee shall constitute a quorum for the transaction of business at any meeting of the EMS Communications and Information Technology Sub-Committee.~~

~~SECTION 8. ATTENDANCE~~

~~EMS Communications and Information Technology Sub-Committee members or their alternates must attend no less than seventy-five percent (75%) of all meetings held in one (1) rolling 12-month period. Failure to meet this requirement will be treated as resignation of the seat.~~

~~BY-LAWS~~BYLAWS
OF THE
METROPOLITAN EMERGENCY SERVICES BOARD (“MESB” ~~or “Board”~~)
~~METRO REGION~~ EMS ~~SYSTEM~~ TOC EMERGENCY PREPAREDNESS ~~SUB-COMMITTEE~~SUBCOMMITTEE

SECTION 1: COMPOSITION

The EMS TOC Emergency Preparedness ~~Sub-Committee~~Subcommittee (“Subcommittee") shall be composed of representatives appointed by the EMS TOC according to the following:

- ALS/BLS EMS providers – eight~~four~~ representatives
- Fire service – one representative
- Law enforcement – one representative
- East MRCC – one representative
- West MRCC – one representative
- Medical Director from the region- one representative
- ~~Licensed providers of ALS or BLS 9-1-1 Emergency Response or Critical Care Transport/ Helicopter Response based in the Metro Region: one seat each~~
- ~~Non-EMS Fire first responder from Metro Cities of the First Class: one seat~~
- ~~Non-EMS Law Enforcement first responder from Metro Cities of the First Class: one seat~~
- ~~EMS Communications (PSAPS, EMS ECC and MRCCs): two seats~~

By January 5th of even-numbered years, ~~Each agency~~agencies eligible for representation may, at their option, nominate a representative and alternate according to their appointment processes ~~-~~to the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee. Agency nominations must certify that the individual or group making the nomination has the authority to do so. Alternates shall have the same voting rights as the representative for whom they are appointed to serve as an alternate, during their participation as an alternate.

Nominations ~~are~~ will be reviewed by the EMS TOC Executive Committee by February 15th of even-numbered years and submitted to the EMS ~~Technical Operations Committee (~~TOC~~)~~ for approval at its March ~~quarterly~~ meeting.

An EMS Licensed Provider agency may change representatives and/or alternates at any time, provided the new representatives/alternates meet the membership requirements and are approved by the EMS TOC.

Resignation of a non-EMS Licensed Provider seat creates a vacancy which will be filled by ~~solicitation of nominations~~the appointment of a representative from ~~all~~ a ~~eligible~~ member agency made by the Executive Committee~~ies~~.

Agencies choosing not to ~~not~~ nominate representatives shall not be counted when calculating the quorum necessary to conduct business (see Section 7).

~~In addition, there shall be alternates appointed for each representative to the EMS Emergency Preparedness Sub-Committee. Alternates shall have the same voting rights as the representative for whom they are appointed to serve as an alternate.~~

Appointments will begin on ~~January~~ April 1 of ~~each calendar~~even-numbered years and shall ~~continue indefinitely~~terminate March 31 of the following even-numbered year.

At the first ~~Sub-Committee~~Subcommittee meeting ~~of each calendar year~~following appointments beginning April 1 and at which regular business transactions are conducted, there shall be elected from within the membership of the ~~Sub-Committee~~Subcommittee a Chair and a Vice Chair. Each officer elected shall serve for a period of one year and shall be eligible for re-election for successive one~~-~~-year terms.

SECTION 2. CHAIR

The Chair shall preside at ~~all~~ meetings of the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee and shall perform duties as prescribed by the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee from time-to-time and as approved by the EMS TOC and ~~-~~the MESB ~~Board~~.

SECTION 3. VICE CHAIR

In the absence of the Chair, or in the event of the Chair's inability or refusal to act, the Vice Chair shall perform the duties of the Chair.

SECTION 4. PURPOSE, POWERS AND DUTIES

The purpose of the Metro Region EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee is to support metro EMS agencies through collaborative effort with MESB representatives. This ~~is accomplished by~~Subcommittee ~~will~~may:

1. Develop~~ing~~ and maintain~~ing~~ a work plan for emergency preparedness, for recommendation to EMS TOC.
2. ~~Promoting~~ Promote the exchange of information, experience and concepts related to operations.
3. ~~Encouraging~~ Encourage decisions and planning to achieve greater levels of systems interoperability among agencies, jurisdictions and public safety disciplines.
4. ~~Promoting~~ Promote operational best practices as a means to improve quality.
5. Review~~ing~~ and recommend~~ing~~ policy procedure~~s~~, standard~~s,~~ and best practice~~s~~ for EMS providers to ~~governing entities in both the Metro Region and the State of Minnesota~~both the MESB and the Minnesota Emergency Medical Services Regulatory Board (EMSRB).
6. ~~Coordinating~~ Coordinate emergency response strategies and tactics for major incidents and events through the Metro Region EMS ~~System Coordination~~Emergency Operations Center, ~~the Minnesota EMS Multi-Agency Coordination Center, the Metro MACC or similar bodies~~in collaboration with local Unified Command, as well as other emergency operations centers or coordination centers.
7. ~~Providing~~ Provide assistance with ~~Mitigation~~mitigation, ~~Preparedness~~preparedness, ~~Response~~response, and ~~Recovery~~ recovery activities.
8. Develop~~ing~~ plans for the distribution of regional assets and maintaining inventories~~;~~.
9. ~~Providing~~ Provide guidance and planning for the use of accepted EMS-related grant funds.
10. ~~Advising~~ Advise the ~~Metro Region~~MESB EMS ~~System~~ Coordinator and the ~~Metro Region~~MESB EMS ~~System~~ TOC on matters of policy, procedure and technology.

The EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee shall have the powers necessary and appropriate to effectively carry out the directives of the EMS TOC and the MESB Board~~, as specified in the EMS Emergency Preparedness Sub-Committee Work Plan or as directed by the EMS TOC or Board~~.

The EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee shall perform other such duties as may be prescribed by the Board.

The EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee shall not exercise independent authority or powers without specific direction and approval of the EMS TOC and the MESB ~~Board~~, beyond those in its ~~Work~~ work ~~Plan~~plan.

EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee members shall not ~~hold~~ present themselves ~~out~~ as representing the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee, EMS TOC, or MESB ~~Board~~ views without prior consent of the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee, EMS TOC, or the MESB ~~Board~~.

SECTION 5. VOTING

Each member of the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee may cast one vote on any motion before it. A simple majority vote of the members present shall be required to pass any motion.

The designated alternate representative for each member may vote on behalf of the member in the event the member is unable to attend the meeting, but in no event will any individual member or designated representative be entitled to more than one vote. Absentee or proxy voting is not permitted.

SECTION 6. MEETINGS

The EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee shall agree to a time and place for holding regular meetings; notice of regular meetings shall be given to each member of the ~~Sub-Committee~~Subcommittee at least five ~~(5)~~ days prior to such meeting.

Special meetings of the ~~Sub-Committee~~Subcommittee may be called by or at the request of the Chair, or in the Chair's absence the Vice Chair, or any two members provided that at least three ~~(3)~~ days' notice be given to each member of the ~~Sub-Committee~~Subcommittee.

All meetings of the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee shall be held in accordance with the Minnesota Open Meeting Law, Minn. ~~Stat~~Chapter ~~.~~ 13D.

SECTION 7. QUORUM

A simple majority of the total members of non-vacant seats of the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee shall constitute a quorum for the transaction of business at any meeting of the EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee.

SECTION 8. ATTENDANCE

EMS Emergency Preparedness ~~Sub-Committee~~Subcommittee members or their alternates must attend no less than ~~seventy-five percent (~~5075%~~)~~ of all meetings held in ~~one (1) rolling 12-month period~~a calendar year. ~~Individuals representing agencies~~Members who ~~will~~ need to miss a meeting shall notify the MESB's EMS Coordinator to ~~help pre-~~track quorum. Failure to meet this requirement will be treated as resignation of the seat.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **March 13, 2024**
Agenda Item: **8A. Acceptance of MESB Cost Study Report**
Presenter: **Rohret**

RECOMMENDATION
The Executive Director recommends the Board accept the MESB Cost Study Report as drafted by consultants from 911 Authority, LLC.

BACKGROUND
MESB executed a contract with 911 Authority to assist with the transition from Enhanced 9-1-1 (E9-1-1) to Next Generation 9-1-1 (NG9-1-1), through the State of Minnesota's Request for Proposal (RFP) process. The 911 Authority contract requires the completion of three tasks as project deliverables:

- Task 1 – Develop an MESB NG9-1-1 Transition Strategy
- Task 2 – Assess the current MESB 9-1-1 System
- Task 3 – Develop an MESB NG9-1-1 Transition Plan

The contract was amended in July 2023 to have 911 Authority conduct a regional study on the costs of operating emergency communications, including 9-1-1, ARMER, Integrated Public Alert & Warning System (IPAWS), and wireless broadband.

ISSUES & CONCERNS
911 Authority completed the regional cost study, and it is before the Board for acceptance.

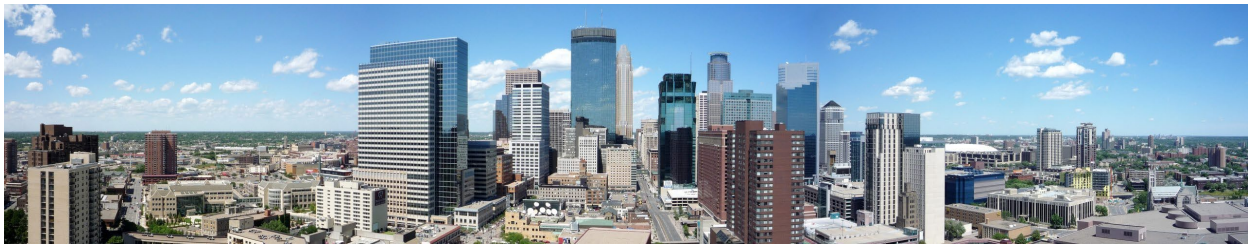
Though the study includes 9-1-1, ARMER, IPAWS, and wireless broadband, it primarily focuses on 9-1-1 and ARMER costs.

The study's focus is primarily on the amount of funds expended annually to provide and support emergency communications in the region, it also includes some general observations of ways funds could be saved, such as "Implementing a common CAD platform through a unified contract mechanism could lead to substantial cost savings."

FINANCIAL IMPACT
None to the MESB at this time.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



Metropolitan Emergency Service Board (MESB) Cost Study

Prepared By:

911 Authority
Connecting Public Safety with Technology

March 2024

METROPOLITAN EMERGENCY SERVICES BOARD

1 Executive Summary

1.1 Overview of the Study

The Metropolitan Emergency Services Board (MESB) Cost Study is a comprehensive analysis that addresses the region's financial landscape surrounding public safety emergency communications agencies. This study spans a diverse range of categories, including personnel costs, training, facility expenses, equipment, and software services, highlighting the extensive operational requirements to sustain the 9-1-1 and ARMER systems.

This study aimed to capture the multifaceted nature of operating and maintaining critical communications infrastructure through data collection and engagement with the public safety communications community. It focuses on understanding cost drivers, budget allocation, and the impact of technology on financial planning, aiming to enhance cost efficiency and transparency. This enhanced overview provides an insight into the operational complexities and financial challenges faced by the MESB and the agencies it supports.

1.2 Key Findings

The MESB Cost Study reveals substantial investments in maintaining and enhancing the emergency communications infrastructure within the Metro Region. It emphasizes significant expenditures across various categories such as personnel, training, ARMER and operational costs, highlighting the complex nature of funding and managing public safety emergency communications. Key findings underscore the necessity for standardized reporting, collaborative cost management, and interoperability efforts to ensure fiscal transparency and efficiency. The study advocates for strategic investments and shared services to navigate the operational complexities and financial challenges faced by the MESB and the agencies it supports.

The following represents the top findings from this cost analysis:

- **Rise in Personnel Costs**: There was a 14.39% increase in Public Safety Answering Point (PSAP) personnel costs, from $66,903,091 in 2022 to $78,145,328 in 2023, with overtime representing 6.5% of total salary expenses.
- **Vacancy Rates**: The Metro Region exhibited an average vacancy rate of 16.59%, with rates across individual agencies ranging from 0% to 46%.
- **Training Costs and Hiring Rates**: Initial PSAP training comprises 82% of total training costs, with the region hiring an average of 146 employees annually, equating to 30.25% of the current workforce. However, continuing education accounts for only 5.59% of the total training investment, likely falling short of the workforce's expansive educational needs.
- **Procurement of Public Safety Applications**: PSAPs in the region independently procure and operate public safety applications, incurring one-time costs of $30,903,386 and recurring annual costs of $7,703,371. The recommendation is for

the region to adopt a common procurement strategy for these applications to leverage economies of scale, potentially resulting in significant cost savings.

- **ARMER System Tower Use and Costs**: The MESB utilizes nearly 25% of the state's ARMER system towers, with many being locally owned and maintained, contributing to $8.8M of the region's ARMER system costs. Moreover, MnDOT allocates $3,451,370 in their budget to support the MESB region's counties.
- **ECN's 9-1-1 Regional Costs**: ECN covers costs for maintaining and upgrading the 9-1-1 network infrastructure in the Metro Region, amounting to $1,589,387.

In summary, these findings underscore the necessity for targeted investments in workforce training, strategic procurement practices, and robust financial planning to optimize emergency communication services and infrastructure in the Metro Region.

RECURRING COSTS	PSAP	ARMER	MESB	ECN	MnDOT
PERSONNEL TOTAL COST	**$78,145,328**	**$5,295,413**	**$1,123,013**	**$137,952**	**$1,549,221**
Salary	$58,129,823	$4,101,226	$827,342		
Benefits & Other	$20,015,505	$1,194,187	$295,671		
RECRUITMENT & TRAINING TOTAL	**$8,977,379**	**$33,000**	**$41,075**		**$55,718**
Recruitment	$3,923,155	$33,000			
Training	$5,054,224		$41,075		$55,718
FACILITIES TOTAL	**$8,716,068**	**$2,022,229**	**$23,124**	**$1,234,216**	**$439,193**
Rent/Utilities	$6,817,668	$1,745,949	$23,124		$439,193
911Circuits/Network/NG911	$1,898,400	$276,280		$1,234,216	
OPERATIONS TOTALS	**$16,029,349**	**$285,081**	**$352,000**	**$217,219**	**$151,493**
Professional & Contracts			$186,250	$158,719	
Office Equip. & Supplies	$3,084,489	$285,081	$42,350		
Other Equip.	$2,921,328				
CHE Maint. & Costs	$1,480,122				
CAD Maint. & Costs	$4,017,152				
MDC Maint. & Costs	$283,275				
CAD-TO-CAD	$1,132,496				
Other Software & Apps	$790,326				
GIS Costs	$1,051,800			$58,500	
Emerg Notification System	$385,557				
Other Expenses	$882,804		$123,400		$151,493
RADIO TOTALS		**$5,681,097**	**$1,773,906**		**$1,255,745**
Radio Monitoring		$908,177			
Radio Site Expense			$1,773,906		$2,394
Radio Programming/Equip.		$1,452,356			$778
Radio Maint./Maint. Contract		$3,165,564			$916,460
Radio Parts & Repair		$155,000			$336,113
2023 RECURRING COST	**$111,868,124**	**$13,316,820**	**$3,313,118**	**$1,589,387**	**$3,451,370**

ONE TIME COSTS TOTALS	$30,903,386
CHE REPLACEMENT/UPGRADE	$8,797,086
CAD REPLACEMENT/UPGRADE	$20,825,085
MDC REPLACEMENT/UPGRADE	$1,281,215

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2 Introduction

2.1 Background

The Metropolitan Emergency Services Board (MESB) plays a pivotal role in ensuring public safety across the most populous region in Minnesota, including Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, Washington Counties, and the City of Minneapolis. Formed through a Joint Powers Agreement, the MESB oversees the 9-1-1 system, the metro portion of the Allied Radio Matrix for Emergency Response (ARMER) system, and Emergency Medical Services (EMS) within the Minneapolis/St. Paul metropolitan area. This board, comprising commissioners from these counties and a council member from Minneapolis, is instrumental in maintaining a high standard of emergency services across the region.

In the fall of 2023, recognizing the need for a thorough understanding of what it costs to run the Metro emergency communications system, the MESB initiated a cost study analysis. This study, conducted by 9-1-1 Authority, LLC, aimed to investigate the expenses related to 9-1-1, ARMER, IPAWS, and wireless broadband within the 10-county area.

2.2 Objectives of the Study

The objectives of this study are multifaceted, aiming to provide a comprehensive overview of the operational costs associated with providing emergency communications throughout the Metro Region. It systematically explores various financial dimensions, including staffing, training, facilities, technology, and shared services, pivotal for the seamless administration and operation of the 9-1-1 and ARMER systems. By evaluating current budget allocations, the study endeavors to enhance cost transparency and accountability, identify principal cost drivers and assess the financial impact of technological advancements on agency budgets.

Additionally, it scrutinizes personnel costs, from compensation to training, to address staffing challenges effectively. The analysis extends to risk management, offering insights into financial vulnerabilities and strategies for mitigation. Importantly, the study serves as a strategic tool for forecasting, planning future investments, and advocating for additional funding by highlighting operational necessities and potential areas for efficiency improvements. Through this study, the MESB seeks to fortify its financial planning, ensuring the region's public safety communication networks remain robust, responsive, and equipped to meet future demands, reinforcing the commitment to public safety and the well-being of the communities served.

2.3 Scope and Methodology

The Scope and Methodology section of the MESB Cost Study is refined to delineate the comprehensive approach and systematic processes adopted for the analysis. Utilizing an online survey methodology, informed by discussions with MESB staff, this approach was selected for its broad accessibility, efficiency, and real-time data collection capabilities, ensuring widespread participation across the Metro Region's public safety emergency communications agencies.

The MESB Cost Study adopted a structured approach to exploring the administrative and operational expenses within the Metro Region's public safety emergency communications network. By employing an online survey methodology, developed in close consultation with MESB personnel, in combination with onsite and virtual site visits, this strategy was designed to ensure comprehensive participation and streamline the data acquisition process. This section outlines the strategic planning, deployment of the survey, and subsequent data analysis phases, emphasizing the systematic efforts to capture a wide array of cost-related information across the 9-1-1, ARMER, IPAWS, and wireless broadband services.

Development and Deployment

Survey Design: Tailored to capture detailed administrative and operational costs, the online survey was engineered to be user-friendly, facilitating seamless access and navigation for participants across various locations within the 10-county area. The design aimed to gather data on staffing, training, facilities, equipment, software, services, and other necessities critical for sustaining operations.

Question Sets: Two distinct questionnaires for Public Safety Answering Point (PSAP) and ARMER costs were developed, recognizing the unique financial frameworks and shared expenditures between these programs. These question sets are detailed in Appendices 2 and 3 for transparency and clarity.

Pilot Testing: Conducted with select PSAP and ARMER teams to refine the survey's clarity and user experience, pilot testing was instrumental in ensuring the survey's effectiveness and the quality of data collected.

MESB On Site Visits		
Anoka County Emergency Com	Dakota County Radio Services	Minnesota State Patrol
Carver County Sheriff's Office	Eden Prairie Police Department	Ramsey Emergency Communications Center
Chisago County Sheriff's Office	Hennepin County Sheriff's Office	Scott County Sheriff's Office
City of Edina	MAC Airport Police Department	Sherburne County Sheriff's Office
Dakota 9-1-1	Minneapolis Emergency Comm. Center	Washington County Sheriff's Office

Table 2: MESB On-Site Agency Visits

Data Collection and Analysis

Survey Implementation: Launched with comprehensive instructions to facilitate agency participation, the survey period was strategically managed to maximize response rates, including extending deadlines as necessary and providing support to agencies for any queries.

Supplemental Documentation: Agencies were requested to submit their 2023 budgets and 2022 Compliance Reports, enhancing the depth of analysis through apples-to-apples comparisons.

On-Site & Virtual Visits: To validate survey responses and address any information gaps, follow-up visits were arranged, offering an opportunity for deeper engagement with the agencies and ensuring a thorough understanding of the operational costs involved.

Outcome

Summary: This methodical approach underscores a commitment to accuracy, efficiency, and inclusivity in data collection, with the ultimate goal of providing the MESB with actionable insights for future budgetary planning. The detailed staging of the process—from survey design and deployment through data collection and on-site verification—ensures a comprehensive understanding of the operational costs of emergency communications in the region.

Participation: In total 36 surveys were submitted. 14 ARMER surveys and 22 PSAP surveys were completed. There were four agencies which chose not to participate in the survey request, two primary PSAPs and two private secondary PSAPs.

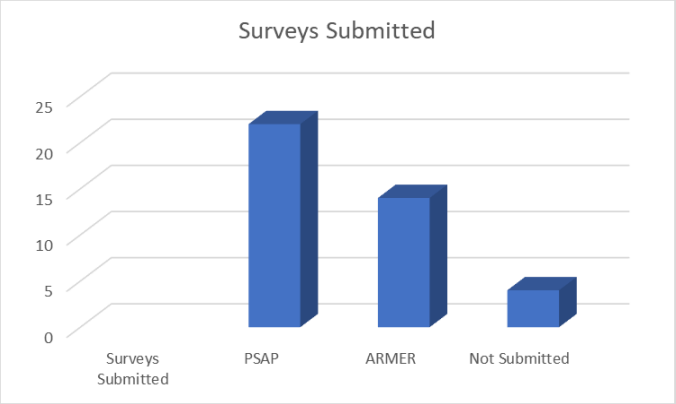

Table 3: Surveys Submitted

In summary, the MESB Cost Study's design successfully assessed the fiscal operations of public safety communications within the metropolitan region. Employing an online survey, refined by MESB staff input, and enhanced through on-site and virtual visits, the study ensured a wide-ranging and efficient data collection. The tailored surveys for PSAP and ARMER services, alongside requests for additional budgetary information, have provided a

detailed financial outlook. Note that PSAPs also provided state fiscal compliance reports to provide additional insight.

The high survey completion rates reflect the effectiveness of the study's approach, and the on-site agency visits have further validated the findings. Although shared costs between programs are complex, the structured methodology has equipped the MESB with normalized data, instrumental for strategic budgetary planning.

3 9-1-1 Operational Costs Analysis

RECURRING COSTS	PSAP		
PERSONNEL TOTAL COST	**$78,145,328**	**OPERATIONS TOTALS**	**$16,029,349**
Salary	$58,129,823	Professional & Contracts	
Benefits & Other	$20,015,505	Office Equip & Supplies	$3,084,489
RECRUITMENT & TRAINING TOTAL	**$8,977,379**	Other Equip	$2,921,328
Recruitment	$3,923,155	CHE Maint & Costs	$1,480,122
Training	$5,054,224	CAD Maint & Costs	$4,017,152
FACILITIES TOTAL	**$8,716,068**	MDC Maint & Costs	$283,275
Rent/Utilities	$6,817,668	CAD-TO-CAD	$1,132,496
911 Circuits/Network/NG911	$1,898,400	Other Software & Apps	$790,326
		GIS Costs	$1,051,800
		Emerg Notification System	$385,557
		Other Expenses	$882,804
		2023 PSAP RECURRING COSTS	**$111,868,124**

ONE TIME COSTS TOTALS	$30,903,386
CHE REPLACEMENT/UPGRADE	$8,797,086
CAD REPLACEMENT/UPGRADE	$20,825,085
MDC REPLACEMENT/UPGRADE	$1,281,215

3.1 Personnel

Personnel costs represent the most significant financial commitment in the operation of PSAPs at $78,145,328, a trend that underscores the essential nature of human capital in emergency response systems. This section specifically evaluates the changes in personnel costs from 2022 to 2023, which include salaries, benefits, overtime, and shift differentials.

From 2022 to 2023, there was a noticeable regional rise in personnel costs totaling more than 14.39%, with total personnel costs increasing from $66,903,091 in 2022 to

$78,145,328 in 2023. This rise in personnel expenses can be attributed to several factors, including salary adjustments, benefits enhancements, and a trend of increasing overtime necessitated by higher call volumes, vacancy rates, and operational demands. These changes highlight the growing costs of maintaining responsive and effective emergency services and underscore the value placed on PSAP personnel as critical infrastructure components.

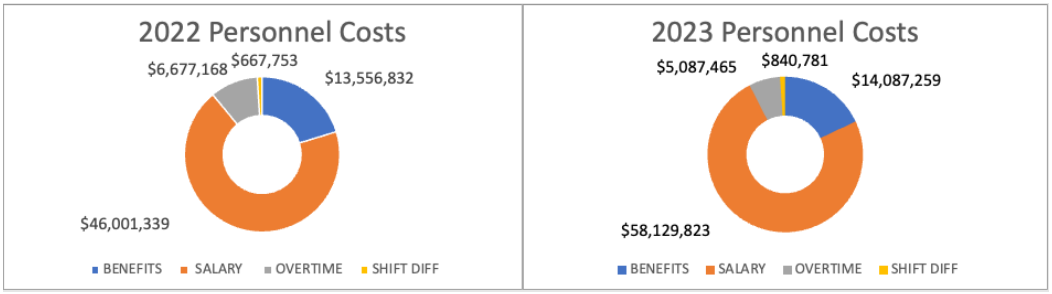

Table 4: Personnel Costs

While shift differential only accounts for 1.2% of the total personal cost, some agencies do not pay shift differential, and others cannot account for that expense separately from the salary category.

Budgeted Overtime vs. Actual Overtime Cost: Discrepancies between what agencies budgeted and actual overtime costs highlight the ongoing personnel challenges in addition to increasing workload and unexpected major events. **It has become routine to budget lower for anticipated overtime and shift money from salary savings due to ongoing vacancies.**

The average 9-1-1 call volume increased between 2022 and 2023 by 5.37% to 2,080,705, with PSAPs ranging from a decrease of -8.03% to a gain of 82.79%. In 2022, 4,315,023 computer aided dispatch (CAD) incidents were entered regionwide, 118.5% more than the 2022 call volume (1.95M).

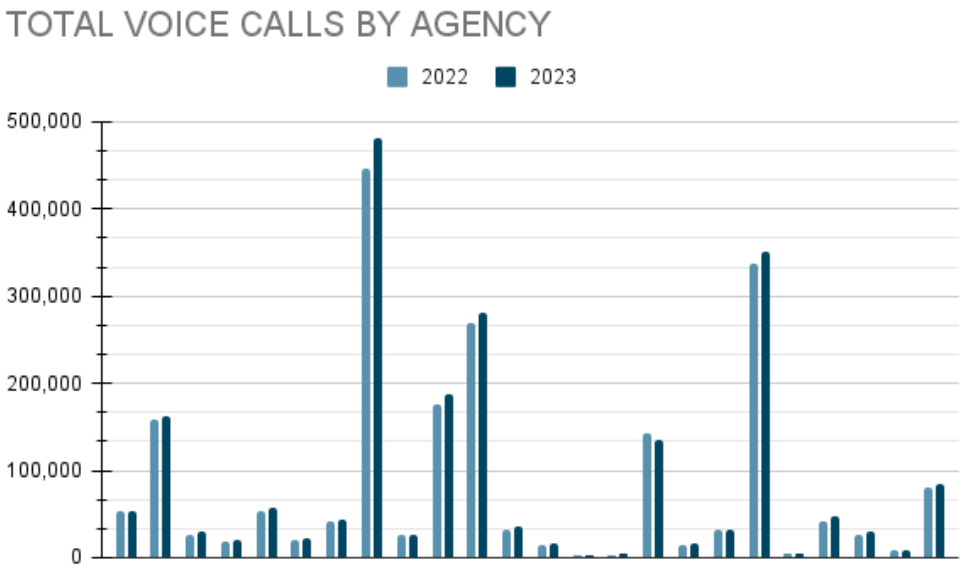

Table 5: Voice Calls by PSAP

While necessary, the upward trend in personnel costs requires a funding sustainability strategy. The correlation between increased personnel costs and operational demands, combined with the challenges of vacancy rates and turnover, underscores the critical role of human resources in the emergency response ecosystem. Investing in personnel is not merely a cost but a vital component of ensuring that the 9-1-1 system remains responsive, reliable, and effective in meeting the public's safety needs.

The analysis of personnel costs from 2022 to 2023 reveals a clear trend of increasing expenses, driven by the need to address operational challenges and ensure the effective delivery of emergency services. While these costs represent a significant portion of PSAP operations, they are essential for maintaining a system capable of responding to the community's needs efficiently and effectively. The ongoing challenge for PSAPs will be to balance these costs with the need for continuous improvement and adaptation in a dynamically changing operational environment.

3.2 Recruitment & Training

Investment in recruitment, training, and retention within PSAPs is a vital aspect of ensuring the effectiveness and reliability of the regional 9-1-1 system. The total regional recurring costs dedicated to PSAP workforce development—encompassing recruitment, initial training, continuing education, and other training expenses—account for $8,977,379 in recurring costs year over year (YoY). This section delves into these aspects individually, correlating them with the job market landscape, vacancy rates, call volume, and CAD incidents to highlight the operational implications.

Recruitment - $3,923,155

Public safety telecommunicators serve as the critical first point of contact in emergency situations, accurately gathering and relaying information. They must possess quick thinking and decision-making capabilities to assess situations rapidly and determine the necessary response. Additionally, telecommunicators need a comprehensive understanding of emergency services agency structure and standard operating procedures, alongside proficiency with CAD systems and other relevant technologies.

Recruitment in the 9-1-1 industry is complex, time-consuming, and costly due to several factors that include passing a multi-staged criminal and employment background screening, the ability to learn specialized technical and soft skills, being adaptive to a constantly changing high-pressure environment, and the emotional stability to deal with the long-term day-to-day stressors of the job.

There is a high level of urgency to hire and train new employees as the regional vacancy rate sits at 16.59%, with individual agency rates ranging from 0% to 46%. With a limited number of qualified candidates to fill roles, existing employees are faced with increased workload, mandatory overtime, and inability to get adequate time off (vacation), leading to higher levels of stress and burnout. This exacerbates retention challenges if not managed effectively.

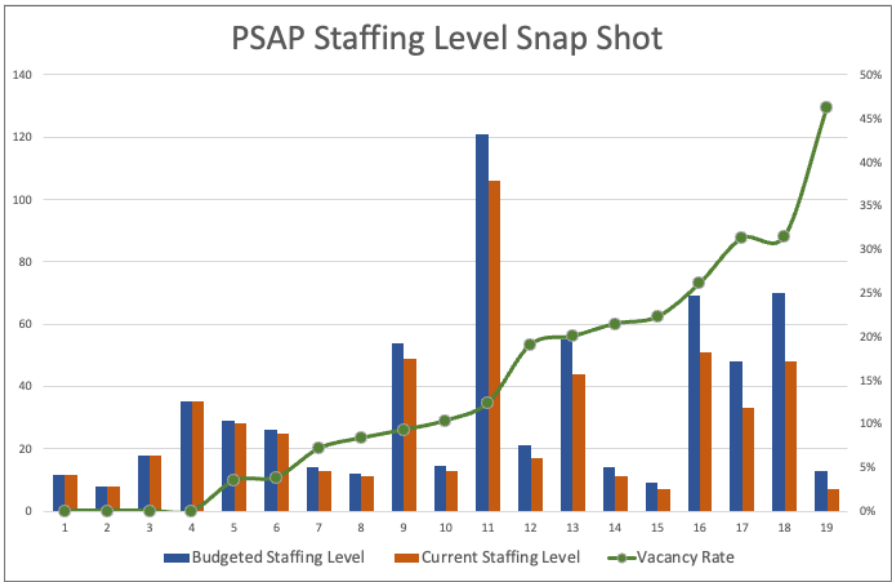

Table 6: PSAP Staffing Level Snapshot

While recruitment challenges are faced nationwide for various reasons, the Metro Region has a more atypical challenge with a competitive job market and a limited pool of qualified candidates. While having one or the other would normally create an edge for either the job seeker or employer, when both exist, several complex dynamics emerge, affecting

employers, job seekers, and the broader industry. This scenario has resulted in intensified competition among agencies to attract the limited talent necessary for their operations, leading to several key outcomes:

Wage Inflation: Agencies are offering higher salaries and more comprehensive benefits packages to attract qualified candidates from the limited pool available. The line graph below compares all statewide wages within the "Public Safety Telecommunicator" job classification with regional wage steps in the MESB region across different percentiles. Entry-level telecommunicators start just below the state's 25th percentile, indicating that even the lowest wages in the region are considerably higher than the entry-level statewide range. Regional mid wages are consistently above the statewide median wage, and regional top wages exceed the statewide 90th percentile significantly, especially at the high end, showcasing the region's willingness to pay premium wages for top talent.

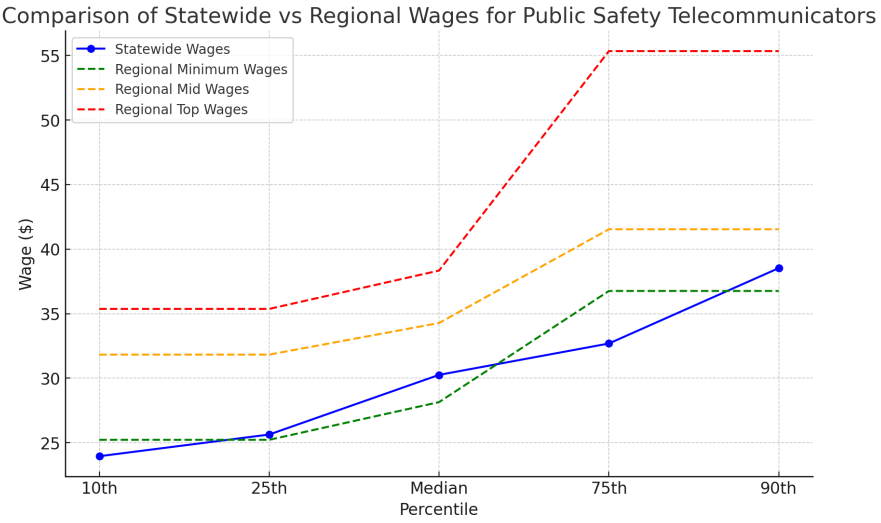

Table 7: Comparison of Statewide vs. Regional Wages for Telecommunicators

Increased Recruitment Costs: The region has made a substantial recurring financial commitment of $3.9M, investing to place more resources into their recruitment processes, utilizing specialized posting campaigns, utilizing technology platforms, and dedicating staff time to efficiently execute their recruitment programs. Some agencies have broadened their search geographically or considered candidates who may require additional training but have potential for growth.

Differentiation in Recruitment: Agencies have adopted more innovative recruitment strategies, such as offering sign-on bonuses and referral incentives, covering relocation costs, and adding more attractive benefits. Notably, intense regional competition has resulted in the cannibalization of skilled, trained resources between PSAPs, negatively impacting individual PSAPs and overall system stability.

The recruitment of public safety telecommunicators within the Metro Region is an intricate and high-stakes endeavor, reflecting the crucial role these individuals play in the emergency response framework. Despite the regional commitment to competitive compensation and diversified recruitment strategies, challenges persist, suggesting that factors beyond compensation, such as job requirements, the candidate selection process, or broader industry dynamics may also play a significant role in recruitment challenges.

The significant financial investment in recruitment and the strategic wage inflation underscores the value placed on acquiring and nurturing talent. However, the emerging trend of resource cannibalization among PSAPs signals a need for a more sustainable approach. As the region continues to navigate these complexities, it is clear that fostering a stable, skilled workforce goes beyond financial incentives; it requires a holistic strategy that addresses the multifaceted nature of recruitment, retention, and job satisfaction in the high-pressure world of public safety.

Training - $5,054,224

Training is another major area of investment, with initial training costs accounting for $4,123,108 million, continuing education totaling $282,797, and other training expenses representing $648,319. There is a notable disparity between initial and continuing education, which highlights the length and complexity of initial training. This demonstrates a potential necessity for further ongoing education and professional development opportunities, serving as avenues for career advancement and aiding in staff retention efforts. Other training expenses include expenses around certifications, conferences, equipment, supplies, and vendor provided training.

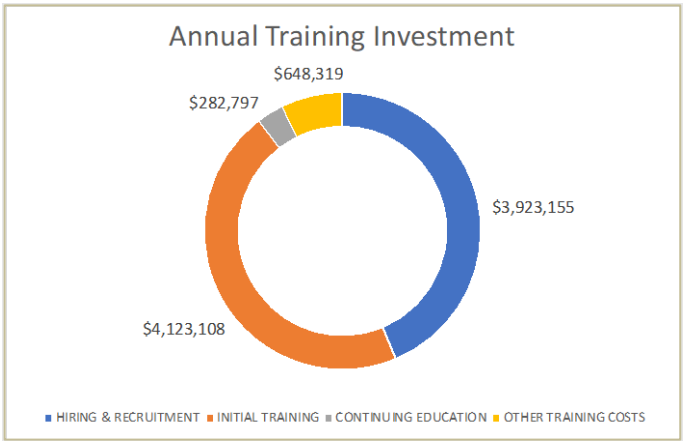

Table 8: Annual Training Investment

Initial Training

The initial training for a public safety telecommunicator is both complex and comprehensive, designed to equip new employees with the skills and knowledge necessary

to manage the full spectrum of emergency communications. Given the critical nature of their role, the training is rigorous and multi-faceted, involving classroom instruction, simulation exercises, and extensive on-the-job training (OJT).

Initial training accounts for 77.6% of the total training costs, and the region reports hiring an average of 146 employees per year or 30.25% of the current employee count. A larger initial investment is also indicative of the comprehensive training program, including initial certifications, in-classroom, and on-the-job training (OJT) that can last 6-9 months.

The complexity of the initial training can be attributed to several factors:

Technical Skills: Telecommunicators must learn to operate complex public safety technologies, which involve managing and prioritizing incoming calls, dispatching the appropriate services, and maintaining clear and accurate records of emergency responses.

Legal Knowledge: Telecommunicators must be versed in the legal aspects of emergency communications, including understanding privacy laws, jurisdictional boundaries, and the proper handling of sensitive information.

Communication Skills: Effective communication is central to the role. Trainees must learn to extract critical information from callers who may be distressed or in danger, communicate clearly with first responders, and provide life-saving instructions to callers when necessary.

Stress Management: The training also encompasses stress management techniques to prepare recruits for the high-pressure environment they will face, teaching them to remain calm and make critical decisions in emergencies.

The comprehensiveness of the training includes:

Classroom Learning: This typically covers the administrative aspects of the job, including protocols, procedures, and use of equipment.

Simulations: Simulated calls and response scenarios help to build practical skills in a controlled environment, allowing for mistakes to be made and learned from without real-world consequences.

On the Job Training (OJT): This is where theory and practice converge, as trainees work alongside experienced telecommunicators, handling actual calls under supervision. OJT is crucial as it provides hands-on experience and helps in acclimatizing the new recruits to the pace and nature of the work. The length of OJT can vary significantly depending on the agency and the individual's prior experience and learning pace. During this period, trainees gradually take on more responsibility as their competence increases, until they are considered ready to handle calls independently. This period is also used to assess the recruit's fit in the role, their ability to handle stress, and their decision-making capabilities in real-time situations.

The goal of the initial training is to ensure that by its conclusion, a new telecommunicator is not only proficient in the use of all necessary tools and protocols but is also psychologically prepared for the demands of the job. The investment in such extensive training reflects the critical importance of the telecommunicator's role in the emergency response ecosystem.

Nearly one-third of the existing workforce is hired annually, which is indicative of high attrition rates and can stem from various root causes and considerations, including:

High-Stress Nature of the Job: The role of a telecommunicator is inherently stressful, dealing with life-and-death situations on a daily basis. This can lead to burnout and job fatigue, prompting employees to leave for less stressful positions.

Extensive Training Requirements: The long and rigorous training period can contribute to attrition. Not all recruits will complete the training successfully, and some realize during the process that the job is not a good fit for them.

Shift Work and Work-Life Balance: The 24/7 nature of emergency services requires shift work, often including nights, weekends, and holidays, which can be a strain on work-life balance and family life.

Emotional Toll: Continuous exposure to traumatic situations can have a psychological impact on telecommunicators, leading to conditions such as PTSD, which may necessitate a career change.

Competitive Job Market: In the competitive job market, telecommunicators often have opportunities to move to other jobs with better pay, benefits, or working conditions.

The high rate of hiring new telecommunicators annually points to systemic issues within the recruitment and retention strategies. Addressing the root causes and enhancing support and development for telecommunicators could potentially reduce turnover, thereby stabilizing the workforce and maximizing the return on investment in employee development.

<u>Continuing Education</u>

Continuing education for telecommunicators is crucial for maintaining high service standards and adapting to the changing landscape of public safety communications. This ongoing training ensures that staff remain knowledgeable about the latest developments in technologies, changes in protocols, and emerging best practices. Programs include certifications in specialized areas, attending state and national conferences, participating in professional development, and career advancement activities in training, supervision, or specialized teams.

Continuing education and professional development are foundational to the evolution and efficacy of PSAPs. In an environment where technology, protocols, and community needs are constantly changing, the requirement for telecommunicators to stay current cannot be overstated. Regular updates in training help ensure that personnel are proficient in the

latest technologies, aware of the most recent legal requirements, and equipped with updated communication and crisis management techniques. This is not only about maintaining service standards but also about empowering telecommunicators to perform their roles with confidence and competence.

Given that continuing education only represents 5.59% of the total training investment annually, it is likely insufficient to meet the expansive educational needs of the emergency communications workforce. Underinvestment in ongoing education can lead to a knowledge gap, which may have implications for the quality of service provided. Moreover, it can affect employee engagement and satisfaction, as a lack of growth and learning opportunities is often cited as a reason for job dissatisfaction.

Continuing education can also play a pivotal role in retention. Investment in an employee's growth shows a commitment to their professional development, which can increase job satisfaction and loyalty. It can make the difference between an employee who feels stagnant and undervalued and one who feels engaged and has a clear sense of purpose and trajectory within the organization.

The investment in continuing education for telecommunicators, while currently a small fraction of the total training budget, holds significant untapped potential in improving service standards, staff competency, and retention. By bolstering ongoing education programs and establishing a structured career track for advancement that includes formal training for leadership roles, PSAPs can create a more resilient, skilled, and dedicated workforce. This strategic approach to professional development could lead to a more positive work environment, greater job satisfaction, and, ultimately, a stronger retention rate, ensuring that the investment in personnel yields long-term benefits for the organization and the community it serves.

3.3 Call Handling Equipment

Call Handling Equipment (CHE) is an essential component in the operation of PSAPs, serving as the backbone for the efficient delivery and management of emergency calls, and accounts for $10,277,208. CHE encompasses a broad range of technologies and services critical for enabling rapid response to emergency situations. These include not only the physical equipment used to handle calls but also the software and communication services that support these operations. Given its pivotal role, the costs associated with CHE are significant and can be broadly categorized into one-time costs and ongoing costs.

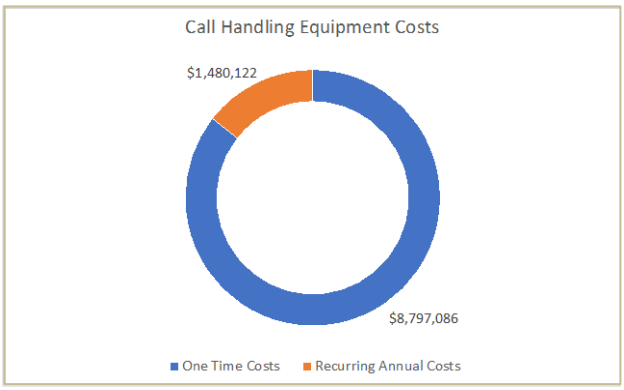

Table 9: Call Handling Equipment Costs

One-Time Costs: CHE Replacement and Upgrade - $8,797,086

One-time costs related to CHE primarily involve the replacement and upgrade of physical equipment and software systems. Of those with known dates for replacement the average number of years between replacements is 6.5 years. This ranges from some that have a replacement schedule of 3.5 years up to the longest at 12 years. Upgrades generally occur one to three times within a contract period, depending on its length. As agencies transition to Next Generation 9-1-1 (NG9-1-1), there is a high likelihood of incurring additional costs within this category as some current systems are not capable of supporting the new capabilities and technical requirements.

CHE Replacement: When equipment reaches the end of life or becomes outdated or otherwise insufficient, CHE is completely replaced with the latest technology, usually requiring an agency to conduct a Request for Proposal (RFP) process. This includes physical hardware such as consoles, workstations, headsets, and servers (cloud-based or on-premises) that form the backbone of the emergency call management process.

CHE Upgrade: Upgrades involve enhancing existing equipment and systems to improve functionality, integrate new features, or comply with updated standards and regulations. Upgrades may include software updates, the addition of new modules or functionalities to existing systems, or hardware enhancements that increase the capacity or efficiency of the call-handling process. Upgrades are crucial for keeping PSAP technology current and capable of handling emerging challenges and expectations in emergency communications, generally occurring within a contract period.

With 66% of PSAPs reporting and moderate variability in the responses, the costs incurred by the region for this category are likely significantly higher. While CHE systems are integral to ensuring that PSAPs are equipped with the latest technology to efficiently manage emergency calls, there could be considerable cost savings if the region implemented a common CHE platform using a single contract mechanism.

Ongoing Costs: CHE Maintenance and Support - $1,480,122

Ongoing costs associated with CHE cover maintenance and support services necessary for the continuous operation of call-handling systems.

CHE Maintenance: Maintenance costs cover regular servicing, repairs, and updates to both hardware and software components of the CHE. This ensures that all systems remain functional and efficient, minimizing downtime and potential disruptions to emergency services.

CHE Support: Support costs often entail annual contracts with service providers for ongoing assistance, troubleshooting, and enhancements. This category also includes expenses related to contracted communication services, cellular communications for the dispatch center and field units, and Software as a Service (SaaS) for various operational needs such as performance tracking and policy/procedure management.

With 62% of PSAPs reporting and moderate variability in the responses, the costs incurred by the region for this category are likely significantly higher. As noted above, there could be considerable cost savings if the region implemented a common CHE platform using a single contract mechanism, leveraging economies of scale.

Ensuring the operational readiness of PSAPs through adequate funding of CHE is paramount for sustaining the high-quality emergency response services that communities rely on. The comprehensive nature of CHE costs, encompassing both one-time investments in replacement and upgrades, as well as ongoing expenses for maintenance and support, reflects the complexity of these systems in PSAP operations. ***As the region continues to collaborate and work towards common interoperable initiatives, potential cost savings realized could be prioritized for other key initiatives.***

3.4 Computer Aided Dispatch & Mobile Data Computers

Computer Aided Dispatch (CAD) and Mobile Data Computers (MDC) represent central technological components within PSAPs and connection to field units, facilitating efficient emergency response coordination. With 58% of PSAPs reporting and moderate variability in responses, the total cost incurred by the region for CAD and MDC systems—amounting to $26,406,727—indicates a significant investment in these technologies. However, the disparity in reporting practices suggests that the actual expenses could be considerably higher.

CAD Systems: One-Time-Costs – $20,825,085 | Recurring Costs – $4,017,152

CAD systems are pivotal for the real-time management of emergency response resources. Yet, agencies exhibit considerable variation in how CAD-related expenses are reported. These range from direct CAD equipment costs, encompassing acquisition, installation, and maintenance of physical infrastructure, to broader categorizations under SaaS and ongoing service agreements. This diversity reflects the flexible approaches agencies adopt based on operational and financial considerations.

MDCs: One-Time-Costs – $1,281,215 | Recurring Costs – $283,275

MDCs, essential for field communication and data access, also demonstrate varied accounting practices. While some PSAPs include MDC costs within dispatch-related expenses, covering acquisition, maintenance, and support, others allocate these responsibilities to responder agencies. This variability underscores the collaborative nature of public safety operations, with some PSAPs bearing the costs directly and others relying on responder agencies to shoulder the financial burden. Additionally, there is separate accounting for wireless connectivity expenses for MDCs to establish a redundant network infrastructure.

The considerable investment in CAD systems and MDCs highlights their importance in modern PSAP operations, yet the variability in reporting practices suggests opportunities for standardization and efficiency gains. ***Implementing a common CAD platform through a unified contract mechanism could lead to substantial cost savings.*** The potential cost savings could be redirected toward other critical or strategic needs. This strategic reallocation of resources would not only enhance the operational efficiency of PSAPs but also ensure that public safety agencies are better equipped to meet the demands of emergency response in an increasingly complex and interconnected world.

3.5 Other Public Safety & Miscellaneous Applications

In addition to the CHE and CAD systems, PSAPs leverage a variety of other applications to streamline operations and improve response times. These applications include CAD-to-CAD systems and miscellaneous software solutions such as scheduling, logging recorders, mapping, data analytics, cybersecurity, and more. Together, these tools represent a moderate investment in public safety technology, with total costs amounting to $1,922,822.

CAD-to-CAD Interoperability - $1,132,496

CAD-to-CAD interoperability stands out as a pivotal enhancement in public safety operations, facilitating seamless communication and data exchange between CAD systems operated by various PSAPs. This interoperability allows for real-time sharing of incident details, resource availability, and response coordination across jurisdictions, thereby eliminating silos that can impede efficient emergency response. CAD-to-CAD interoperability offers numerous benefits, including improved situational awareness, reduced response times, and enhanced collaboration among emergency services. By enabling direct communication between disparate CAD systems, agencies can coordinate more effectively, ensuring a unified response to emergencies that may span multiple jurisdictions.

Other Software Applications - $790,326

In addition to CAD-to-CAD interoperability, PSAPs utilize various other software applications to support various aspects of public safety operations categories such as

scheduling, logging recorders, mapping Software, predictive analysis, cyber security, and several others.

With lower reporting levels and highly variable responses, there are likely missing investments that could represent a significant component of regional costs. Implementing common platforms and collaborative procurement strategies could streamline expenses. The commitment to integrating CAD-to-CAD systems and other applications underscores the ongoing effort to foster a more connected, responsive, and resilient public safety ecosystem.

3.6 Geographic Information Systems (GIS)

Geographic Information Systems (GIS) play a crucial role in modern public safety operations, with a total reported expenditure of $1,051,800 reflecting the diverse approaches to funding and managing these services among agencies. At the heart of this diversity is the varying integration of GIS within the broader emergency response framework, illustrating the flexible yet essential nature of GIS services in enhancing the effectiveness of PSAPs.

The evolution towards NG9-1-1 underscores the growing importance of GIS services. The demand for precise location-based routing, including incorporating X, Y, and Z coordinates for elevation, highlights the need for accurate and comprehensive GIS data. This trend points to potential increases in GIS-related costs as agencies strive to meet the stringent data quality requirements of NG9-1-1.

Core Components and Financial Allocation

GIS services encompass a wide range of functionalities, from direct CAD Equipment integration to the provision of vital data layers for NG9-1-1 systems. Agencies report GIS costs through several lenses:

Direct Equipment and Service Costs: Some agencies attribute specific costs to the acquisition and upkeep of GIS equipment and software, highlighting the direct investment in GIS technologies.

Software as a Service (SaaS): Reflecting a trend towards digitalization, other agencies classify GIS expenses under SaaS models, capturing the ongoing costs associated with accessing GIS capabilities via cloud-based platforms.

In-House Staffing: Acknowledging the specialized nature of GIS work, a few agencies report costs related to employing dedicated GIS staff, stressing the importance of maintaining internal GIS expertise.

A notable challenge across agencies is the comprehensive reporting of GIS-related costs, particularly those outside the immediate purview of PSAPs. Critical to NG9-1-1, the provisioning and maintenance of GIS data—such as road centerlines, address points, and elevation data—are often managed by external government departments. This separation

adds complexity to financial assessments, as PSAPs may not fully account for the investments required to support high-quality GIS data layers.

As the public safety sector moves towards more integrated and technologically advanced operations, the role of GIS is set to expand. The variability in reporting and management practices emphasizes the need for continued collaboration among agencies. Further, recognizing and addressing the full spectrum of GIS costs, especially those related to data maintenance and NG9-1-1 compliance, will be vital in ensuring a robust support system for emergency communications. As agencies continue to advance towards NG9-1-1, prioritizing investments in GIS and fostering collaborative initiatives will be essential in optimizing public safety.

3.7 Emergency Notification System and IPAWS

Emergency Notification Systems (ENS) play a vital role in public safety, enabling agencies to rapidly disseminate alerts and coordinate responses in times of crisis. The total regional costs for this category are $385,557. These systems, often integrated as part of broader dispatch operations, are essential for ensuring timely communication with the public and among emergency response teams.

Agencies responsible for public safety, including emergency management, adopt various approaches to procure and manage ENS. A common method is through SaaS or contracted communications services, indicating these systems are typically accessed via ongoing service agreements. This procurement model underscores the importance of ENS within the dispatch expenses category, highlighting their critical function in emergency operations.

A notable advancement in the field is the adoption of the Integrated Public Alert and Warning System (IPAWS). IPAWS represents a significant step forward, offering a unified interface through which officials can send comprehensive emergency alerts across multiple communication channels, thereby enhancing the reach and effectiveness of public warnings.

The stages of IPAWS implementation vary among agencies, with some fully operational and others in the process of adoption. This variation reflects the ongoing efforts to enhance alerting capabilities, demonstrating a commitment across the public safety sector to employ advanced technologies for improved emergency communication and response.

The diverse responsibility for ENS across different agencies, including those beyond traditional emergency services, emphasizes the collaborative nature of public safety efforts. As the landscape of emergency communication evolves, the continued integration of advanced systems like IPAWS will be key to advancing public safety objectives, ensuring communities are promptly informed and effectively protected during emergencies.

3.8 Facility Rent, Maintenance, Utilities, & IT Connections

The operational infrastructure of PSAPs, including facility rent, maintenance, utilities, and IT connections, represents a significant component of their operational budget, totaling

$8,607,372. These costs encompass a wide array of expenses essential for the daily functioning and reliability of emergency communication services.

Facility Rent and Utilities: A notable number of agencies reported costs associated with facility rent and utilities. The expenses in this category typically cover the rent for the physical space PSAPs occupy and the utilities that power these spaces, such as electricity, water, and heating, ensuring a conducive environment for emergency response operations.

Maintenance and IT Infrastructure: IT infrastructure maintenance encompasses a broad spectrum of expenses essential for safeguarding data integrity and facilitating seamless communication, both internally and with external partners. This includes the maintenance of fiber optic connections that provide the high-speed data transmission necessary for PSAP operations, internet services that enable access to critical information and resources, phone systems that are fundamental for communication, and communication circuits that support the robust telecommunication needs of public safety agencies.

Navigating the precise allocation of these costs can be challenging, particularly in environments where facilities are shared among various entities, leading to complex expense-sharing scenarios. The diverse range of facility-related costs plays a crucial role in ensuring the operational efficacy of PSAPs. As the sector continues to evolve, with increasing reliance on advanced technologies and interconnected systems, recognizing and accurately accounting for these expenses will be vital in maintaining the infrastructure that supports essential emergency communication services.

3.9 Office Equipment

Office equipment expenses, totaling $3,084,489, reflect the comprehensive nature of operational costs within public safety agencies. This category encompasses a wide array of essential items, from copiers and office supplies to dispatch consoles, illustrating the broad spectrum of resources required to support the administrative and operational functions of these agencies.

The effort to categorize and report these costs presents unique challenges, primarily due to the diversity of items included and the shared use of many resources. The commonality among agencies in facing difficulties in precisely isolating office-related expenses indicates a wider issue of reporting.

4 ARMER

4.1 ARMER System Background

4.1.1 State ARMER

The Allied Radio Matrix for Emergency Response (ARMER) is the comprehensive public safety radio system in Minnesota. It was developed to enhance communication among emergency responders for day-to-day operations and in response to natural and man-made

disasters. The system is governed by the Statewide Emergency Communications Board (SECB) and regional activities by seven regional emergency communications/services boards. Day-to-day oversight of the state components is managed by the Minnesota Department of Transportation (MnDOT).

The ARMER system is a Project 25 (P25), Motorola, SmartZone, 800 MHz, Phase 1, trunked radio system with six zone controllers. It is primarily used by state agencies and local police, fire, EMS, city, county, federal, and tribal governments. The primary backbone infrastructure of ARMER is maintained and operated by the MnDOT, with some infrastructure also owned by other agencies or jurisdictions, including the maintenance of those specific sites. The system utilizes 349 frequency pairs through over 4,000 base station radios at more than 400 transmitter sites, and it supports over 104,000 registered and over 94,000 active radios.

Construction of the ARMER system began in the Twin Cities metropolitan region in the late 1990s. It expanded to include greater Minnesota ARMER after being funded by the State Legislature in 2002. In late 2020, MnDOT completed the backbone of the ARMER system buildout. There are now 335 state-maintained and 100 locally maintained ARMER tower sites on the air across Minnesota that provide system radio coverage to 95% of the state's geographic area. Of the 100 locally maintained ARMER tower sites, 83 are in the Metro Region.

4.1.2 MESB ARMER

The metropolitan region portion of the ARMER system, governed by the MESB, is a shared radio system covering ten counties, including Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington, and accounts for $8,807,083 of ARMER system costs.

The challenges to managing the metro area system are capacity and system enhancement costs. A finite number of frequencies are available for use in the metro area, limiting the amount of capacity that can be added.

Future enhancements to the ARMER system may be complicated by funding. Because this is a shared system, features can rarely be added by only one local subsystem; rather, they are added statewide. This could mean local governments may need to pay for enhancements, by virtue of owning system infrastructure, that they do not specifically require. If applicable, all system enhancements must be approved by the SECB and regional emergency communications/services boards.

RECURRING COSTS		ARMER	
PERSONNEL TOTAL COST	**$5,295,413**	**OPERATIONS TOTALS**	**$285,081**
Salary	$4,101,226	Professional & Contracts	
Benefits & Other	$1,194,187	Office Equip. & Supplies	$285,081
RECRUITMENT & TRAINING TOTAL	**$33,000**	Other Equip.	
Recruitment	$33,000	CHE Maint. & Costs	
Training		CAD Maint. & Costs	
FACILITIES TOTAL	**$2,022,229**	MDC Maint. & Costs	
Rent/Utilities	$1,745,949	CAD-TO-CAD	
911 Circuits/Network/NG911	$276,280	Other Software & Apps	
RADIO TOTALS	**$5,681,097**	GIS Costs	
Radio Monitoring	$908,177	Emerg. Notification Sys.	
Radio Site Expense		Other Expenses	
Radio Programming/Equip. Exp.	$1,452,356	**2023 LOCAL ARMER RECURRING COSTS**	**$13,316,820**
Radio Maint./Maint. Agreement	$3,165,564		
Radio Parts & Repair	$155,000		

4.2 Personnel Costs

Staffing Overview

The analysis of the ARMER staffing data reveals critical insights into the dynamics across the Metro Region. A key metric, the Cumulative Vacancy Rate, stands at approximately 7.79%. This rate reflects the overall staffing adequacy in technical positions across the agencies. A low vacancy rate often reflects effective recruitment and retention strategies. The agencies are largely successful in filling their budgeted positions and maintaining staff, creating workforce stability and operational continuity, as it reduces the disruptions and uncertainties associated with frequent hiring. While this indicates a relatively small gap between the budgeted and the actual number of technicians employed, it also subtly points to potential understaffing in certain areas that might require attention. Such a vacancy rate, albeit modest, necessitates a strategic approach to recruitment and budget allocation to ensure optimal staffing levels.

The tenure distribution represents a diverse range of experience levels among the staff. The most populous category is the '2-5 years' tenure group, suggesting a strong presence of moderately experienced technicians. This signifies a relatively stable workforce, with employees who have surpassed the initial learning curve and are likely contributing effectively to their roles. At the other end of the spectrum, the 'greater than 25 years' category is also significantly represented, indicating a wealth of experience and deep institutional knowledge within the staff. Such a mix of mid-level and highly experienced staff is beneficial for fostering a learning environment and ensuring continuity of operations.

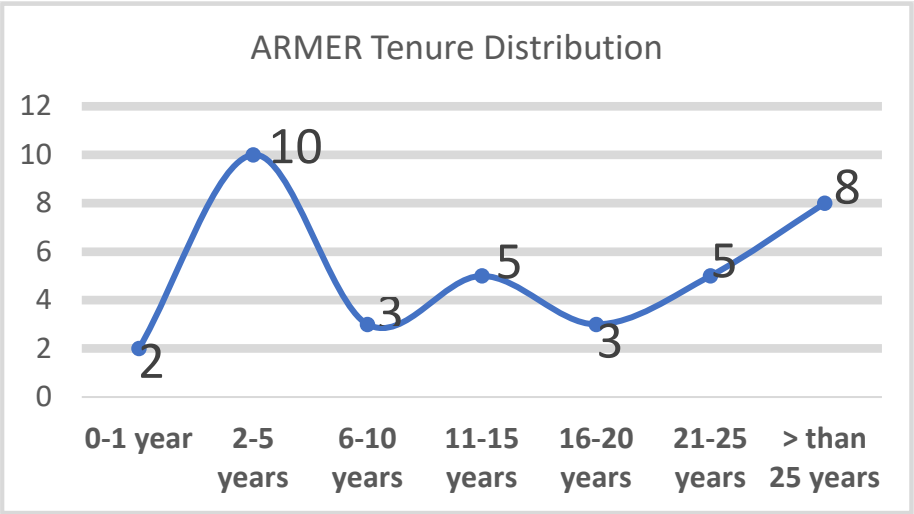

Table 10: ARMER Tenure

However, the smaller representation in the '6-20 years' tenure brackets raises concerns about potential mid-career attrition or gaps in career development opportunities. This could lead to an absence of staff moving into more senior roles in the future, which might impact long-term strategic goals and operational efficiency. Additionally, the smallest group, '<1 year', suggests either a recent slowdown in hiring or a low turnover rate at entry-level positions. While low turnover is generally positive, it could also imply limited opportunities for fresh talent infusion.

The positive implications of these findings include a stable and experienced workforce, which is crucial for maintaining high operational standards and effective service delivery. The presence of long-tenured staff offers mentorship opportunities for newer employees, fostering a culture of continuous learning and knowledge sharing. This can significantly enhance the overall skill set and efficiency of the workforce. Moreover, the insights derived from the tenure distribution and vacancy rates can be instrumental in shaping future recruitment strategies, ensuring that the agencies are well-equipped to meet their staffing needs.

Conversely, the analysis also highlights some potential challenges. The underrepresentation in certain tenure categories may indicate a risk of skill gaps emerging, particularly as the workforce evolves and older employees retire. This necessitates proactive measures in workforce planning, focusing on nurturing mid-career employees to fill impending gaps. Furthermore, even a modest vacancy rate, if concentrated in specific agencies or roles, could lead to operational challenges. Continuous monitoring and targeted recruitment efforts are essential to address these potential understaffing issues.

Personnel Costs

Cost	2022	2023
Base Salaries	$3,378,767	$4,101,226
Overtime	$59,854	$62,712
Benefits	$996,169	$1,131,475

Table 11: Personnel Costs

The ARMER personnel salary costs in 2023 are $4,101,226. Included are the base salaries for all radio personnel, including full-time and part-time (where applicable) staff. This represents a 21.4% increase from 2022. Two agencies did not report on salary data, including one that reported it being part of its Information Department (IT) budget. Two agencies also reported anticipated increases over the next fiscal year based on a compensation study and personnel movement.

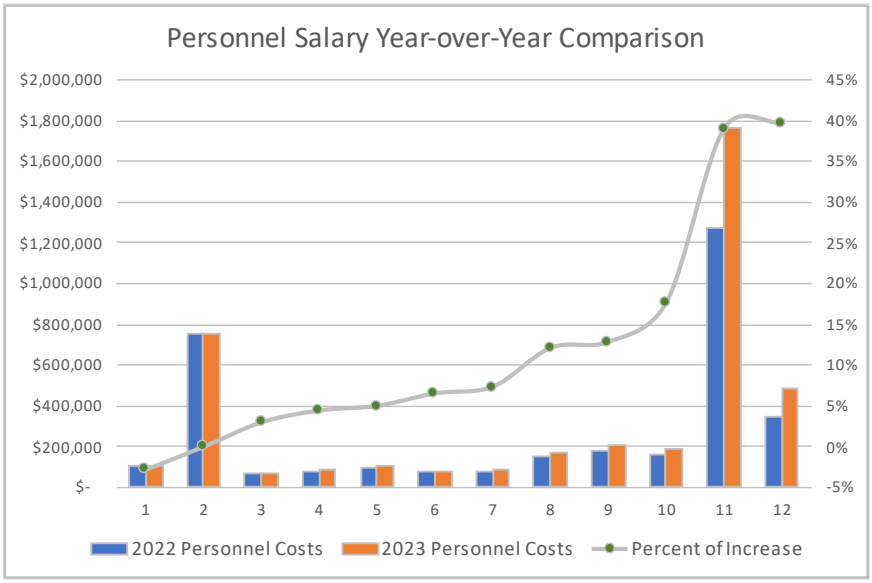

Table 12: Personnel Salary Comparison

The substantial increase in base salary costs for personnel could be attributed to several factors. Firstly, the rise could reflect adjustments for cost-of-living increases, which are necessary to keep pace with inflation and maintain a competitive position in the job market. The increase could also reflect promotions and annual step increments that reward personnel experience and longevity. Another consideration is public safety technology enhancements, often requiring expanded staffing and higher salary commitments.

Personnel Overtime

The ARMER personnel overtime costs in 2023 are $62,712. Notably, five agencies have not reported their overtime costs, with one specifying that such costs are included within its PSAP budget. Additionally, one agency operating as an Internal Service Fund (ISF) does not allocate a predetermined budget for overtime costs, signifying a flexible approach to managing such expenses as they arise. It is important to note that some ARMER staff are salaried and are not compensated for overtime.

The overtime costs show a modest increase of 4.77% Year over Year (YoY). This increment, although smaller compared to salaries, is noteworthy in the context of a 24/7 operational environment. This rise might indicate periods of heightened activity or emergencies where technicians are required to work beyond regular hours. Given the critical nature of public safety communications, such scenarios are expected, and the overtime costs can be seen as an investment in ensuring uninterrupted system availability. This increase could also be reflective of short-term staffing gaps created by the 7.79% vacancy rate currently experienced across MESB agencies. In this case, existing technicians must cover additional shifts until new hires are onboarded or during high-leave periods.

However, consistent reliance on overtime can be a concern, as it may lead to employee burnout and affect performance quality. Agencies should consider analyzing overtime trends and identifying specific periods or causes leading to increased overtime. Strategies like better shift scheduling, temporary staff during peak periods, or even redistributing workload can help manage overtime more effectively. Additionally, if overtime is linked to specific system maintenance or upgrade tasks, planning these activities during regular hours, where feasible, could help reduce overtime costs.

Personnel Benefits Costs

The ARMER personnel benefits cost in 2023 is $1,131,475. Notably, four agencies did not report their benefits costs, with one specifying that such costs are included within their Human Resources (HR). Additionally, one agency reported that it was calculated in their overall base salary costs previously provided.

The 13.58% YoY increase in benefit costs reflects an organizational commitment to employee welfare, a crucial factor in job satisfaction and retention. The increase is likely due to an expanded workforce and adjustments in base salaries, suggesting overall growth in the department. In a high-stress job like managing a 24/7 public safety radio system, ensuring robust benefits packages is essential. The enhancement of benefits alongside salary adjustments is a strategic move towards bolstering job appeal and satisfaction, thus fostering a stable and satisfied workforce.

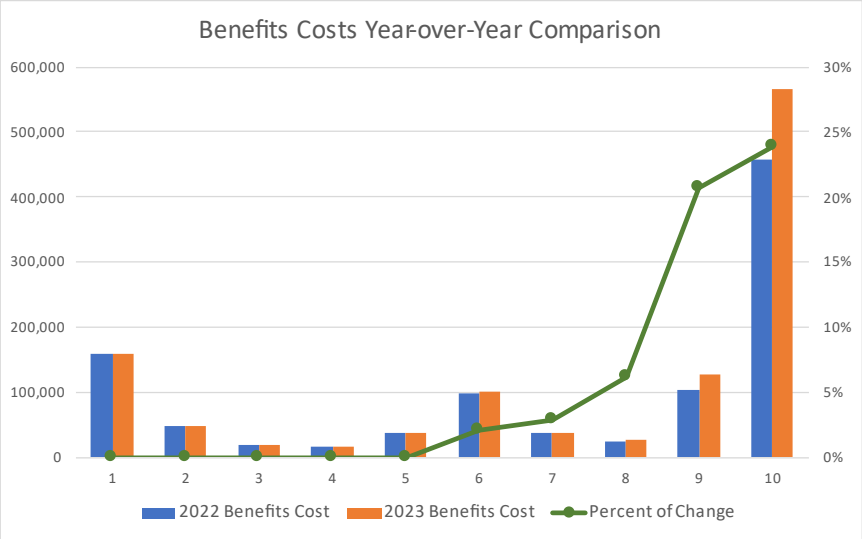

Table 13: Benefits Costs Comparison

4.3 Recruitment & Hiring

Educational Requirements & Incentivization

In evaluating hiring requirements, **92.86%** of agencies require a minimum educational qualification for their technical staff. This overwhelming majority underscores the critical importance of formal education in these roles. The high percentage of agencies requiring minimum education highlights an industry trend where formal education is considered a baseline for technical roles due to the specialized nature of the work.

There is a more divided stance on offering additional pay for staff with technical or college education, with **35.71%** of agencies indicating they do offer additional compensation. This could point to budgetary constraints, different valuation of formal education versus experience, or a belief that the required educational level is adequately compensated in the base pay. Additionally, the divided response regarding additional pay for higher education suggests varying compensation strategies among agencies. While some seek to attract more highly educated staff with additional pay, others may not see this as necessary or have budgetary limitations.

These trends reflect broader recruitment and retention strategies of the agencies, indicating different approaches to building and maintaining a skilled technical workforce. The dataset reveals a strong emphasis on formal education as a standard requirement in most agencies, coupled with diverse policies regarding compensation for advanced educational qualifications.

Recruitment Costs

The recruitment costs across the ARMER agencies are quite broad, indicating significant variability in how much each agency invests in these processes. The information, while informative, is likely not exhaustive of the true costs, as six agencies have not provided data. This absence of data could be due to various reasons, including the potential integration of these costs within other budget items or differing accounting practices.

Recruitment costs vary significantly between agencies, ranging from $500 to $15,000 for recruiting a single technician, with the cumulative total for all ARMER regions at $33,000. This disparity can be attributed to differences in agency size, complexity of the role, and the competitiveness of the job market. In addition, the need to have certifications, licenses, and specialized training are significant factors to consider in the context of recruiting and hiring new technical staff. These elements can substantially influence both the direct and indirect costs of recruitment and the overall strategy for hiring.

Extended Training Time: The time required for new technicians to acquire necessary certifications and complete specialized training can prolong the training process. This extended duration can translate to delayed full productivity and additional costs in terms of overtime, increased part-time staff hours, or reduced operational capacity.

Impact on Recruitment Strategy: When considering these training and certification requirements, agencies might prioritize candidates who already possess the necessary qualifications. This can narrow the candidate pool and increase the recruitment costs if such candidates are in high demand or expect higher compensation.

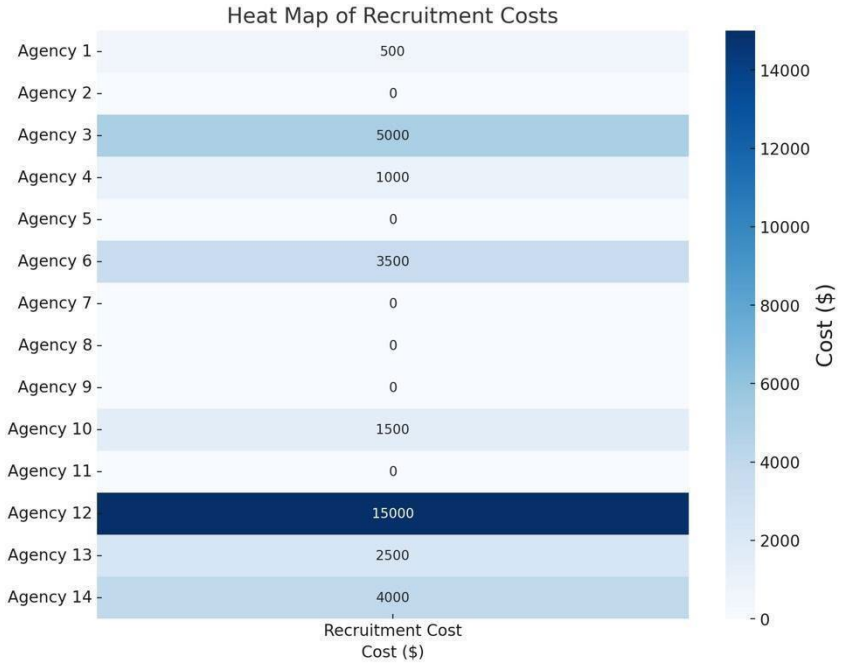

Table 14: Recruitment Costs

4.4 Training

The efficient operation of the ARMER system relies heavily on the proficiency and expertise of radio technicians, necessitating a comprehensive training and continuing education program to ensure optimal performance and reliability. This analysis focuses on evaluating the costs associated with initial training and continuing education for these personnel, drawing on survey data collected from member agencies.

Initial Training

Initial training for new technicians represents a significant investment by agencies, with an average cost of $34,688. This figure, however, shows considerable variability, ranging from $5,000 to $90,000. These costs encompass certifications, licenses, technology-specific training, equipment maintenance, and familiarity with required policies and procedures. It's notable that only 57% of agencies provided responses to questions regarding initial training costs, suggesting that the actual average costs could vary, and total regional costs would be moderately higher if all agencies had reported.

Increased Initial Investment: Training new staff who require certifications, licenses, and specialized education, such as ARMER-specific training or some combination, can increase the initial investment significantly. These costs include fees for certification courses, examinations, training materials, and the time spent by existing staff to train new hires.

Continuing Education

Continuing education is critical for maintaining the skills and knowledge of both technicians and supervisors within the ARMER system. According to the survey, approximately 70.4% of full-time technicians participate in continuing education annually. The average annual cost for technician continuing education is $3,226, while supervisor continuing education costs an average of $3,101. This ongoing education ensures that personnel remain current with the latest technologies and best practices in emergency communication systems.

The reported annual expense for all continuing education activities averages $5,802, with a range from $600 to $15,000. This variance highlights the different scales and scopes of continuing education programs across agencies. Moreover, the total regional costs for training equipment and supplies amount to $203,807, indicating a substantial investment in resources necessary to support effective training programs.

The investment in both initial training and continuing education for ARMER technicians and supervisors is a critical component of ensuring the efficiency and reliability of emergency communication systems. The data suggests a strong commitment among agencies to maintain a highly skilled workforce, with significant financial resources allocated to training and professional development. This investment not only enhances the operational capabilities of the ARMER system but also contributes to the overall safety and well-being of the communities served by these agencies. The variability in training costs reflects the tailored approach to meeting the specific needs of each agency, underscoring the

importance of flexible and adaptive training programs in the dynamic field of emergency communications.

4.5 ARMER Towers and Facilities

The ARMER system's infrastructure is a critical component of the region's public safety communication network, facilitating seamless coordination among emergency services. The maintenance and operational costs of this system play a significant role in the overall budget of member agencies.

Tower Costs

Rent: The dataset indicates varying costs associated with renting tower sites, both self-owned and shared. While some agencies benefit from the reduced expenses of self-owned sites, others incur costs through shared arrangements, highlighting the collaborative nature of the ARMER system's infrastructure. The total regional annual rent cost for self-owned tower sites is $75,767, ranging from $1.00 to $35,000. Shared tower sites account for a total of $390,996, ranging from $5,305 to $180,000 for annual rent.

Utilities: Tower utility costs cover electricity, water, sewage, internet, and phone services essential for the continuous operation of communication equipment. These utilities ensure that tower sites remain functional under all conditions, a critical factor for the reliability of emergency communication services. The total regional cost of tower utilities is $1,354,953. However, it is important to note that while 72.8% of agencies reported on power, only one agency reported in each of the other utility categories.

Maintenance and Network Connections: Regular maintenance and robust network connections are vital for the upkeep of tower infrastructure. This includes the maintenance of physical structures and the network connections that support data transmission and communication links across the region. With 54.5% of agencies reporting, the total regional cost of tower maintenance and network connections is $156,475, and network connection costs of $99,158.

Administrative Facility Costs

Rent and Utilities: Similar to tower sites, administrative facilities incur rent and utility expenses. These costs ensure that the spaces housing essential operational staff and equipment are conducive to efficient work processes, supporting the broader mission of the ARMER system.

Maintenance and Network Connections: The upkeep of administrative facilities and their network connections is crucial for the smooth operation of emergency services. This includes maintaining the integrity of physical spaces and ensuring reliable network connectivity for administrative operations.

As only a small percentage of agencies responded to requests for these costs, they were rolled up to one aggregate regional total of $276,280.

Region-Level Costs and Implications

The total costs associated with the operation and maintenance of ARMER towers and administrative facilities represent a significant portion of the region's public safety budget. These expenditures not only ensure the physical upkeep of essential infrastructure but also support the technological and operational readiness of the emergency communication network.

The diversity in costs across agencies reflects the varying scales of operation and the different strategies employed to manage these expenses. Shared site arrangements and collaborations between agencies can offer cost-saving opportunities, demonstrating the value of regional cooperation in managing the ARMER system.

The investment in the operational infrastructure of ARMER towers and administrative facilities is fundamental to the effectiveness and reliability of emergency communication services within the Metropolitan Emergency Services Board region. As the demand for advanced communication technologies grows, understanding and managing these costs will remain a critical focus for ensuring the sustainability of public safety operations. This analysis underscores the importance of strategic planning and regional collaboration in optimizing the performance and financial management of the ARMER system's infrastructure. There was a high variability in the participation of agencies in this section. To gain a complete picture of operating costs additional data is needed for evaluation.

4.6 Office Equipment & Supplies

Office equipment and supply expenses, totaling $285,081, were reported by ARMER agencies. This category encompasses a wide array of essential items, from copiers and office supplies to radio consoles, illustrating the broad spectrum of resources required to support the administrative and operational functions of these agencies.

The effort to categorize and report these costs presents unique challenges, primarily due to the diversity of items included and the shared use of many resources within jurisdictions. The commonality among agencies in facing difficulties in precisely isolating office-related expenses indicates a wider issue of reporting.

4.7 Radio System Monitoring

The aggregate regional costs reported by ARMER agencies for this category is $908,177 and include system monitoring of the Motorola radio system, network monitoring, and other systems monitoring. Notably, 45% of agencies contributed costs to at least one of these costs.

4.8 Radio Costs

The financial aspects of radio equipment, encompassing programming, maintenance, battery replacements, and associated costs, reveal a significant investment by agencies in maintaining robust and efficient communication systems totaling $4,772,920.

Programming Costs: While 91% of agencies report programming their own radio equipment, only 3 agencies have reported specific programming costs, totaling $1,379,300. This discrepancy suggests that while programming is a common practice, the financial reporting on this aspect is not uniformly captured or possibly is absorbed into broader operational budgets for most agencies.

Maintenance Costs: A total regional maintenance cost of $1,285,197 was reported, indicating significant investment in maintaining tower equipment. This activity is predominantly handled by internal personnel, as indicated by 63.6% of agencies, showcasing the reliance on in-house expertise for such critical operations.

Battery Replacement and Charger Costs: The costs for battery replacement across the region totaled $138,700, with additional expenses for radio charger costs amounting to $16,300. These figures underline the operational expenses associated with ensuring that radio equipment remains functional and reliable.

Motorola Maintenance Agreement: The vast majority of agencies, excluding one, reported costs associated with Motorola Maintenance Agreements, totaling $1,880,367 for the region. This expense highlights the significant investment in maintaining service agreements with major equipment providers, ensuring the reliability and efficacy of critical communication tools.

Programming Equipment Costs: Reported at $73,056 for the region, these costs further contribute to the financial considerations agencies must manage to ensure their radio programming capabilities are up-to-date and effective.

These financial figures, derived from the survey responses, provide a comprehensive overview of the costs associated with radio equipment within the Metro Region. They illustrate the extensive investment in both internal capabilities and external services to maintain a reliable and efficient communication infrastructure critical for public safety operations. The reliance on internal personnel for maintenance tasks further emphasizes the need for skilled technicians and the value of in-house expertise in managing these complex systems efficiently.

5 Metropolitan Emergency Services Board (MESB)

RECURRING COSTS	MESB		
PERSONNEL TOTAL COST	**$1,123,013**	**OPERATIONS TOTALS**	**$352,000**
Salary	$827,342	Professional & Contracts	$186,250
Benefits & Other	$295,671	Office Equip. & Supplies	$42,350
RECRUITMENT & TRAINING TOTAL	**$41,075**	Other Equip.	
Recruitment		CHE Maint. & Costs	
Training	$41,075	CAD Maint. & Costs	
FACILITIES TOTAL	**$23,124**	MDC Maint. & Costs	
Rent/Utilities	$23,124	CAD-TO-CAD	
911 Circuits/Network/NG911		Other Software & Apps	
RADIO TOTALS	**$1,773,906**	GIS Costs	
Radio Monitoring		Emerg. Notification Sys.	
Radio Site Expense	$1,773,906	Other Expenses	$123,400
Radio Programming/Equip. Exp.		**2023 MESB RECURRING COSTS**	**$3,313,118**

The MESB plays a pivotal role in coordinating the emergency communications infrastructure within the metropolitan region, including the ARMER radio system, regional 9-1-1 system, GIS, and coordination of the regional EMS system. This responsibility ensures effective governance, oversight, and resource allocation toward maintaining and enhancing the region's capabilities.

The MESB's operating costs total $3,313,118 across several categories including personnel, training, ARMER, and operational expenses. These allocations are directed towards sustaining and improving the operational efficiency and responsiveness of emergency services within the metropolitan area.

The MESB has a comprehensive approach to supporting emergency services, encompassing administrative, technological, medical, and communication needs. The MESB's proactive management and strategic investment in the region's emergency services infrastructure ensure effective coordination of the largest region in the state.

6 State of Minnesota Programs

6.1 Emergency Communications Network (ECN)

RECURRING COSTS	ECN		
PERSONNEL TOTAL COST	**$137,952**	**OPERATIONS TOTALS**	**$217,219**
Salary		Professional & Contracts	$158,719
Benefits & Other		Office Equip. & Supplies	
RECRUITMENT & TRAINING		Other Equip.	
Recruitment		CHE Maint. & Costs	
Training		CAD Maint. & Costs	
FACILITIES TOTAL	**$1,234,216**	MDC Maint. & Costs	
Rent/Utilities		CAD-TO-CAD	
911 Circuits/Network/NG911	$1,234,216	Other Software & Apps	
		Emerg. Notification Sys.	$58,500
		Other Expenses	
		2023 ECN METRO 9-1-1 RECURRING COSTS	**1,589,387**

The Minnesota Department of Public Safety's (DPS) Emergency Communication Networks Division (ECN) plays a crucial role in the state's public safety and emergency response infrastructure. It oversees the Statewide 9-1-1 Program, the ARMER radio communications network, the interoperability program, IPAWS, and a statewide wireless broadband initiative in coordination with FirstNet. In 2024, DPS plans to move all programs except 9-1-1 to its Homeland Security and Emergency Management (HSEM) division. ECN is integral to ensuring that Minnesota residents and public safety responders have multiple and reliable means of communication before, during, and after emergencies. It provides leadership in setting the vision, priorities, and technical roadmap for interoperable communications, alerts, and warnings across the state.

The costs currently covered by ECN for the Metro Region focus on various 9-1-1 specific cost categories. These costs reflect the financial investments necessary to maintain and enhance the state's emergency communications infrastructure, ensuring robust and reliable 9-1-1 services. The costs were determined by using a percentage of the overall figures provided by the ECN that would cover the MESB region. These costs are summarized as follows:

Personnel Costs: This category includes salaries and benefits for 4 full-time employees and 3 contractors. The total personnel costs amount to $137,952.

Metro PSAP ALI Costs: These are direct costs associated with the Automatic Location Identification (ALI) for PSAPs in the Metro Region, totaling $100,485. ALI costs are crucial for accurately identifying the location of emergency calls, a key component of effective emergency response.

ESINet Annual Costs: The Emergency Services IP Network (ESINet) costs were estimated based on one month's expenses and then extrapolated to a full year, totaling $280,945. The ESINet represents the modernization of the 9-1-1 network to an IP-based system, enhancing the efficiency and reliability of 9-1-1 services.

NG 9-1-1 Network Costs: Utilizing the third optional year of the state contract to estimate costs, the NG 9-1-1 network expenses for the region are $852,786. This next-generation technology is pivotal for supporting advanced communication capabilities, including location-based call routing, text-to-9-1-1, and video and image transmission to emergency services.

Other Expenses: This category encompasses costs related to Sinch and Radius ALI Map services, totaling $217,219. Sinch is integral to the infrastructure supporting the voice ingress for the MESB area as well as for the rest of MN. All incoming voice calls (wireless, VoIP, and wireline) feed into the Sinch Ingress network, with any employing TDM/SS7 converted to the Session Initiation Protocol (SIP). The Sinch output in turn feeds into the Core Routing Services provided by Lumen.

The total regional costs for maintaining and upgrading the 9-1-1 network infrastructure in the Metro Region amount to $1,589,387. This comprehensive investment reflects the commitment to ensuring the highest standards of safety and emergency responsiveness for the residents of Minnesota, emphasizing the critical role of ECN in facilitating seamless and efficient emergency communications.

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6.2 Minnesota Department of Transportation (MnDOT)

RECURRING COSTS	MnDOT		
PERSONNEL TOTAL COST	**$1,549,221**	**OPERATIONS TOTALS**	**$151,493**
Salary		Professional & Contracts	
Benefits & Other		Office Equip. & Supplies	
RECRUITMENT & TRAINING TOTAL	**$55,718**	Other Equip.	
Recruitment		CHE Maint. & Costs	
Training	$55,718	CAD Maint. & Costs	
FACILITIES TOTAL	**$439,193**	MDC Maint. & Costs	
Rent/Utilities	$439,193	CAD-TO-CAD	
911 Circuits/Network/NG911		Other Software & Apps	
RADIO TOTALS	**$1,255,745**	Emerg. Notification Sys.	
Radio Monitoring		GIS Costs	
Radio Site Expense	$2,394	Other Expenses	$151,493
Radio Programming/Equip.	$778	**2023 MnDOT ARMER RECURRING COSTS**	**$3,451,370**
Radio Maint./Maint. Contract	$916,460		
Radio Parts & Repair	$336,113		

The cost analysis for the Metro Region's share of state ARMER system costs, under the financial coverage of MnDOT, is based on the proportional representation of ARMER system towers within the region. This proportion, calculated as 24.78% of the total state towers, informs the allocation of regional costs from the statewide operation and maintenance budget. The assessment reveals a total regional cost of $3,451,370, broken down into the following categories:

Labor-Related Costs: The backbone of any operational system is its workforce, and for the ARMER system in the Metro Region, labor costs, including salaries, benefits, and training for technical staff responsible for maintenance and operations, amount to $1,549,221. This category underscores the investment in human resources essential for the system's reliability and efficiency.

Operations: Operational expenses cover the day-to-day activities required to keep the ARMER system functional. This includes utilities, site rentals, network services, and other logistical needs. For the Metro Region, these costs are accounted for at $1,563,642, reflecting the substantial ongoing investment needed to sustain system readiness and performance.

Parts and Repair Services: Maintenance of the ARMER infrastructure, including tower sites, radio equipment, and associated hardware, necessitates regular parts replacement and repair services. The cost associated with these critical activities is $336,113 for the

Metro Region. This ensures all system components are in optimal working condition, minimizing downtime and enhancing service reliability.

Other Costs: Encompassing a range of miscellaneous expenses not classified under the previous categories, such as facilities and ARMER transport upgrades, these costs total $2,394.

In conclusion, the ARMER system's operational and maintenance costs within the Metro Region, as covered by MnDOT funding, highlight the substantial investment in ensuring a robust and responsive emergency communication network. The detailed cost breakdown facilitates transparency and accountability in the management of this critical public safety infrastructure.

7 Conclusion

The MESB Cost Study reveals substantial investments in maintaining and enhancing the emergency communications infrastructure within the Metro Region. It emphasizes significant expenditures across various categories such as personnel, training, ARMER and operational costs, highlighting the complex nature of funding and managing public safety emergency communications. Key findings underscore the necessity for standardized reporting, collaborative cost management, and interoperability efforts to ensure fiscal transparency and efficiency. The study advocates for strategic investments and shared services to navigate the operational complexities and financial challenges faced by the MESB and the agencies it supports.

The following represents the top findings from this cost analysis:

- **Rise in Personnel Costs**: There was a 14.39% increase in PSAP personnel costs, from $66,903,091 in 2022 to $78,145,328 in 2023, with overtime representing 6.5% of total salary expenses.
- **Vacancy Rates**: The Metro Region exhibited an average vacancy rate of 16.59%, with rates across individual agencies ranging from 0% to 46%.
- **Training Costs and Hiring Rates**: Initial PSAP training comprises 82% of total training costs, with the region hiring an average of 146 employees annually, equating to 30.25% of the current workforce. However, continuing education accounts for only 5.59% of the total training investment, likely falling short of the workforce's expansive educational needs.
- **Procurement of Public Safety Applications**: PSAPs in the region independently procure and operate public safety applications, incurring one-time costs of $30,903,386 and recurring annual costs of $7,703,371. The recommendation is for the region to adopt a common procurement strategy for these applications to leverage economies of scale, potentially resulting in significant cost savings.
- **ARMER System Tower Use and Costs**: The MESB utilizes nearly 25% of the state’s ARMER system towers, with many being locally owned and maintained,

contributing to $8.8M of the region's 9-1-1 system costs. Moreover, MnDOT allocates $3,451,370 in their budget to support the MESB region's counties.

- **ECN's Coverage of Regional Costs**: ECN covers costs for maintaining and upgrading the 9-1-1 network infrastructure in the Metro Region, amounting to $1,589,387.

These findings underscore the necessity for targeted investments in workforce training, strategic procurement practices, and robust financial planning to optimize emergency communication services and infrastructure in the Metro Region.

APPENDIX 1

RECURRING COSTS	AGENCY				
	PSAP	ARMER	MESB	ECN	MnDOT
PERSONNEL TOTAL COST	**$78,145,328**	**$5,295,413**	**$1,123,013**	**$137,952**	**$1,549,221**
Salary	$58,129,823	$4,101,226	$827,342		
Benefits & Other	$20,015,505	$1,194,187	$295,671		
RECRUITMENT & TRAINING TOTAL	**$8,977,379**	**$33,000**	**$41,075**		**$55,718**
Recruitment	$3,923,155	$33,000			
Training	$5,054,224		$41,075		$55,718
FACILITIES TOTAL	**$8,716,068**	**$2,022,229**	**$23,124**	**$1,234,216**	**$439,193**
Rent/Utilities	$6,817,668	$1,745,949	$23,124		$439,193
911Circuits/Network/NG911	$1,898,400	$276,280		$1,234,216	
OPERATIONS TOTALS	**$16,029,349**	**$285,081**	**$352,000**	**$217,219**	**$151,493**
Professional & Contracts			$186,250	$158,719	
Office Equip. & Supplies	$3,084,489	$285,081	$42,350		
Other Equip.	$2,921,328				
CHE Maint. & Costs	$1,480,122				
CAD Maint. & Costs	$4,017,152				
MDC Main.t & Costs	$283,275				
CAD-TO-CAD	$1,132,496				
Other Software & Apps	$790,326				
GIS Costs	$1,051,800			$58,500	
Emerg. Notification System	$385,557				
Other Expenses	$882,804		$123,400		$151,493
RADIO TOTALS		**$5,681,097**	**$1,773,906**		**$1,255,745**
Radio Monitoring		$908,177			
Radio Site Expense			$1,773,906		$2,394
Radio Programming/Equip.		$1,452,356			$778
Radio Maint./Maint .Contract		$3,165,564			$916,460
Radio Parts & Repair		$155,000			$336,113
2023 RECURRING COSTS	**$111,868,124**	**$13,316,820**	**$3,313,118**	**$1,589,387**	**$3,451,370**
ONE TIME COSTS TOTALS	$30,903,386				
CHE REPLACEMENT/UPGRADE	$8,797,086				
CAD REPLACEMENT/UPGRADE	$20,825,085				
MDC REPLACEMENT/UPGRADE	$1,281,215				

APPENDIX 2

ARMER Operational Cost Survey

The objective of this survey is to determine the present operational expenses of PSAPs within the 10-county area. This encompasses costs tied to staffing, training, facilities, equipment, software, services, and other essential expenditures for sustaining the 9-1-1 operation. Additionally, the survey aims to pinpoint shared expenses across various agencies, applications, equipment, and services, taking into account secondary PSAPs as well.

Section 1: General Information

A. Demographics (0%)

When completing this survey please answer as if you had full staffing.

1. Agency name:

2. Is your agency part of a PSAP?

3. Do you have an ARMER system administrator?

B. Metrics (0%)

4. How many outages has your subsystem experienced in the last 12 months?

5. How many outages resulted in zero radio transmissions for more than 2 hours?

6. What were the primary root causes of your outages? (Check all that apply)

- a. Power
- b. Weather
- c. Microwave fading
- d. Other (please specify)

7. How many sites are in the agency's subsystem?

8. In 2022, on average, how many minutes were the sites in use?

Section 2: Personnel Costs

A. Staffing (0%)

In answering questions related to cost, if your operational and ARMER budgets are combined please do your best in breaking out the cost and placing it in the appropriate survey and question. (i.e. 9-1-1 and ARMER personnel costs)

9. How many radio technicians are you budgeted to employ?

10. How many radio technicians do you currently employ?

11. How much does it cost to recruit and onboard a new radio technician?

12. Do you offer per diem / part-time positions?

13. Does your organization have any minimum education requirements prior to hiring (i.e. HS Diploma/GED, Bachelors, technical school, etc.)?

14. Do employees with a technical/college degree receive a higher compensation for their educational level?

15. Place the number of radio technicians you have in each of the years of experience ranges below:

- a. < 1 year
- b. 2-5 years
- c. 6-10 years
- d. 11-15 years
- e. 16-20 years
- f. 21-25 years
- g. > than 25 years

16. Personnel salary (not overtime) budget for the current fiscal year:

17. Personnel salary (not overtime) costs for the last fiscal year:

18. Is your current fiscal year trending to last year's costs? If not, please explain.

19. Overtime budget for the current fiscal year:

20. Overtime costs for the last fiscal year:

21. Is your current fiscal year trending to last year's costs? If not, please explain.

22. Personnel benefits budget for the current fiscal year:

23. Personnel benefits cost for the last fiscal year:

24. Is your current fiscal year trending to last year's costs? If not, please explain.

25. What is the average cost of recruiting and hiring one new radio technician (not including training costs)?

Section 3: Training

A. Training Costs (0%)

In answering questions related to cost, if your operational and ARMER budgets are combined please do your best in breaking out the cost and placing it in the appropriate survey and question. (i.e. 9-1-1 and ARMER personnel costs)

26. What is the average cost to initially train one radio technician?

27. How many radio technicians complete continuing education annually?

28. What is the average annual cost for continuing education of one radio technician?

29. How many supervisors/managers complete continuing education annually?

30. What is the average annual cost for continuing education of one supervisory staff member?

31. What is your annual cost for continuing education?

32. Please provide the annual cost you incur for each of the below ancillary training costs:

- a. Computer equipment (i.e. simulation lab, training consoles, etc.)
- b. Radio equipment
- c. Training-related software (i.e. Motorola Radio Mgmts, Aviat, Genesis, etc.)
- d. Textbooks
- e. Printing/copying
- f. Certifications
- g. Other (please specify using the add additional details link above)

Section 4: Facilities Costs

A. Facilities Rent & Utilities Costs (0%)

33. Tower site annual rent:

- a. Self-owned
- b. Shared sites (MESB leased)

34. Tower site annual utilities:

- a. Power (fuel, electric, natural gas)
- b. Water
- c. Sewage
- d. Internet
- e. Phone (9-1-1 Circuits, admin, etc.)

35. Tower site maintenance (snow removal, landscape, etc.):

36. Tower site network connections:

- a. Ethernet
- b. T1
- c. Microwave
- d. Copper lines
- e. Data/satellite
- f. Other (please specify)

37. Facilities annual rent (office space):

38. Facilities annual utilities:

- a. Power (fuel, electric, natural gas)
- b. Water
- c. Sewage
- d. Internet
- e. Phone (9-1-1 Circuits, admin, etc.)

39. Other costs (please specify):

B. Facilities Maintenance & IT Connection Costs (0%)

40. Facilities maintenance (i.e. snow removal, landscape, etc.):

41. Facilities network connections:

- a. Ethernet
- b. T1

- c. Microwave
- d. Copper lines
- e. Data/satellite
- f. Other (please specify)

Section 5: Office Equipment & Supplies

A. Office Equipment & Supplies (0%)

42. Admin computers:

43. Monitors:

44. Computer ancillary equipment (i.e. keyboards, mice, etc.):

45. Desks:

46. Radio workstations (for maintenance):

47. Copiers:

48. Fax machines:

49. Phones:

- a. Landline
- b. Cell phones
- c. Pagers
- 50. Basic office supplies:

Section 6: Alert Systems

A. Alert System Costs (0%)

51. Motorola monitoring system:

52. Other equipment monitoring:

53. Network monitoring:

Section 7: ARMER Radio Costs

A. Programming & Maintenance (0%)

54. Programming costs:

55. Do you program your own equipment?

56. Maintenance costs:

57. Do you maintain the tower site equipment using internal personnel?

58. Battery replacement costs:

59. Programing equipment costs (i.e. key loaders, etc.):

60. Charger costs:

61. Motorola maintenance agreement cost:

62. Attached Documents (Note: This is not an actual question, and no files need to be uploaded to submit)

Add Additional Details | Upload Files

APPENDIX 3

PSAP Operational Cost Survey

The objective of this survey is to determine the present operational expenses of PSAPs within the 10-county area. This encompasses costs tied to staffing, training, facilities, equipment, software, services, and other essential expenditures for sustaining the 9-1-1 operation. Additionally, the survey aims to pinpoint shared expenses across various agencies, applications, equipment, and services, taking into account secondary PSAPs as well.

Section 1: General Information

A. Demographics (0%)

- When completing this survey please answer as if you had full staffing.

1. PSAP name:

2. PSAP location:

3. Are you a primary or secondary PSAP?

B. Metrics (0%)

4. In 2022, what was your PSAP's average total daily call volume by category below, including ALL inbound calls? (List the number next to each type)

- a. 9-1-1
- b. Non-emergency
- c. Admin
- d. Ring Down
- e. Text-to-9-1-1
- f. Other (please specify above)

5. In 2022, what was your average total daily call volume by category below, including ALL outbound calls? (List the number next to each type)

- a. Abandoned
- b. Callback
- c. Admin

- d. Other (please specify above)

6. In 2022, how many CAD incidents per year?

7. In 2022, what was the average time in minutes to dispatch emergency services?

Section 2: Personnel Costs

A. Staffing (0%)

- In answering questions related to cost, if your operational and ARMER budgets are combined please do your best in breaking out the cost and placing it in the appropriate survey and question. (i.e. 9-1-1 and ARMER personnel costs)

8. How many Telecommunicators are you budgeted to employ?

9. How many Telecommunicators do you currently employ?

10. On average, how many Telecommunicators do you hire annually?

11. Do you offer per diem / part-time positions?

12. How many administrative staff do you employ (i.e. Supervisors, Managers, Assistant Directors, Directors, Administrative Support)?

13. How many technical positions do you employ (i.e. IT, CAD, GIS, Technical Support, etc.)?

14. Do you offer job sharing at your PSAP?

15. Does your PSAP have any minimum education requirements prior to hiring (i.e. HS Diploma/GED, Bachelors, etc.)? If yes, please specify.

16. Do employees with a technical/college degree receive a higher compensation for their educational level?

17. Place the number of Telecommunicators you have in each of the years of experience ranges below:

- a. < 1 year
- b. 1-3 years
- c. 4-6 years
- d. 7-10 years
- e. 11-15 years

- f. 16-20 years
- g. 21-25 years
- h. > than 25 years

18. Do you currently have a mandatory overtime policy in place? If yes, please provide the details.

B. Staffing Costs (0%)

19. Personnel salary (not overtime) budget for the current fiscal year:

20. Personnel salary (not overtime) costs for the last fiscal year:

21. Is your current fiscal year trending to last year's costs? If not, please explain.

22. Overtime budget for the current fiscal year:

23. Overtime costs for the last fiscal year:

24. Is your current fiscal year trending to last year's costs? If not, please explain.

25. Shift differential budget for the current fiscal year:

26. Shift differential costs for the last fiscal year:

27. Is your current fiscal year trending to last year's costs? If not, please explain.

28. Personnel benefits budget for the current fiscal year:

29. Personnel benefits cost for the last fiscal year:

30. Is your current fiscal year trending to last year's costs? If not, please explain.

31. What is the average cost of recruiting and hiring one new Telecommunicator (not including training costs)?

Section 3: Training

A. Training Costs (0%)

32. In 2022, how many new Telecommunicators did your PSAP train?

33. What is the average cost to initially train one Telecommunicator?

34. In 2022, how many Telecommunicators completed continuing education?

35. In 2022, what was the average annual cost for the continuing education of one Telecommunicator?

36. How many supervisors/managers complete continuing education annually?

37. In 2022, what was the average annual cost for the continuing education of one supervisory staff member?

38. Do you have full time staff dedicated to your training department/division? If yes, please specify how many.

39. What is your annual cost for instructors to train new and continuing education?

40. Please provide the annual cost you incur for each of the below ancillary training costs:

- a. Computer equipment (i.e. simulation lab, training consoles, etc.)
- b. Radio equipment
- c. Training-related software (i.e. CAD, CHE, etc.)
- d. Textbooks
- e. Printing/copying
- f. Certifications (i.e. EMD, T-CPR, CTO, etc.)

Section 4: Facilities Costs

A. Rent & Utilities (0%)

41. Annual rent:

42. Annual utilities:

- a. Power (fuel, electric, natural gas)
- b. Water
- c. Sewage
- d. Internet
- e. Phone (9-1-1 Circuits, admin, etc.)
- 43. Other costs (please specify):

B. Maintenance & IT Connections (0%)

44. Maintenance (snow removal, landscape, etc.):

45. Do you have a backup PSAP facility?

46. In 2022, what was your total annual cost for your backup PSAP (i.e. facilities, maintenance, operations)? (please enter 0 if n/a)

47. Network connections:

- a. Ethernet
- b. T1
- c. Microwave
- d. Copper lines
- e. Data/satellite
- f. Other (please specify)

Section 5: Office Equipment & Supplies

A. Office Equipment & Supplies (0%)

48. Admin computers:

49. Monitors:

50. Computer ancillary equipment (i.e. keyboards, mice, etc.):

51. Desks:

52. Dispatch consoles:

- a. Last upgrade (Month/Year)
- b. Next anticipated upgrade (Month/Year)

53. Copiers:

54. Fax machines:

55. Phones:

- a. Landline
- b. Cell phones
- c. Pagers
- 56. Basic office supplies:

Section 6: Call Handling Equipment (CHE)

A. Equipment (0%)

57. When did you last replace your CHE?

58. CHE replacement cost:

59. Has the CHE been upgraded since your last replacement?

60. CHE upgrade cost:

61. When is your next anticipated upgrade/replacement?

B. CHE Maintenance Agreements (0%)

62. What is the annual maintenance costs for the CHE system?

63. What is the other ongoing costs for CHE support?

Section 7: Computer-Aided Dispatch (CAD)

A. Equipment (0%)

64. When did you last replace your CAD?

65. CAD replacement cost:

66. Has the CAD been upgraded since your last replacement?

67. CAD upgrade cost:

68. Next anticipated upgrade/replacement:

B. Maintenance & Support (0%)

69. What is the annual maintenance costs for the CAD system?

70. What is the other ongoing costs for CAD support?

C. Mobile Data Computers (MDCs) (0%)

71. When did you last replace your MDCs?

72. MDCs replacement cost:

73. Has the MDCs been upgraded since your last replacement?

74. MDCs upgrade cost:

75. When is your next anticipated upgrade/replacement?

76. What is the annual maintenance costs for the MDCs?

77. What is the annual cost of cell service for MDCs?

78. What are the other ongoing costs for MDC support? (please specify)

D. Interoperability & Other Costs (0%)

79. CAD-to-CAD:

80. Maintenance:

81. Other public safety application costs (please specify)

82. Other (please specify)

Section 8: GIS Data Provisioning & Maintenance

A. Public Safety GIS (0%)

83. Does the PSAP have staff to support GIS provisioning and maintenance for PSAP/public safety use?

84. How many staff support GIS for PSAP/public safety use?

85. Annual personnel costs to support PSAP/public safety GIS:

86. GIS contractor costs to support PSAP/public safety GIS:

87. GIS computer software/hardware costs (e.g. ESRI, third-party tools, etc.):

88. GIS contractor costs:

89. Other costs: (please specify)

B. Core GIS Data Sets (0%)

90. What department supports the provisioning and maintenance of road centerlines and address points for the county/PSAP serving area?

91. Total number of road centerline segments in the county/PSAP serving area:

92. Total number of address points in the county/PSAP serving area:

93. How many staff support the provisioning and maintenance of these core GIS datasets?

94. Annual personnel costs to support these core GIS datasets:

95. GIS contractor costs to support these core GIS datasets:

96. GIS infrastructure (hardware/software/maintenance) costs to support these core GIS datasets:

97. Other costs: (please specify)

Section 9: Alert Systems

A. Alert System Costs (0%)

98. Emergency notification system(s) cost:

99. IPAWS Module cost if separate: (please enter 0 if n/a)

Section 10: State 9-1-1 Network

A. State 9-1-1 Network (0%)

100. Do you currently have geo-diverse connections to the state 9-1-1 network?

101. Do you plan to expand the number of connections you have to the state 9-1-1 network (i.e. backup PSAP, geo-diverse connections, etc.)?

102. Do you use the state provided RapidDeploy mapping solution?

103. What additional costs are incurred annually to support the use of the RapidDeploy mapping solution? (please enter 0 if n/a)

104. Attached Documents (Note: This is not an actual question, and no files need to be uploaded to submit)

Add Additional Details | Upload File

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **March 13, 2024**
Agenda Item: **8B. Approval of Amendments to MESB Policies**
Presenter: **Rohret**

RECOMMENDATION

The Executive Director recommends the Board approve amendments to MESB Policies 014, 031.

BACKGROUND

The Metropolitan Emergency Services Board established policies ranging from the succession of Board officers to a gift acceptance policy to an insurance deductible policy. Many of the policies were derived from the Metropolitan 9-1-1 Board and were established 1997-1998; others were approved and implemented later, including after the merger of the Metropolitan 9-1-1 Board and the Metropolitan Radio Board in 2005. Most of the policies were updated after the merger and the creation of the MESB, but the updates primarily focused on the name change and little to no substantive changes have been made. The policies were all reviewed in 2015-2016 and amendments were made to most. Additionally new policies have been created since 2015.

ISSUES & CONCERNS

The Executive Director plans to review all MESB policies every 8-10 years, though policies may be amended or created as needed. The Director plans to conduct this review over the next year; as such, policy amendments will be on many upcoming agendas.

Policy 009 – Acceptable Use of MESB Technology: the amendments to this policy are primarily to update language and to provide clarification. A new section on data storage has been added.

Policy 010 – Use of Internet and Online Services: the amendments to this policy are generally not substantive changes; most are clarifications or language updates.

Policy 011 – Access and Disclosure of Email Messages: most of the amendments are language updates.

Policy 014 – Flexible Time Off: the amendments to this policy include an adjustment to the flexible time off (FTO) accrual schedule, language related to Minnesota Statutes Section 181.9447, Subd. 10 related to Earned Sick and Safe Time, and changes to the section for accrued FTO and conversion options. These amendments align with Dakota County Policy 3241 – Flex Leave.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **March 13, 2024**
Agenda Item: **8B. Approval of Amendments to MESB Policies**
Presenter: **Rohret**

Policy 024 – Wireless Devices: the major amendment allows for wireless device stipends for staff which are approved for telework. The remaining amendments are not substantive.

Policy 028 – Remote Access Policy: the amendments are not substantive.

Policy 029 – Software Installation: the amendments are meant to clarify, but not substantially change, MESB policy on software installation.

Policy 031 – Other Post-Employment Benefits: the amendments to this policy clarify the life insurance benefit available to retired MESB employees who were hired before December 13, 2006.

Note: The OPEB policy applies to one current MESB employee, Jill Rohret.

FINANCIAL IMPACT
None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Metropolitan Emergency Services Board

Subject: Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: ~~11-09-2016~~03-13-2024

POLICY STATEMENT

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

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

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

DEFINITIONS

IT: MESB Information Technology.

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

SOURCE

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

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

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

Metropolitan Emergency Services Board

Subject: Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: ~~11-09-2016~~03-13-2024

GENERAL

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

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

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

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

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

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

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

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

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

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

MESB Oversight

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

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

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

Subject: Acceptable Use of MESB Technology Resources Policy

Number: 009 **Effective Date: 11-18-1998**
Revision Date: ~~11-09-2016~~03-13-2024

Privacy and Data Practices

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

Security

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

A. Passwords

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

2. Strong passwords are those which are not easily guessed. Passwords should be created ~~so as to not have~~without characteristics ~~which~~ that make them~~it~~ vulnerable.

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

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

4. Users ~~are~~ may be required to change passwords every 90 days.

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

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

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

B. Physical Safeguards

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

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

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

C. Mobile Devices and Portable Data Storage

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

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

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

Access

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

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

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

1. Employees may access the MESB's web-based e-mail system via any standard Internet browser.

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

Acceptable Use

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

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

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

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

D. Delivering services to the public as assigned.

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

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

Unacceptable Use

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

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

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

A. Violations of the rights of any person or entity protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not

limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by MESB.

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

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

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

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

F. Using an MESB IT computing asset to actively engage in procuring or transmitting material that is in violation of Minnesota sexual harassment or hostile workplace laws~~ in the user's local jurisdiction~~ or MESB and/or Dakota County policies. Using MESB technology assets to view or access sexually explicit material.

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

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

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

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

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

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

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

Data Storage

Employees a prohibited from sharing access to data stored at the MESB offices or via the cloud, such as the MESB's Dropbox account, without written approval from the Executive Director.

Employees are prohibited from copying data from MESB data storage, on-site, via the cloud, or off-site storage to personal devices without written approval from the Executive Director.

Responsibility

Individual users:

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

Executive Director:

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

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

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

Policy Compliance

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

Metropolitan Emergency Services Board

Subject: Use of Internet and Online Services

Number: 010 **Effective Date: 11-18-1998**
Revision Date: ~~11-09-2016~~03-13-2024

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

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

DETAILED POLICIES AND PROCEDURES

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

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

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

Users are prohibited from actions which would interfere with the operation of the ~~Board~~ MESB network or the work of others on the network. This ~~would~~ includes, but is not necessarily limited to, excessive downloading of programs or data~~,~~ which adversely affects available bandwidth and other network resources, including storage space.

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

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

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

Employees waive any claims to privacy, but such waiver does not act as a consent to the release of private data under the Minnesota Government Data Practices Act or such other applicable ~~State~~ state or ~~Federal~~ federal ~~Statute~~ statute or ~~Regulation~~regulation. In addition, employees are prohibited from:

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

Computer, Email, and Internet Usage

Users are expected to use the Internet responsibly and productively.

All Internet data that is composed, transmitted and/or received by MESB technology resources, including personal emails sent/received via an MESB email account, is considered to belong to MESB and is recognized as part of its official data. It is therefore regarded as government data and may be subject to disclosure in accordance with the Minnesota Government Data Practices Act.

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

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

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

~~The installation of software~~Software installation will only be performed, in accordance with MESB Policy 029, by the MESB IT contractor, with permission of the Executive Director. The installation of software such as instant messaging technology is strictly prohibited.

Unacceptable Internet Use

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

- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via MESB email;

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

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

DISCIPLINE

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

MONITORING FOR SECURITY VIOLATIONS

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

Metropolitan Emergency Services Board

Subject: Access and Disclosure of E-mail Messages

Number: 011 **Effective Date: 05-13-1998**
Revision Date: ~~11-09-2016~~

03-13-2024

DEFINITION OF TERMS

A. Employee - An employee, hereinafter collectively referred to as "employee," shall include all persons employed by the ~~Board~~ MESB whose pay comes in whole or in part from ~~Board~~ MESB funds and/or who are working under the direction or control of any official of the ~~Board~~MESB. Notwithstanding the above, and for purposes of this policy number 011, t~~T~~he term "employee" shall also include: (1) those who work for ~~Board~~ MESB on a voluntary basis with or without pay or other form of compensation; and (2)~~. The term "employee" shall also include~~ any person serving with or without compensation in any form as a member of a board, task force or commission established by the ~~Board~~MESB.

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

PERMISSIBLE/SPECIALLY REGULATED USES OF ELECTRONIC MAIL SYSTEM

A. Allowed Use by ~~Board~~ MESB Employees

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

2. The ~~Board's~~ MESB's ~~Electronic~~ electronic ~~Mail~~ mail ~~System~~ system is meant to be ~~to be~~ used for the transmission of data. All records required to be maintained pursuant to any applicable ~~Statute~~ statute or ~~Regulation~~regulation, shall be maintained separate from the ~~Board's~~ MESB's ~~Electronic~~ electronic ~~Mail~~ mail ~~System~~system.

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

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

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

B. Allowed use by third parties

1. The ~~Board~~ MESB's ~~access to an E~~electronic ~~Mail~~ mail ~~System~~ system is open to all employees~~,~~ and the public to provide a means by which members of state

agencies, political subdivisions, and the public may communicate with the ~~Board~~MESB.

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

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

1. It is a violation of ~~Board~~ MESB policy for any employee, including system administrators and supervisors, to use the electronic mail and computer systems for purposes of obtaining access to the files or communications of others when not work related.

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

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

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

DISCIPLINE

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

MONITORING FOR SECURITY VIOLATIONS

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

Metropolitan Emergency Services Board

Subject: Flexible Time Off

Number: 014

Effective Date: 12-12-2001
Revision Date: ~~01-13-2016~~03-13-2024

Flexible Time Off (FTO) is an accrued benefit ~~of~~for each employee of the Metropolitan Emergency Services Board (MESB or Board) prescribed in the benefit package adopted by the Board.

MESB employees accrue FTO in accordance with Dakota County Policy 3241 – Flex Leave. The accrual rates are as follows:

Years of Service	Annual Accrual Rate	Pay Period Accrual Rate
0-5 years	160 hours or 20 days per year	6.13 hours
6-10 years	192 hours or 24 days per year	7.36 hours
11-15 years	240 hours or 30 days per year	9.20 hours
16 or more years	304 hours or 38 days per year	11.65 hours

In compliance with Minnesota Statues Section 181.9447, Subd. 10, Dakota County and the MESB considers the first 48 hours of FTO earned and FTO used annually by any employee as Earned Sick and Safe Time (ESST), unless otherwise designated by the Executive Director and Dakota County Employee Relations.

~~The maximum FTO that may be carried over in any given calendar year is 1,000 hours. Any FTO balance in an employee's account that exceeds 1,000 hours as of the last day of the first pay period of each new year is forfeited.~~

Employees are responsible for keeping track of their FTO balances. ~~-~~Requests for FTO are to be made in advance~~. Requests for FTO should be~~ and submitted to the Executive Director ~~in writing~~ via email with as much notice as is practical. It is strongly recommended that employees disperse their FTO throughout the calendar year. Requests for FTO shall be granted unless, in the judg~~e~~ment of the Executive Director, the request will jeopardize workload requirements. Approved time off that must be cancelled due to extenuating, unforeseen circumstances after approval has been granted, will be honored on a mutually agreed schedule at a later date.

Every employee ~~will~~ receive~~s~~ their FTO balance through the current pay period on their pay stub. ~~-~~Each employee is expected to review their balance; if an employee does not agree with the balance, ~~he/she~~they should contact the MESB Financial Services Specialist to reconcile the difference and get the correct information to Dakota County.

The MESB will maintain a~~An~~ ongoing record of accrued FTO time for each employee ~~will be maintained~~. This information will be obtained from the FTO reports supplied by Dakota County. An employee may request an FTO accrual report at any time.

~~Employees, who, at any given time throughout the year, have accrued 980 hours of FTO will be counseled on the need to utilize FTO throughout the year when time is available, and will be reminded of the threshold of 1,000 maximum carryover from one calendar year to the next.~~

Metropolitan Emergency Services Board

Subject: Flexible Time Off

Number: 014

Effective Date: 12-12-2001
Revision Date: ~~01-13-2016~~03-13-2024

~~Employees'~~ FTO balances becomes available upon an employee's termination or resignation.
~~An ongoing record of accrued FTO time for each employee will be maintained. This information will be obtained from the FTO reports supplied by Dakota County. An employee may request an FTO accrual report at any time.~~

Carry Over of Accrued FTO and Conversion Options

An employee may carry over a ~~The~~ maximum of 1,000 FTO hours ~~that may be carried over~~ in any given calendar year ~~is 1,000 hours~~. MESB employees who have over 1,000 FTO hours at the end of a calendar year will have the cash equivalency of the excess hours ~~exceeding 1,000~~ deposited in the Minnesota State Health Care Savings Plan (HCSP) according to the Plan's ~~plan~~ provisions. Employees~~,~~ who, at any given time throughout the year, have accrued 980 hours of FTO will be ~~counseled on the need to utilize FTO throughout the year when time is available, and will be~~ reminded of the ~~threshold of~~ 1,000-hour maximum carryover from one calendar year to the next.

Conversion of FTO to Deferred Compensation and Wages

As part of the annual Open Enrollment process, employees have the option to convert accrued FTO hours into deferred compensation or to wages.

~~Conversion of FTO to Deferred Compensation and Wages~~

To be eligible to participate in annual conversion of FTO to deferred compensation or wages, employees must meet the following criteria as defined in Dakota County Policy 3241:

- Employees must have used 60 hours of FTO during the first three payroll quarters
- Employees must have 60 hours of FTO accrued at the last payroll preceding open enrollment
- Employees must have a balance of 40 hours of FTO after conversion

The maximum amount of FTO which can be converted to deferred compensation is 20% of the total FTO balance (subject to maximum deferral regulations as stated in IRC Section 457 and state salary statute limitations, if applicable). Conversion of FTO to deferred compensation shall be effective the following calendar year.

Employees may convert up to 100 FTO hours to wages, provided they meet the conversion requirements above.

Employees retiring from the MESB may convert FTO to deferred compensation, subject to maximum deferral regulations as stated in IRC Section 457, on their final paycheck prior to receiving their severance payment.

Metropolitan Emergency Services Board

Subject: Wireless Devices

Number: 024 **Effective Date: 03-10-2016**
Revision Date: 03-13-2024

Purpose: ~~The intent of this policy is t~~To establish clear guidelines for the appropriate acquisition, management and reimbursement of wireless devices and service for Metropolitan Emergency Services Board (MESB) employees. The ~~Metropolitan Emergency Services Board~~MESB recognizes the need for wireless devices to conduct its business.

All wireless devices used to access any information related to MESB business and the content of the wireless device are subject to review by the MESB, and by third parties in compliance with Minnesota's Government Data Practices Act or such other applicable federal or state laws or regulations.

Definitions: Wireless devices include all cell phones, smartphones, tablets or any other electronic device capable of wireless communication.

Smartphones are cellular phones that perform many of the functions of a computer, typically having a touchscreen interface, Internet access, and operating systems capable of running downloaded applications.

Tablets are mobile computers with touchscreen interface, Internet access and operating systems capable of running downloaded applications.

Policy: The Executive Director will determine which positions require the use of a wireless device as determined by the following criteria:

1. Employee frequently travels for MESB business; and/or
2. Employee frequently attends off-site meetings; and/or
3. Employee frequently needs to maintain communications while off-site~~.~~; and/or
~~3.~~4. Employee is approved for telework, in accordance with MESB Policy 034 – Telework.

The authorized employee(s) shall complete a Wireless Reimbursement Authorization Form (see attached), which will be kept on file by the Executive Director and the Financial Services Specialist. The authorized employee(s) shall receive a monthly wireless device stipend via the MESB's monthly reimbursement process ~~payroll system~~.

If an employee wishes to use a smartphone as the chosen wireless device, the employee must purchase, activate, own, maintain, and pay for the device and service plan. The MESB will provide the employee a maximum of $55.00 per month stipend; the employee will pay any costs exceeding the amount of the wireless device stipend.

If an employee wishes to use a tablet device, the Executive Director may choose to have the MESB purchase the device. Employees may use their own personal tablet with the consent of the Executive Director. The employee ~~would be~~is responsible for activating, maintaining, and paying for the service plan. The MESB will provide the employee a maximum of $40.00 per month stipend; the employee will pay any costs exceeding the amount of the wireless device stipend.

Employees may only receive reimbursement for one device.

Metropolitan Emergency Services Board

Subject: Wireless Devices

Number: 024 **Effective Date: 03-10-2016**
Revision Date: 03-13-2024

MESB employees shall follow all local, state and federal laws and regulations regarding the use of wireless devices while operating motor vehicles. The use of wireless devices while operating motor vehicles is discouraged.

When using wireless devices, employees shall continue to adhere to MESB Policies 009 – ~~Information and Data Security Policy~~Acceptable Use of MESB Technology Resources; 010 – Use of Internet ~~Policy~~and Online Services; and 011 – Access and Disclosure of E-mail Messages ~~Policy~~. If a device is found to ~~be harming~~harm or expose MESB IT networks and security, it may be wiped in an effort to maintain ~~said~~ network security. The wireless device may be wiped or disallowed if it is found to ~~be compromising~~ compromise MESB IT security.

If an employee loses ~~his/her~~their wireless device, the Executive Director ~~will~~ must be notified immediately and the employee shall suspend service on the device as soon as possible.

This policy will be reviewed ~~at least~~ annually to keep up with technology changes. Additional reviews may ~~be~~ trigger~~ed~~ internal MESB technology changes.

Metropolitan Emergency Services Board

Subject: Remote Access Policy	
Number: 028	**Effective Date: 11-09-2016** **Revision Date: 03-13-2024**

PURPOSE: ~~The purpose of this policy is t~~To define rules and requirements for connecting to Metropolitan Emergency Services Board's (MESB) network from any host.

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

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

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

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

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

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

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

Metropolitan Emergency Services Board

Subject: Software Installation	
Number: 029	**Effective Date: 11-09-2016** **Revision Date: 03-13-2024**

PURPOSE: ~~The intent of this policy is t~~To establish clear guidelines to protect the MESB's IT network. This policy ~~will~~ minimizes the risk of loss of program functionality, the exposure of sensitive information contained within MESB's IT networks, the risk of introducing malware, and the legal exposure of running unlicensed software.

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

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

~~Users~~ Employees may not install software on MESB-owned computing devices operated within the MESB network.

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

If appropriate, t~~T~~he IT contractor will obtain and track licenses, test new software for conflicts and compatibility, and perform the installation on the device.

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

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

Metropolitan Emergency Services Board

Subject: Other Post-Employment Benefits Policy
Number: 031

Effective Date: 01-19-2019
~~Effective~~ Revision Date: ~~01-19-2019~~03-13-2024

PURPOSE: ~~The intent of this policy is~~ To establish a consistent and understandable Other Post-Employment Benefits (OPEB) policy. ~~and understanding of the MESB's policy on Other Post-Employment Benefits (OPEB).~~

In December 2006, the ~~MESB~~ Board approved a change to its policy on offering OPEB benefits to employees. This change was predicated on changes within Anoka County, which provided payroll and benefit services to the MESB at that time.

Employees hired prior to December 13, 2006 are eligible for Board-funded OPEB benefits upon retirement, including reimbursement of a portion or all of health insurance premiums for the life of the retiree. To receive these OPEB benefits, the employee must carry Board-sponsored health, dental, or life group insurance plans on the employee's last day of employment with the MESB. If the retiree interrupts his/her continuous participation in the Board's health, dental, or life group insurance plans, the retiree's rights to coverage are irrevocably forfeited.

~~Effective December 13, 2006, n~~New ~~MESB~~ employees hired on or after December 13, 2006 ~~after that date~~ are not eligible for Board~~-~~funded OPEB benefits; these employees are ineligible to receive an employer contribution towards health, dental and life group insurance plans upon retirement. Retired employees~~es~~ ~~which were~~ hired on or after December 13, 2006 may participate in the Board's OPEB life, health, and dental insurance plans, though they must pay the entire premium for continuation coverage.

~~Employees hired prior to December 13, 2006 are eligible for Board-funded OPEB benefits upon retirement, including reimbursement of a portion or all of health insurance premiums for the life of the retiree. To receive these OPEB benefits, on the employee's last day of employment with the MESB, the employee must carry MESB Board-sponsored health, dental, or life group insurance plans on the employee's last day of employment with the MESBin order to receive the OPEB benefits. If the retiree interrupts his/her continuous participation in the Board's health, dental, or life group insurance plans, the retiree's rights to coverage are irrevocably forfeited.~~

Health Insurance
Employees hired prior to December 13, 2006 must have at least ten years of benefit-eligible employment to qualify for contribution from the Board towards group health insurance upon retirement. When the employee qualifies for federally-subsidized health coverage, the Board will contribute the same amount, based on single coverage, described below toward payment of federally-subsidized health and/or supplemental health coverage.

Years of Benefit Eligible Service	Individual Health Insurance Coverage
10 – 15 years	One-half of the employer's contribution for single coverage.
16 years and beyond	Full amount of the employer's contribution for single coverage.

~~The~~ In no circumstances will the ~~MESB's~~ Board's reimbursement ~~will not~~ exceed the cost of the retiree's ~~medical~~ health insurance.

To receive health insurance premium reimbursement, the retiree must annually submit proof of payment of health insurance premiums to the ~~MESB~~ Board~~in order to be reimbursed~~. ~~MESB~~ Board staff will consult with Anoka County to determine the amount it provides to retirees that either remain on the County's plans or the amount it provides to retirees with Medicare Parts A & B. The amount will be ~~is~~ adjusted annually in the same manner it is adjusted for Anoka County employees.

Life Insurance

Retirees ~~who were~~ hired before December 13, 2006 with at least ten years of interrupted or uninterrupted benefit-eligible ~~MESB~~ Board service will receive a ~~$2,000 group term life insurance policy at no cost to the retiree~~one-time payment of $1,000 for life insurance benefits, which will be paid one year after retirement when the first OPEB health insurance benefit is paid.

~~Any other life insurance in place may be maintained by the retiree for up to 18 months.~~

Dental Insurance

A retired employee may continue on the ~~MESB's~~ Board's dental insurance plan in place at the time of retirement. Retirees who elect to do so must pay the entire premium.

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: February 14, 2024
Agenda Item: 8C. Approval of Executive Director Travel Request
Presenter: Rohret

RECOMMENDATION

The Executive Director recommends the Executive Committee recommend approval of the Executive Director travel request to attend the 2024 Association of Public-Safety Communications Officials (APCO) conference and Motorola Trunked Users Group (MTUG) National meeting.

BACKGROUND

Metropolitan Emergency Services Board Policy 007 – Travel requires Board approval of travel requests for the Executive Director.

ISSUES & CONCERNS

The Executive Director seeks approval for one travel request to attend two conferences/meetings.

The request is to attend the 2024 APCO annual conference and 2024 MTUG national meeting in Orlando, FL. The APCO conference is August 4-7, 2024; the MTUG meeting is August 8-9, 2024. The travel request for these two meetings is for $2,930.50, which was included in the 2024 MESB operational budget.

FINANCIAL IMPACT

These items were included in the 2024 MESB operational budget.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

REQUEST FOR TRAVEL AUTHORIZATION

Employee Name: Jill Rohret
Travel Purpose: APCO 2024 Annual Conference and MTUG National Meeting
Location: Orlando, FL (GSA Per Diem: $69; $51.75 travel day)
Travel Dates: August 4 - 9, 2024

Travel Cost Estimate

Registration	$440.00*
Air Fare	$600.00
Cab Fare/Ground Transportation	$80.00 roundtrip
Lodging	$1,500.00**
Meals	$310.50
Other	-
Total Estimated Cost	$2,930.50

Is travel cost included in current budget? Yes

Notes: There is no cost to attend the MTUG National Meeting other than hotel charges, which were included in the budgeted cost.

Meal costs are derived by using the GSA meal per diem rate. I did not include meals for one day where I know all meals will be provided by the MTUG meeting.

*Registration cost for APCO is full conference cost. It is possible after seeing the agenda I may decide to only attend one or two days of that conference, which would lower the registration cost.

**Estimate made using maximum conference hotel rate of $289.00 per night; actual rate may be lower.

Submitted by: Jill Rohret Date: February 1, 2024

Board approval
Motion by: Seconded by:
Motion carried/Motion denied
Date:

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 8D. Appointment of New MESB Alternate to the SECB
Presenter: Rohret

RECOMMENDATION

Staff recommend the Board appoint a new person as the MESB's alternate representative to the Statewide Emergency Communications Board (SECB).

BACKGROUND

The Metropolitan Emergency Services Board, per Minnesota Statute Chapter 403, has a seat on the SECB, and has maintained seats on all SECB committees since the SECB's inception. The MESB makes its annual appointments to the SECB and its committees each January. Statute states the MESB representative to the SECB is the Chair, though some Chairs have chosen to delegate that assignment.

The SECB governs the ARMER system, Next Generation 9-1-1 (NG9-1-1) and interoperable data (FirstNet).

ISSUES & CONCERNS

At the January 10, 2024 MESB meeting, Commissioner Bill Droste was appointed as the MESB's alternate representative to the SECB. Unfortunately, there are scheduling conflicts that preclude Commissioner Droste from being able to serve as the alternate.

It would be ideal if an MESB board member would serve as the alternate, it is also possible to appoint the Executive Director to the role, as she regularly attends the SECB meetings, if no board member wishes to serve.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 10A. Discussion: Funding via the 9-1-1 Special Revenue Fund
Presenter: Rohret

RECOMMENDATION

Discussion only item. The purpose of the discussion is to develop feedback for the Department of Public Safety Emergency Communication Networks (ECN) division on funding via the 9-1-1 special revenue fund.

BACKGROUND

At the January 10, 2024 meeting the Board heard a presentation from ECN regarding how current funding from the 9-1-1 special revenue fund operates, and possible ways the funding could be altered. Unfortunately, due to time constraints, the Board was unable to have discussion to provide feedback to ECN.

ISSUES & CONCERNS

ECN's presentation included six possible options for providing money to local governments for 9-1-1 services and equipment. The options were:

1. Maintain the status quo and distribute fund to PSAPs based on the current formula.
2. Increase PSAP distribution amounts (currently $28 million annually).
3. Change PSAP funding distribution model/formula.
4. Needs-based one-time appropriations.
5. Leverage statewide procurement options to meet common PSAP technology needs.
6. Increase allocation to SECB for grants.

These options will be discussed during the meeting.

FINANCIAL IMPACT

None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

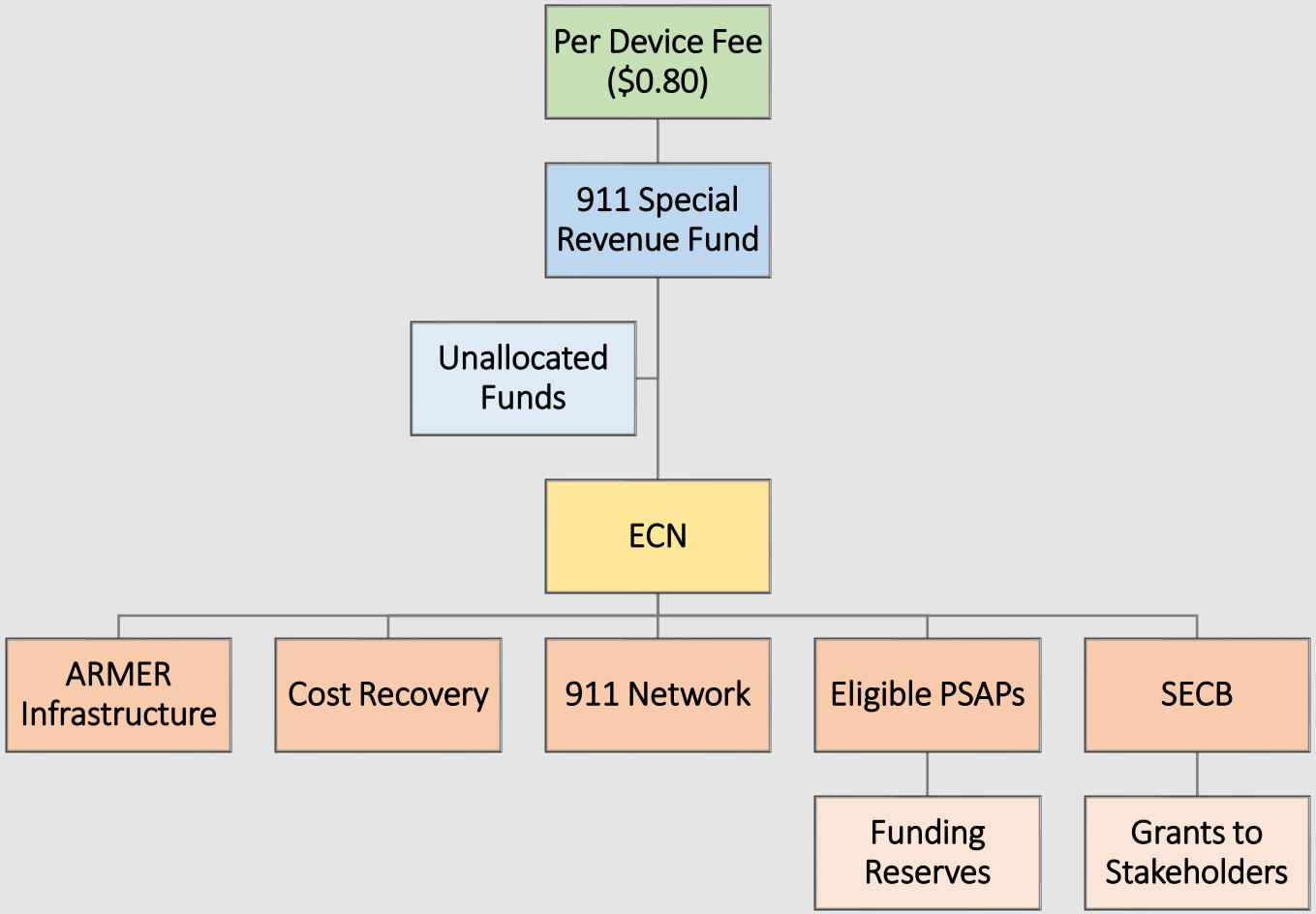
PASS/FAIL

PSAP Funding Options

Metropolitan Emergency Services Board
01.10.24

PSAP Funding Options

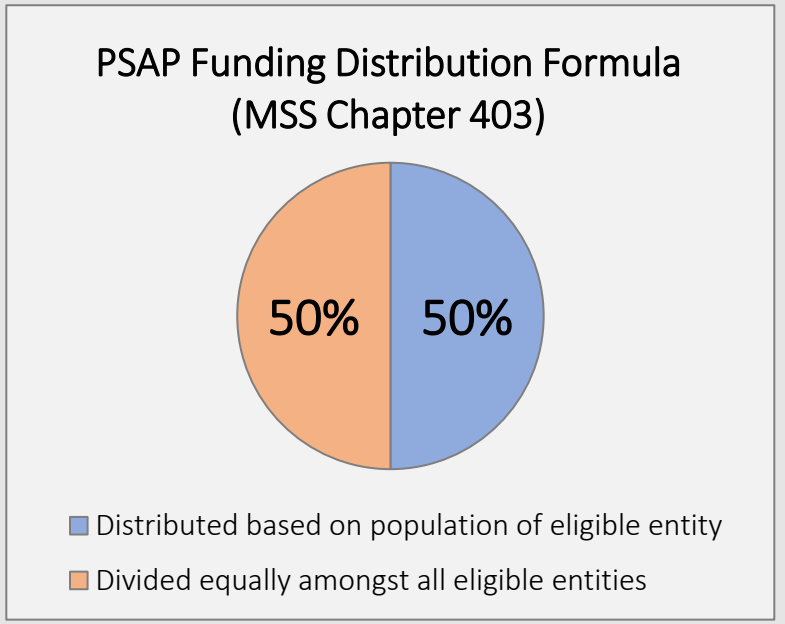
911 Special Revenue Account



PSAP Funding Options

911 Special Revenue Account

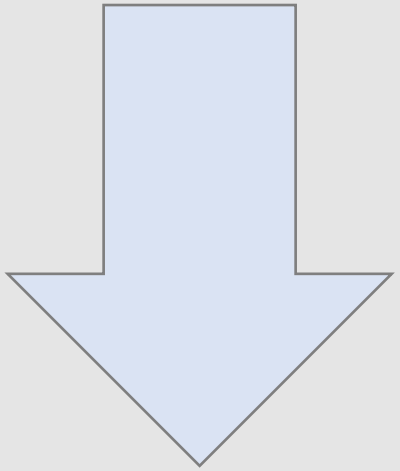
Annually, DPS-ECN distributes ~$28 million in 911 Special Revenue Account funding to eligible PSAPs.



PSAPs are currently carrying a $41 million balance in their reserve funds

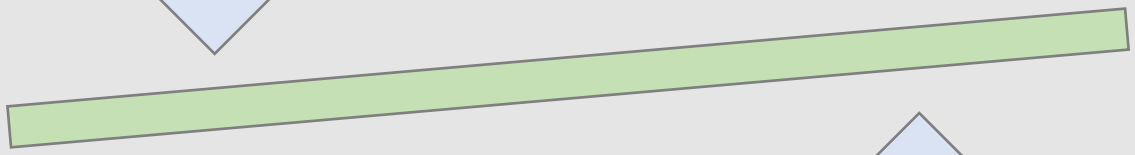
PSAP Funding Options

What Options are Available?



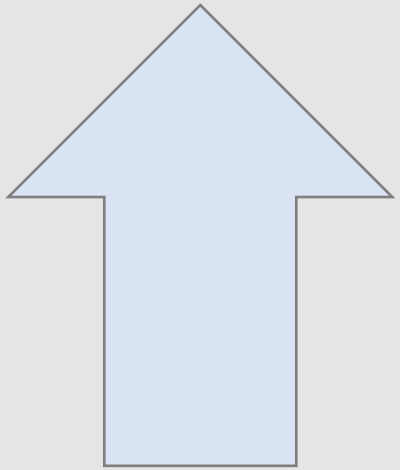
Maintain Status Quo

- Current PSAP distribution formula
- SECB grants



Change It Up*

- Increase total amount being distributed to PSAPs (Currently $28M)
- Change funding distribution model
- Needs-based one-time appropriations
- Leverage statewide procurement options for common technology needs
- Increase allocation to SECB for grants



* Will require stakeholders to qualify and quantify need (e.g., PSAP technology and operational investment plans)

PSAP Funding Options

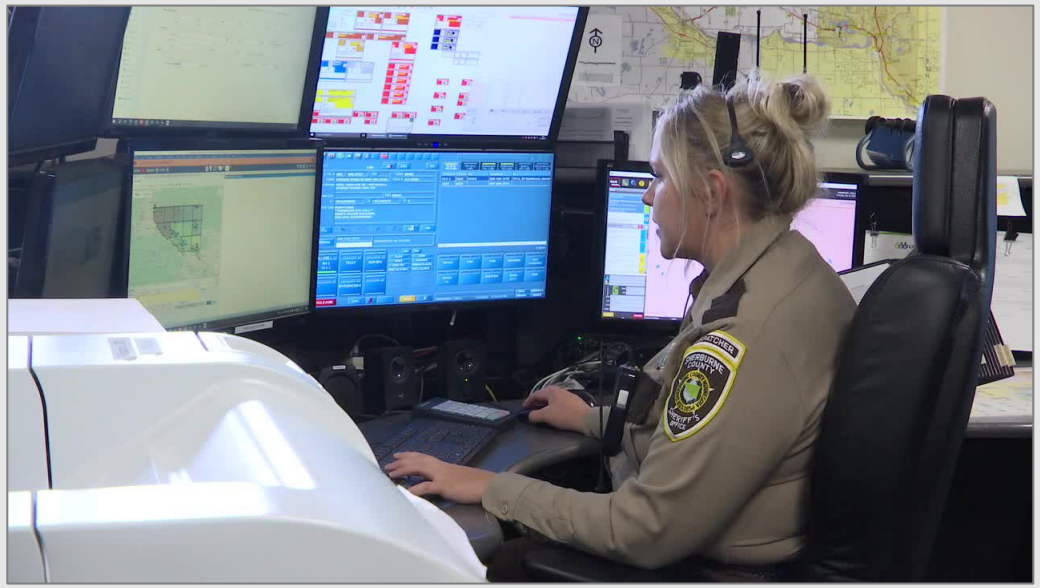
What options are available to provide PSAPs with additional funding?

Increase the annual PSAP distribution under the current formula

PSAP Funding Options

What options are available to provide PSAPs with additional funding?

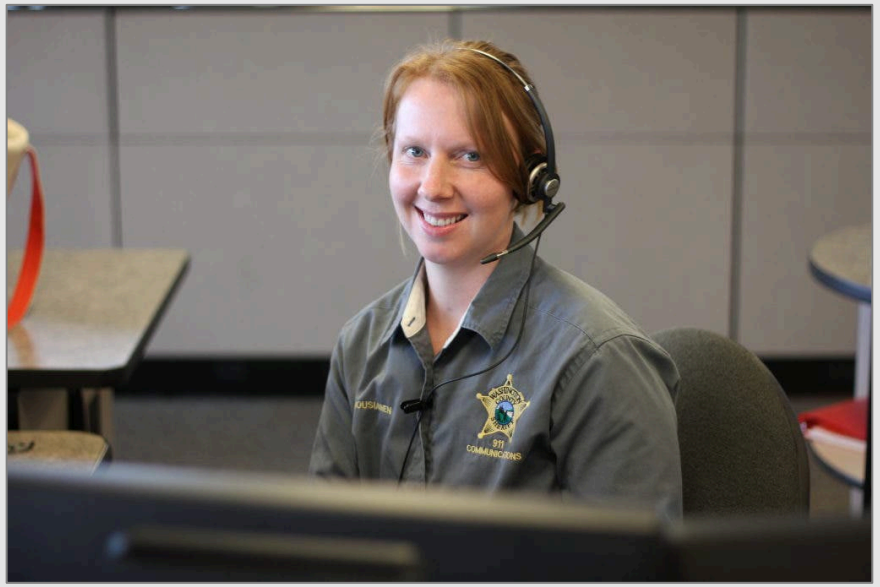
Revise the PSAP funding distribution formula defined in MSS 403.113



PSAP Funding Options

What options are available to provide PSAPs with additional funding?

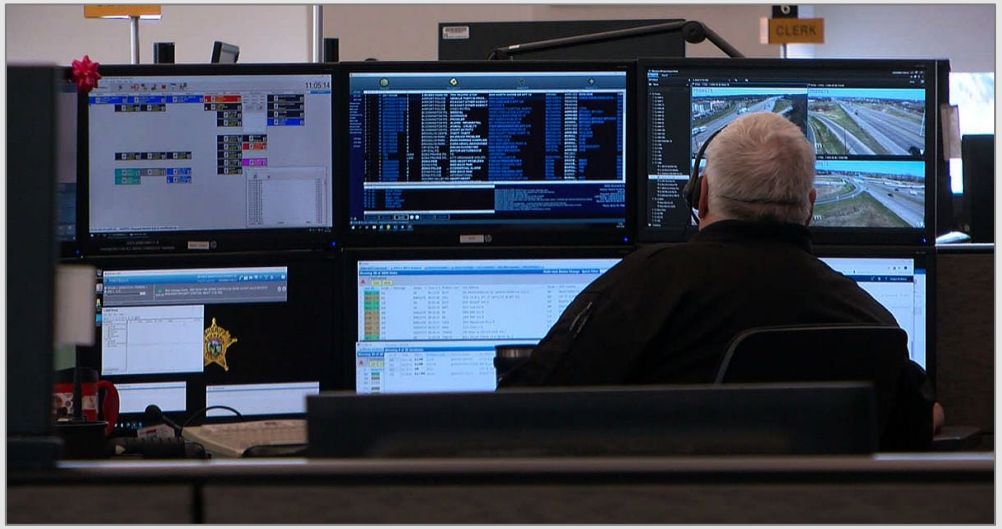
Provide direct funding to PSAPs for specific projects via one-time legislative appropriations



PSAP Funding Options

What options are available to provide PSAPs with additional funding?

Statewide procurement of 911 technology solutions to meet common PSAP technology needs (e.g., Call Handling Equipment, ARMER consoles, voice logging, CAD systems, etc.).



PSAPFunding Options

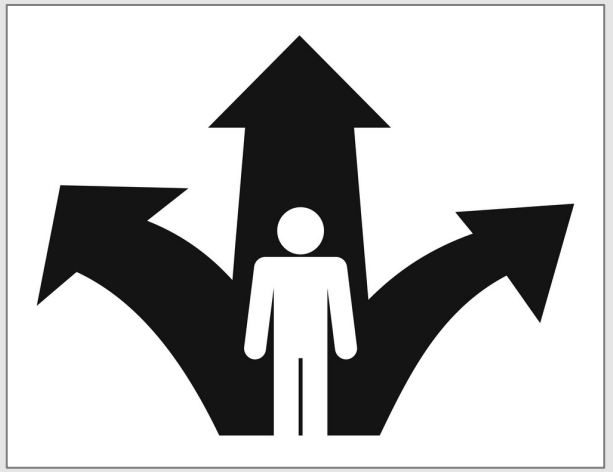
What options are available to provide PSAPs with additional funding?

Increase Statewide Emergency Communication Board (SECB) appropriation to expand the SECB grant program

PSAP Funding Options

Recap of Funding Options

1. Maintain status quo
2. Increase PSAP distribution amounts (Currently $28M)
3. Change PSAP funding distribution model
4. Needs-based one-time appropriations
5. Leverage statewide procurement options to meet common PSAP technology needs
6. Increase allocation to SECB for grants



PSAP Funding Options

What are the Next Steps?

- Stakeholder Feedback and Support
- Qualify and quantify PSAP funding needs
- Planning & Coordination (e.g., identify solution(s), develop strategy, etc.)
- Collaboration (e.g., education, awareness, legislation, etc.)

Closing Thoughts

Closing Thoughts

Questions?

Comments?

Concerns?

Please feel free to contact Kent Wilkening at kent.wilkening@state.mn.us or 507-360-9161.

ECN Resources

- **Dana Wahlberg, Director**
  - Mobile: 218-348-0306
  - E-Mail: dana.wahlberg@state.mn.us
- **Sandi Stroud, 911 Program Manager**
  - Mobile: 612-391-8061
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- **Jill Bondhus, 911 Operational Coordinator**
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- **Mark Lallak, 911 Operational Coordinator**
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- **Steve Tait, 911 Program Support Coordinator**
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  - E-Mail: steven.tait@state.mn.us
- **Kent Wilkening, PSAP Support Coordinator**
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  - E-Mail: kent.wilkening@state.mn.us

Thank You!

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 11A. Discussion: Change Required of MESB Human Resources Consulting Arrangement
Presenter: Rohret

RECOMMENDATION

Discussion only item. The purpose of the discussion is to make the Board aware of the need to change the MESB-Dakota County arrangement for human resources consulting services.

BACKGROUND

Prior to 2008, the MESB's (and previous to that, the Metropolitan 911 Board) payroll and benefits and human resources consulting work were provided by two different counties. Anoka County provided payroll and benefits and Dakota County provided human resources consulting work (compensation evaluation, recruitment/hiring, Executive Director performance review, etc.). In 2007, Anoka County informed the Board it wished to no longer provide payroll and benefits for the MESB, effective January 1, 2008.

The Board approached Dakota County, thinking it made sense to use one county for both human resources aspects; Dakota County accepted and began providing payroll and benefits, as well as human resources consulting work, effective January 1, 2008.

The agreement was amended in 2020; the amendment allowed Dakota County to bill the MESB for time its staff spends working on human resources for the MESB.

ISSUES & CONCERNS

On February 28, 2024, Dakota County orally notified the MESB that it wished to no longer provide human resources consulting work for the MESB (or any other small entity for which it provided these services). At this time, Dakota County will continue to provide payroll and benefits for the MESB.

Note: at the time of this writing, the official letter from Dakota County has not been received.

At present, Dakota County would like this change to be effective May 31, 2024, though the date is negotiable.

Staff would like the Board to discuss options for human resources consulting work. A few possible options include:

- Find another party to the joint powers agreement to provide the service;

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 13, 2024
Agenda Item: 11A. Discussion: Change Required of MESB Human Resources Consulting Arrangement
Presenter: Rohret

- Issue an RFP for these services and use a private contractor;
- Create an in-house human resources position and hire for it.

FINANCIAL IMPACT

Unless another party to the JPA agrees to provide this service, this will affect the 2024 MESB operational budget, though the degree of the impact is currently unknown. This may also increase future years' budgets.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL