METROPOLITAN EMERGENCY SERVICES BOARD
9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA
November 16, 2023, 10:00 a.m.

1. **Call to Order & Introductions** – Susan Bowler, 2023 Committee Chair

2. **Approval of Agenda** – Bowler

3. **Approval of Minutes** – October 19, 2023 Meeting – Bowler

4. **Action Items**
   A. 2024 9-1-1 TOC Chair & Vice Chair nominations
   B. 2024 SECB Appointments

5. **Discussion Items**
   A. Solacom – CHE considerations for i3 compatibility
   B. 911 Authority, MESB Cost Study
   C. Verizon Misroutes –Tony Martin
   D. Mental Health Call Processing Standard – Tony Martin

6. **Reports**
   A. PSAP Operations Roundtable Workgroup – see attached
   B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
   C. 9-1-1 Data Report (attached) – Marcia Broman
   D. 9-1-1 Network Report (attached) – Jacobson
   E. MN Sheriff's Assoc. PSAP Subcommittee Report – Bowler
   F. IPAWS Report – Kari Morrissey
   G. SECB NG9-1-1 Technical Operations Workgroup – Scott Petersen
   H. SECB NG9-1-1 Operations Workgroup – Morrissey

7. **New Business** – None

8. **Announcements**
   A. Next Meeting: Thursday, December 21, 2023, 10:00 am

9. **Adjourn** – Bowler

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Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
October 19, 2023

Committee Members Attendance:

Airport – Lauren Petersen
Allina EMS - Victoria Vadnais
Anoka County - **absent**
Bloomington - LaVae Robinson
Carver County – Deb Paige
Chisago County – Mike Parker
Dakota County - Brent Anderson
Eden Prairie – Lisa Vik
Edina – Janelle Harris
Hennepin County – Tony Martin
Hennepin EMS – Marv Bachmeier (alternate)
Isanti County – **absent**

Metro Transit – Chad Ladda
Minneapolis - Joni Hodne
North Memorial – **absent**
Ramsey County – Nancie Pass
Ridgeview EMS - John Scheuch
Scott County - Carrie Bauer
Sherburne County - Laura Anderson
St. Louis Park – Eric Lammle
U of M – **absent**
Washington County - Darlene Pankonie

Alternates/Guests:
Vic Barnett, *Ramsey County;* Jill Bondhus, *ECN;* Elias Charif, *M Health;* Scott Haas, *Scott County;* Dan Palmer, *Ramsey County;* Sheri Stevens, *MSP;* and Dave Taylor, *IES*

MESB Staff: Marcia Broman; Jake Jacobson; and Jill Rohret

1.   **Call to Order & Introductions** – Susan Bowler, 2023 Committee Chair, called the meeting to order at 10:02 a.m.

2.   **Approval of Agenda** – Bowler
Dar Pankonie moves, LaVae Robinson second to approve the agenda, motion approved.

3.   **Approval of Minutes** – September 21, 2023 Meeting – Bowler
Dar Pankonie moves, LaVae Robinson seconds to approve the September 2023 meeting minutes, motion approved.

4.   **Action Items**
   A. Recommendation Regarding CAD-to-CAD Interoperability Solution RFP – TOC RFP workgroup.
        Discussion led by RFP workgroup chair, Jon Rasch. Two vendors responded – Central Square and Rave. Multiple workgroup meetings, on-site presentations, Webex conferences of all references. Dar concerned that the drafted action item's language wasn't precise – that it wasn't the pricing itself the chief concern but rather the pricing compared with what the vendors would provide. With Jon

Rasch motion, seconded by Dar Pankonie, item of not awarding the RFP was approved.

5.   **Discussion Items**

A.   Vic Barnett of RCECC Presentation, "Integrating GIS Data into CAD".
Vic PowerPoint presentation with key takeaways:

- GIS NG911 is not the same as GIS CAD which is not the same as GIS for Incident Command.
- GIS NG911 data sets are used for GIS CAD whose data sets can be used for Incident Command.

B.   Continuing -- 911 Authority conferenced in: MESB commissioned study: identify current operating costs for PSAPs in the 10-county region – Jason Bivens "JB" of 911 Authority.
Site surveys sent out. Schedule to meet face-to-face or via conference call is getting created and will be sent out soon. Laura Barton opened on the call. All except Metro Transit receive the survey. Laura said she would work on getting one out to Carri. Site visits are planned in November.

C.   Nominations for Chair, Vice Chair 2024, and committee appointments (rep/alternate):
This will be addressed in an Action Item for November's meeting.

D.   Blue Peak Consulting Resiliency Training/WG Update.
The program's availability is for a long time and doesn't have an expiration.

E.   Verizon Misroutes –Tony Martin.
One call since the last TOC. The issue is being monitored by the FCC.

F.   Mental Health Call Processing Standard – Tony Martin.
Efforts and work on the standard are continuing.

G.   Round Robin – Transition to Next Generation 911 funding.
Dar Pankonie has items she is matching up with funding, such as connectivity needs between WashCo's geo-diverse sites. Others do not have anything specific for the meeting.

H.   Use of platforms and applications that provide video, enhanced location data, text-back, etc.
Still early in the adoption process. Dar Pankonie raising concerns of no PSAP agreement in place for the use of RapidDeploy, outlining scope and responsibilities. It is expected this will be addressed in ECN's RFP for such over-the-top applications as current RapidDeploy contract expires at end of this year.

6.   **Reports**
A.   PSAP Operations Roundtable Workgroup
Nothing to report.

B.   SECB NG9-1-1 Committee Report – Janelle Harris
NG911/ESINet Lumen Ticketing Console Launch: We had a brief presentation from Troy Mullis who is the Program Lead for NG911 ESINet service for Lumen, who was socializing Lumen's new trouble ticket portal for non-critical incidents. This allows you to skip the NOC. Critical incidents CAN also be entered into the portal – but should also be reported to the NOC as we currently do. They anticipate going live in the next couple weeks

following a series of overview sessions and a roll out of a user guide. Syl (Matthew Hoffer's replacement is working on much of this).

GIS Community Representation: We reviewed a recommendation from Director Alison Slaats from MNIT MNGEO that we bring in MCGISA (Minnesota County GIS Association) as a GIS representative on this committee. Historically, it has always been represented by someone who had a direct tie to a PSAP. The group remains interested in this recommendation and will explore the option.

DPS-ECN Recognition of PSTs: ECN came up with the idea to recognize PSTs on their social media (Facebook) site – PSTs would be nominated for their good work and a blurb and picture would be posted. This is an initiative ECN and DPS is trying to move forward with. This is similar to an initiative put forth by the state of Indiana who recognizes PSTs almost daily. They would like to be inclusive of, and make sure, all 300 PSAPs have an opportunity to nominate their staff. If you have nominations, please turn them over to Mark Lallak and Jill Bondhus. This will likely become a standing reminder on those training opportunity bulletins Steve Tait sends out.

Dar also reminded of the Make a Difference awards as an opportunity to recognize great work by PSTs – get your nominations in!

911 It's Your Calling Campaign: We reviewed the impact of the 911 It's Your Calling Campaign. Briefly, the information in this campaign was put before 28.74 million people to the cost of $465,000. Click rates showed great engagement of people wanting to learn more about this campaign. Continue to send your job openings to be posted on the link – ECN has developed an internal process to make sure these postings fall off the site at their acceptance deadline.

PST Training and Certification Initiative: Updated their roadmap to get legislation in front of legislators for the 2024 session. Workgroup will be meeting to approve a letter that will be circulated once it passes.

PSAP Interoperability and Information Sharing Initiative: Currently being socialized all over the place. Wrap up on this outreach is the webinar being presented today. If you are still looking to register, Sandi Stroud will shoot you the link.

In November, we will hold the first meeting with volunteers to help the ECN draft a requirements document that will likely become the scope of work for an RFP. If you still want to be considered, send your name to Sandi to be included in the November meeting.

C. 9-1-1 Data Report (attached) – Marcia Broman
Report attached to packet.

D. 9-1-1 Network Report (attached) – Jacobson
Report attached to packet.

E. MN Sheriff's Assoc. PSAP Subcommittee Report – Bowler

F. IPAWS Report
Nothing to report.

G. SECB NG9-1-1 Technical Operations Workgroup – Scott Petersen
Nothing to report.

H.   SECB NG9-1-1 Operations Workgroup – Morrissey
Nothing to report.

I. Reviewing Features of the Existing ESInet Review – **Jacobson**
Nothing to report.

7.   **New Business** – None

8.   **Announcements**
A.   Pizza at end of meeting; Beginning 12:30 pm -Webinar 911 System Interoperability and Data Sharing Initiative - 2 Statewide Case Studies
B.   Next Meeting: Thursday, November 16, 2023, 10:00 am.
C.   MECC Joni Hodne: New Public Safety Commissioner, Todd Barnette. New Assistant Director, Leticia Cardenas.

9.   **Adjourn** – Bowler

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: November 16, 2023
Agenda Item: 4A. 2024 9-1-1 TOC Chair & Vice Chair
Presenter: Jacobson

RECOMMENDATION
The 9-1-1 TOC must annually nominate a Chair and Vice Chair for approval by the MESB at its January meeting.

BACKGROUND:
According to MESB bylaws, the 9-1-1 TOC must make a recommendation to the Board on the Chair and Vice-Chair of the committee.

ISSUES & CONCERNS
Nominations are open to all committee members.

FINANCIAL IMPACT
None to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: **November 16, 2023**
Agenda Item: **4B. Recommendation of 2024**
MESB Representation to SECB Committees
Presenter: **Jacobson**

RECOMMENDATION
The 9-1-1 TOC should make recommendations to the MESB for its January meeting primary and alternate metro region representatives to the following SECB Committees: IPAWS Committee and NG9-1-1 Committee

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 its inception.

ISSUES & CONCERNS
The 9-1-1 TOC should make a recommendation to the Board for 2024 primary and alternate representatives to SECB Committees.

The 2023 representatives and alternates are:

SECB IPAWS Committee
Primary: Kari Morrissey (Anoka Co.)
Alternate: Scott Haas (Scott Co.)

SECB NG9-1-1 Committee
Primary: Janelle Harris (Edina)
Alternate: Brent Anderson (Dakota Co.)

All the above have volunteered to remain representatives in 2024, should no one else be willing or interested. Final approval will come from the MESB Board at its January meeting.

FINANCIAL IMPACT
None

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Meeting Agenda: MESB PSAP Roundtable

Date & Time: Tuesday, October 17th, 2023: 1000-1200

Location: Anoka County Government Center
Room 715
2100 3rd Ave. South
Anoka, MN 55303

WebEx link will be sent in advance of meeting.

Join by meeting number

Meeting number (access code): **263 016 60757**   Meeting password: **xvS8aXdSp59**

Host contact: Heidi Meyer @ Heidi.meyer@co.anoka.mn.us
Office 763-324-4750   Cell 612-418-7283

Committee Chair: Heidi Meyer @ Heidi.meyer@co.anoka.mn.us
Office 763-324-4750   Cell 612-418-7283

Agenda Items:

1. Introductions
2. Additions, changes to the agenda
    1. Heidi adding Lindsay is stepping down from CTO Roundtable start-up///Tara is offering Delci Merrell new CTO Lead for County to head up starting it up again.
    2. Tianna asked to speak about Rapid Deploy any policies or exg circumstances to send out texts?
        i. Anoka county does have SOP's in place and have had great success, Heidi to email the information to the group will be added with minutes from this meeting, Kelly advised prepared live is working a lot better than rapid sos especially for non English speaking text messages, had a great success of DWI from a video sent via the link that was sent from the center to the caller – rapid deploy very responsive to feedback and quick to implement changes
        ii. DCC has had great success as well do not have video implemented yet
3. Training (new employee and continuing ed.)
    1. Current in-service opportunities
        i. airport training 911 excellence in communication
        ii. Erik advised regional response has gotten more tailored to the dispatching side of critical incidents planning on 3 trainings next year 2024 Feb, May & Oct much different then the first round of training for regional response – Attached
        iii. Anoka has created a reference guide at each console for an MCI what each positions roles are throughout the type of mass situation (also added an SOP for it) currently they use APCO guide card for active shooter
    2. CTO training / Roundtable – see above
    3. General training questions, updates, etc.

        i. Kelly advised there is a new form of training that focuses on a specific area of evaluation as being more objective and not subjective to the specific CTO's personality. Kelly To get the info and send out when available

        ii. Ramsey county is forcing all employees to train because they are refusing to train. Also reducing their mins to avoid mandates on days off – reducing from 9 to 8

        iii. Anoka county has only 5 out of 45 employees that have 5 years+ at their center – Anoka forces "other duties as assigned" only force 1 month at a time to keep perspectives fresh

        iv. Hennepin is looking into forcing because CTO's are upset with the county refusing to up their pay like other centers.

        v. Anoka and Ramsey retention is maybe 1 of 5

    4. MESB grant – Resiliency Training update –Adney, Shoemaker, Meyer

        i. Blue Peak has a counselling service – Blue Peak has rolled out the resiliency course along with updates, and area PSAPs have not fully implemented it due to staffing levels

4. Standards
    1. Metro Training Curriculum updates –
        i. 2023-02-15 MESB Standards and Manual Review – Adney, Shoemaker, Meyer

5. 2023 Metro Salary Study update
    1. Not everyone has entered in their information // Jake MESB advised he keeps encouraging and pleading with people at TOC meeting to enter in their information into Basecamp will look to see who's information is missing and try to reach out, Lauren adv most are interested in participating but are overwhelmed with duties and busy

6. Events and exercises (plans, meetings, 205's, impact on operations)

7. PSAP technical updates and info (CAD, radio, phone, and other systems)
    1. Anoka – prepared live, and new version of VIPER 7 phones (ecats reporting helps with showing specific trends for calls not just "call stats"), Anoka advised they use casual wear as an incentive and moral booster
    2. Ramsey – Jan 9 going to backup center in Arden hills for floor refresh, dispatchers and call takers into 2 different buildings
    3. SLP – Feb/Mar update for Viper 7 also implementing auto callback on aband 911 calls, also guinea pigs for central square CAD2CAD
    4. DCC – went encrypted couple of weeks ago, 911 migration was delayed til Nov 9, currently using both Rapid Deploy & SOS but haven't started using the video portion
    5. MAC – recently finished install for Rapid Deploy still working on end user training, are on the Hennepin CAD2CAD as well

8. QA/QI – general updates, questions, etc.
    1. Bloomington – getting advise on QA/QI with upcoming QA of employee
        i. Anoka checks trends from priors see attached.

9. PSAP operational updates and information (management, staffing, schedules, significant changes) – around-the-table updates from each agency
    1. DCC – 41 FT – 2 in training 6 were supposed to be starting Oct 23 but all dropped out, discussing LMC and union about potentially bringing in PT
        i. Heidi asked how they are getting PT people interested in the position – DCC requiring 2 years min in PSAP setting within the last 10 years
        ii. FT employees would have to resign and reapply if they want to become PT employees and would lose their seniority
    2. Hennepin – 42 FT , 10 in training 3 of which in classroom last week 1 PT dispatcher previously within the last year

3. Allina – down 21 in a staffing crisis also had a hiring freeze due to financial reasons 1-2 in training
4. MAC – 14 FT 2 trainees have 13 currently 3 supervisors 2 currently 1 in promotional process now hiring 14th position in Nov
5. Scott –14-15 FT 3 in training, 70ish applicants at closing of opening, 4 supervisors have posted 3 internal and in promotional process currently
6. Metro Transit – 29 FT – 4 were given offers and starting mid November, might try for another class of 2 after the 4 in november // Have a big morale issue staff feeling like they have too much work to do and personnel issues with a specific supervisor
    i. Erik advd "rumor control" have the supervisor in the room call out the rumor mill immediately to nip it in the bud "I haven't heard this would you like me to fact check for you if you haven't already?"
    ii. Heidi and Erik advd more frequent check in's with night shift or shifts that don't have as much face time with managers or above
    iii. Anoka has a dispatcher that does trivia with small prizes amongst themselves
7. Anoka – has dispatchers on demand as well as PT employees – use motivations for contracted dispatchers, looking into options for different schedules and ideas
8. SLP – conditionals given to PT, looking into new schedules they are on a 5-2-2-5 schedule
9. Ramsey – 31 FT fire disp, 30 FT PD disp 60 FT call takers currently 42 6 in training in august 2 currently from that 6 going in now and another 4 starting in November // Ramsey getting 120 or so applicants per round but their HR is requiring them to interview all before they would allow another opening, not getting good candidates don't do a background check other than HR
10. Carver – have 7 FT currently, supervisors are working the floor on shifts

10. **Meeting calendar 2023**
        2024 Calendar to be determined
Heidi asking for scheduling of PSAP Roundtable meetings 2nd Tuesdays of every quarter

Attendance – in person, Heidi, Tianna, erik, Kelly, - online tara shoemaker DCC, candy capra, ashlee scomas, jake mesb, Matt Bozovsky, Sara Boucher-Jackson, lauren Peterson, phil & Adam MAC, Carri Metro Transit

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

Hennepin County
Regional Response to
Mass Casualty/Active Shooter

Training Objectives

- Review of Active Shooter/Mass Casualty Response Plan

- Challenges for Dispatchers and Responders

- Dispatch Procedures

- Dispatching the Call

- Roles and Responsibilities

- Things to Consider

- Hoax & Swatting Calls

- Self care

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Training Phases

- Phase 1 – Pre-arrival
  - From the first 911 call or first report of the incident

- Phase 2 – STOP THE THREAT
  - From the first LEO crosses the threshold to the suspect being addressed

- Phase 3 – Creating Corridors
  - From suspect being addressed to deployment of TRT's

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Training Phases

- Phase 4 – Treatment and Evacuation of Victims/Wounded
  - From deployment of TRT's to the last victim being removed

- Phase 5 – Clearing, Witness Collection, Reunification & Investigations
  - From last victim being removed to the scene being released

Active Shooter Definition

- An armed person who has used deadly force on other persons and aggressively continues to do so while having unrestricted access to additional persons.

  - It is an intense event involving a suspect or assailant whose activity is immediately causing death and serious injury to innocent victims and/or law enforcement.

- Mass Casualty is when there are 3 or more victims (FBI's definition)
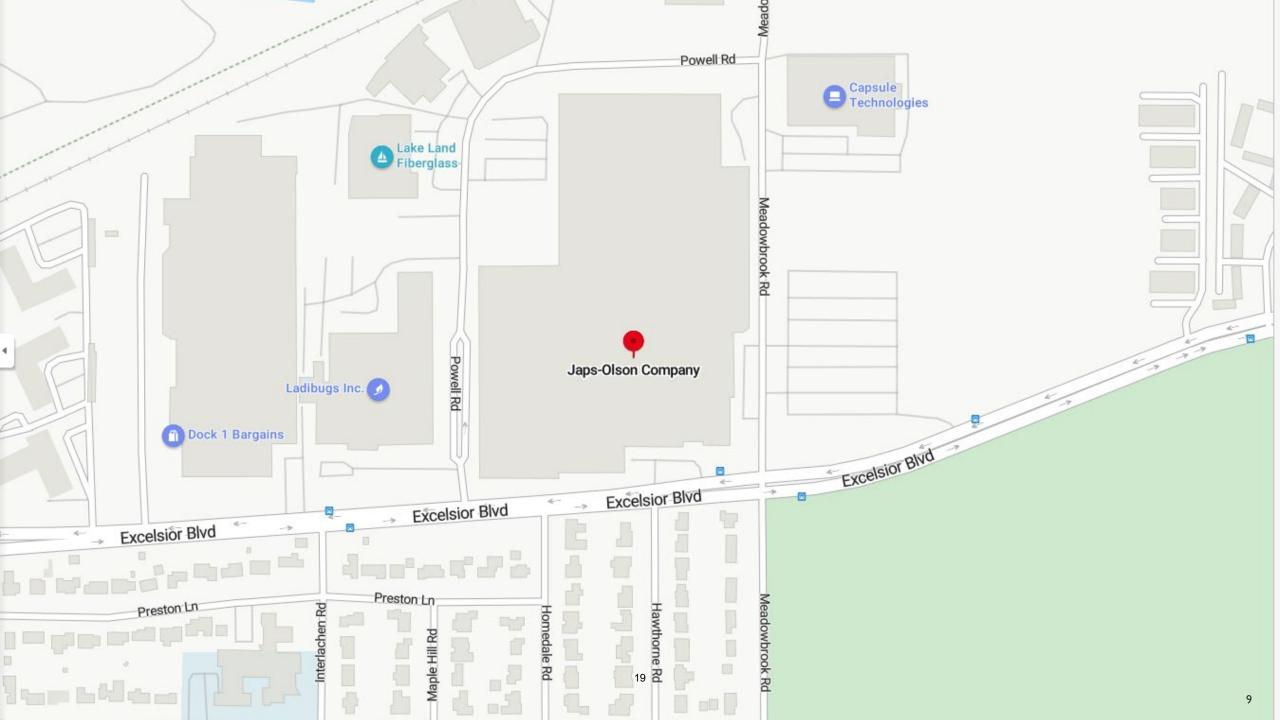
Where can Active Shooter Incidents Occur?
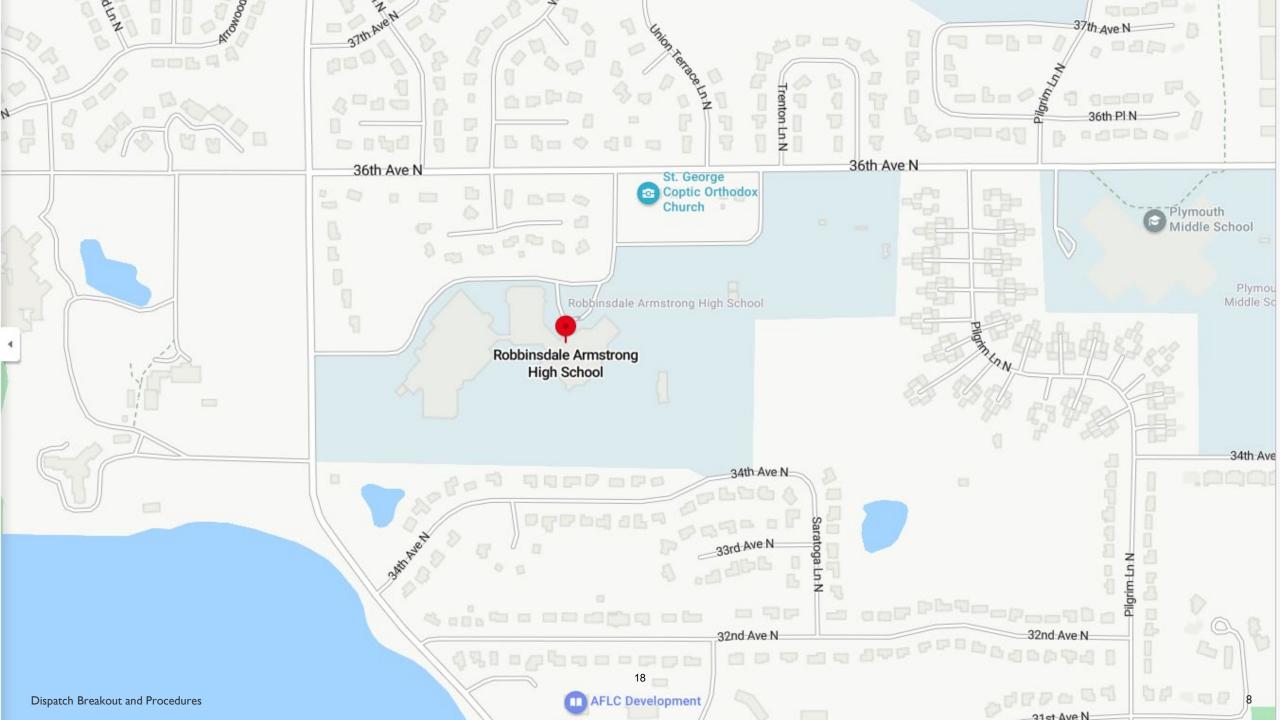
- Anywhere people gather
- Malls
- Workplaces
- Houses of Worship
- Schools & Campuses – at all education levels
- Health Care Facilities
- Sporting Events
- Hospitals – Clinics
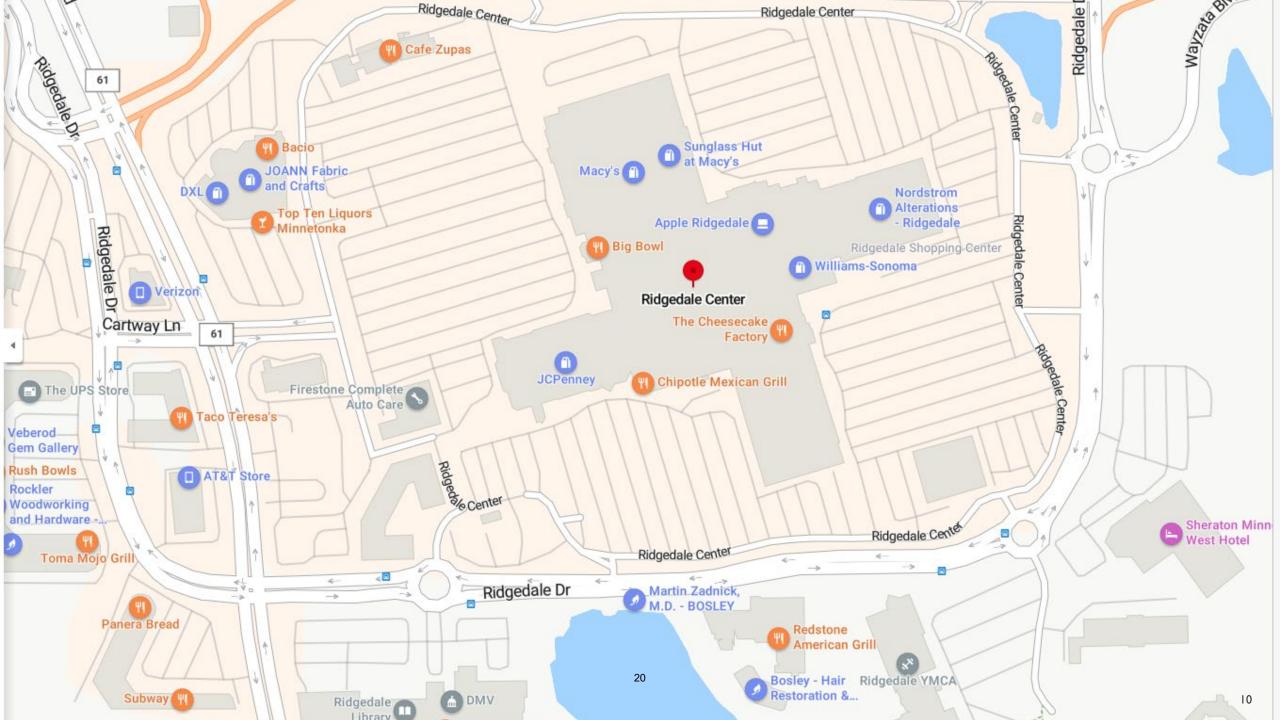- Government & Military Property
- Mass Transit

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

When do you hit the "BIG RED BUTTON"?

This will more than likely come in as something different.

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Review of Mass Casualty / Active Shooter Response Plan

- The # 1 priority is to locate the shooter and "STOP THE KILLING".

- Response is "INTEL DRIVEN" - based on the information you give responders.

- Relaying descriptions of suspects and vehicles as quickly as possible.

  - Make sure COMMAND (or someone) acknowledges you!

Review of Mass Casualty / Active Shooter Response Plan

- Identify Command
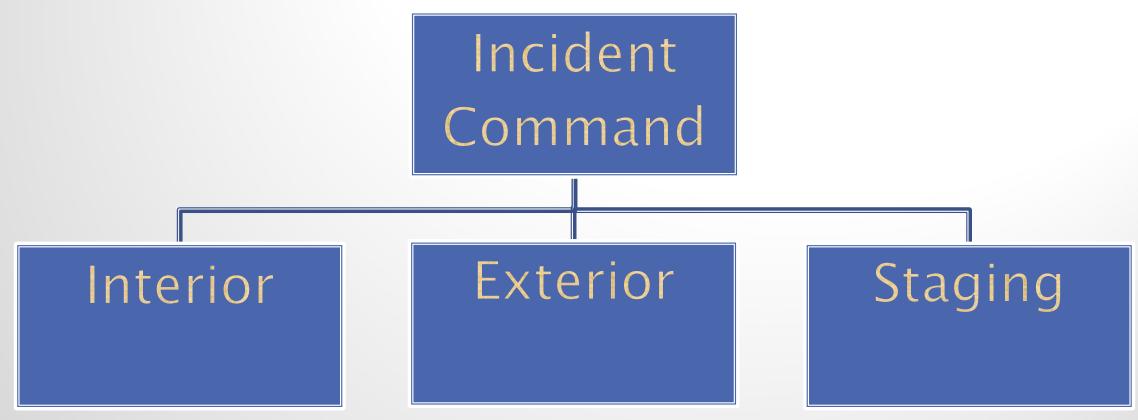
- Determine a staging location

- Reserve and Patch Talkgroups

Review of Mass Casualty / Active Shooter Response Plan

- Staging Considerations

  o Proximity to the scene
    o Consider parking lots and/or adjacent roadways

  o Large enough to accommodate Police/Fire/EMS.

  o Must have adequate ingress and egress.

Review of Mass Casualty / Active Shooter Response Plan

- Incident Command

  - First officer on scene has command until someone else assumes it.

  - From there, command will change as more officers arrive.

  - Dispatch should only communicate with Incident Command.

Review of Mass Casualty / Active Shooter Response Plan

Incident Command

Interior

Exterior

Staging

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Review of Mass Casualty / Active Shooter Response Plan

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

- Contact Team/Entry Team – A group of armed officers whose primary mission is to eliminate the threat.

- Corridor – A area secured by law enforcement from the last known victim back to a place where a Casualty Collection Point can be established.   Must have ingress and egress for Triage Rescue Teams to extract victims to a waiting ambulance.

- Triage Rescue Teams (TRT's) - Generally consist of firefighters for patient evacuation to the Casualty Collection Point and a security element (armed officer).
- Casualty Collection Point (CCP) – A secure area commonly found within the inner perimeter (warm zone) where injured victims of the incident may be directed or relocated.

Review of Mass Casualty / Active Shooter Response Plan

- CAN Report
  - Conditions
    - "Suspect disposition" – "Blue is up" – "Multiple victims wounded"
  - Actions
    - "Holding area" – "Working on establishing corridor" – "Searching for suspect"
  - Needs
    - "Next responding officer to come to (location)" – "I need 5 officers" – "I need 3 TRT's"

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Specific Concerns

- Active Shooter incidents are fast-paced and dynamic.

- Usually occur within a matter of minutes, typically 7-9 minutes.

- Constant movement of the suspect.

- Tactical (SWAT) intervention by law enforcement has historically come too late to effectively resolve the situation.

Every Second Counts

- Parkland School incident in 2018 left 17 dead and 17 injured. Suspect was in the school for 6 minutes and 40 seconds.

- Route 91 Harvest Music Festival incident in 2017, lasted 10 minutes. The suspect fired more than 1,000 rounds killing 60 and wounding 413.

- The Virginia Tech incident in 2007 left 32 dead and 17 wounded, with more than 170 shots fired in less than nine minutes.

- Louisville Bank Incident in 2023 lasted 15 minutes, 6 dead including the shooter, 9 injured.

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Secondary Challenges

- Tunnel vision by the responders and dispatch

- Varying suspect descriptions given my multiple witnesses

- Additional armed citizens (and suspects)

- Media (Livestreaming, News Media, Social Media)

Secondary Challenges

- Hostages

- Traffic & Pedestrians
  - People and vehicles fleeing the scene

- Explosives

- Fires – Smoke

- Audible Alarms

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Challenges for Dispatch

- Multiple phone lines ringing

- Unrelated Events

- Abandoned 911 calls

- Phone calls from family members, friends and media (from around the world).

- Monitoring multiple radio channels

- Multiple dispatchers adding information to one event
  - Multiple suspect descriptions from different callers
  - Keeping comments together – not doing one-line messages that can be difficult to read

Challenges for Neighboring Dispatch Centers

- Overflow 911 calls
  - What calls should be transferred back to the primary dispatch center?
    - Callers with eyes on the suspect(s).

- Information sharing between PSAP's
  - CAD to CAD
  - How do you document the non-critical information that you receive?
    - Another CAD event.
  - How will you share that information?
    - Fax, email, phone, radio.

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Things to Consider

- Seasonal considerations
    - Holidays
    - Mall Traffic & Pedestrians
- Large Events
- Weather
- Staffing Levels

Buffalo Allina Active Shooter

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Wright County Communications Center

February 9, 2021

- 1 PSAP Manager
- 1 Shift Lead
- 3 Communication Officers
- 1 Trainee

Dispatch Procedure

> "Chaos, panic and fear can only be minimized - never eliminated - when it is preceded by preparation and planning."

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Preparing & Protecting Responders

- The dispatcher is often the first person on the scene of an active shooter incident.

- First arriving law enforcement units will take immediate action based on the information that the dispatcher gives them – remember this is TOTALLY INTEL DRIVEN.

- They will rapidly access the situation and determine their approach method and entry point based on this information.

Preparing & Protecting Responders

- Keep responders updated and eliminate surprises.

- Disseminating vital information in a timely manner to responders is CRITICAL.

- Echoing what you hear – Don't assume that everyone has heard it.

- The information that you gather will help to save innocent lives and minimize casualties.

Preparing & Protecting Responders

- Each new caller is potentially a new witness, with new or changing information.

- Do not dismiss subsequent callers under the premise that "we already have that".

- Find out what they know before disconnecting the call.

- It is important to treat each call as a potential new witness.

The Basics

- Closed – ended questions. Can help you get quick answers to many questions and eliminate any non-relevant information.

  - Did you see the suspect? How many shots have you heard? What color shirt are they wearing?

- Open – ended questions. Really tells the story about what is happening. Used to obtain more detailed information about the incident. Example: Can you tell me what happened?

The Basics

- Keep callers on the phone that can provide critical information.

  - Detailed suspect description, location of suspect, weapon description and location of explosive devices, etc.

  - But….. Keep in mind, callers are desperate for help and want the reassurance that they will be ok.

Call Taking Suggestions

If a caller has no further information for you other than the fact that a shooting/incident is occurring, advise them that help is on the way, and to stay safe, and that you need to disconnect to gather information and help others that are calling.

Key Questions

- Location of incident
  - Method of Entry
- Suspect location
- Suspect description
- Weapons – Descriptions
- How long ago
- Injuries
- Hostages

Do these questions look familiar?

Hysterical – Traumatized – Injured Callers

- Utilize telephone techniques to break through hysterical threshold.

- Repetitive Persistence

  - Repeat the question more than once, if necessary.

  - Using the exact same words with the exact same volume and tone of voice.

  - Inappropriate techniques or attitudes can cause problems, turning even the calmest and most cooperative callers into a real challenge.

- Listen to what the caller is telling you.

Hysterical – Traumatized – Injured Callers

- **AVOID RAPID FIRE QUESTIONING**

- Clarify by asking questions or paraphrase to let the caller know that you understand the information they have given you.

- Reassure them that help is on the way.

- That answering questions is not delaying the response – help is on the way.

Suspect Information

- How many suspects?

- Description – race, gender, height, weight, hair color, facial description (glasses, facial hair) clothing (vest, coat, shirt, pants, shoes - color/type/style), tattoos?

  - Suspects may exit building and walk right past officers or even approach Fire or EMS and say that they're injured.

  - They may try and hide to blend in with other victims.

Suspect Information

- Does the caller know or recognize the suspect?

- Is the suspect wearing anything? Bullet proof vest, body armor or a gas mask?

- Is the suspect carrying anything?

  - Duffel bag, weapons, explosives?

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Suspect Information (cont.)

- Did you hear the suspect say anything?

  - May help indicate their motive.

  - Have they mentioned any demands?

  - May be targeting a specific group – students, teachers, coworkers, bosses, etc.

Address & Location of Incident

- Specific address?

- Type of building (school, office, mall, church, synagogue)

- Specific area of building (floor #, room or suite #, hallway, stairway)

- Where is the suspect now?
  - Can you see the suspect?
  - If so, are they stationary or moving?

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Address & Location of Incident

- ## Is the caller familiar with the building?
  - May have insight on best entry point or where a suspect may try to exit.

- ## Any hazard for responders?
  - Fires, smoke, explosives or audible alarms?

- ## If suspect has left, did they leave on foot or in a vehicle?
  - Vehicle description & direction of travel.

WEAPONS

- Weapons?

  - Can the caller describe them? Long gun or handgun?

WEAPONS

- How may shots have you heard?

  - How long since the last shot?
  - Do they sound close by or far away?
  - How close together are the shots?

- Are the shots coming from the same location or changing locations?

  - May help determine what direction the suspect is heading.

Explosives

- Explosives?

  - Can they describe what they see?
  - Pipe bomb, Molotov cocktail, timing devices?
  - Exact location?

Louisville Old National Bank Employee Shooting

Victims

- Has anyone been injured?
  - Number of injured
  - Types of injuries

- Has the suspect taken any hostages?
  - How many?
  - Do you know their location?

- Is there anything else you can tell me?

Medical Pre-Arrival for Callers

- Medical Pre-Arrival for Callers

- ** Consider transferring callers for PAI if they are injured or are with someone that is injured.

  - If it's safe to do so, bystanders can help by applying pressure to wounds or using a tourniquet.

  - Hemorrhage control helps to improve survival.

Medical Pre-Arrival for Callers

- PAI can help the caller with the "do's and don'ts".

  - Whether to move the patient, elevate their legs, pack wounds, etc.

- Allows the caller to focus on something else.

- Allows you to release from that call and move onto the next.

Safety Instructions for Callers

- Are you in a secure area (classroom, bathroom, office)?

- If it's safe to do so, can you lock or barricade the door?

- After securing the room, position people out of sight and behind items that may offer additional protection.

- If in a hallway, get in a room that is not already secured and secure it.

Safety Instructions for Callers

- Doors – windows – openings – noise

  - Close blinds.
  - Block windows.
  - Turn off radios, televisions, computer monitors.
  - **SILENCE CELL PHONES**
  - Keep occupants calm & quiet.

Safety Instructions for Callers (cont.)

- Doors – windows – openings – noise

  - Large rooms (such as gyms, auditoriums) move to and out of external exits and towards police units, if safe to do and only if the shooter is not present.

  - Advise callers to keep hands on their heads and do what police instruct them to do.

Summary

- Communication, Communication, Communication
- Separate Talkgroups quickly
- Identify Staging Location
- Keep your "cool" – Easier said than done, but this is just another call.
- Do what you do best, debrief after

- **DO SOMETHING!! LIVES ARE AT STAKE!!**

Dispatching the Call

Use Alert tones and dispatch all available officers. Start Fire and EMS.

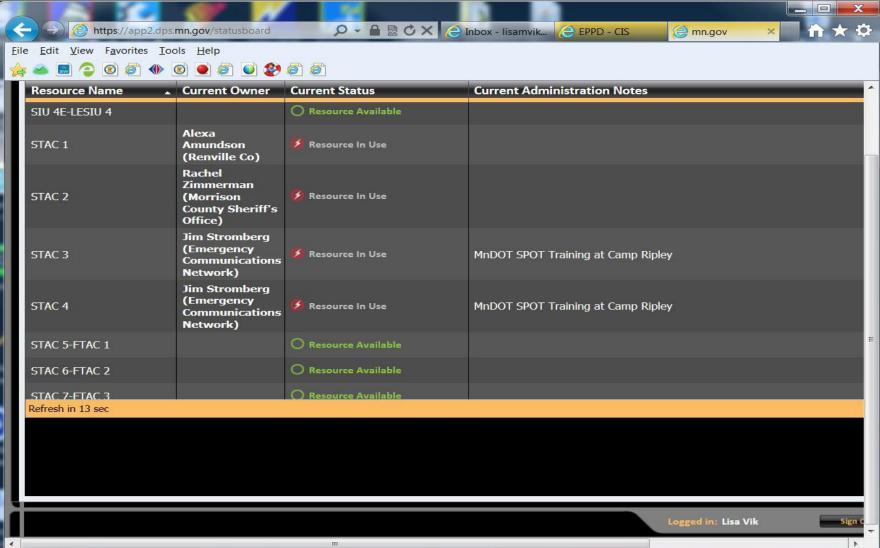# Patch & Multi-Select Main Talkgroup to STAC.

- STAC's are desired – start with the lowest available

- If STACs are not available – look at ME-TACs

- STAC's are preferred on dispatch side of things.
  - This decreases the number of talkgroups that might have to be patched.

- Initial response, entry, and inner perimeter will be on this talk group.

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Determine STAGING Location

- When requesting the on-duty/regional response, you will need to advise them of a staging location.

- Pick one, if one is not provided.

  - A bad staging location is better than no staging location!

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Status Board

Page Fire

- Page Fire according to your department's recommendations.

- Have them respond to the staging location (not the incident location).

  - Advise them of the staging talkgroup.

  - Advise them of the incident talkgroup - for monitoring purposes only.

What is an On-Duty Response?

This is a request for as many Police Officers, Sergeants, and Police Command staff that an agency has available, *along with* a request for one Fire Engine and a Fire Officer page from each responding agency (neighboring). EMS response also.

Half & Full Reponses

What is an On-Duty Response?

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

- Level 1 - Default/Half County Response
  - If requested, the default/initial response is a "half" county on-duty response. This is half of each departments on duty staff within Hennepin County, including command/supervisor staff
    - When requested, this will start approx. 100 Law Enforcement Responders

- Level 2 - Full County Response
  - This is sending all law enforcement an agency can send/spare to the scene and leaving behind a skeleton crew to manage calls within the city, calling additional staffing in for that agency, etc.

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METCOM

Purpose:

METCOM is a metro region wide talk group intended to facilitate communications between dispatch centers. Metro area police, fire, and EMS dispatch centers have access to METCOM.

Talk group use:

METCOM is intended to be used for day to day interagency urgent or emergency mutual aid situations. It is also available to hail another dispatch center to direct them to alternative talk group for non-emergency communications.

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

On-Duty Response Request

- This request shall be made via METCOM

- Sample transmission:
  - Consider using an alert tone/helpful to get everyone's attention to listen.
  - "Hennepin County to all Hennepin County PSAPs and EMS agencies on METCOM, Plymouth is requesting an On-Duty Response for an Active Shooter incident at 5555 Main Street. Responders should meet at Staging, which is located at the intersection of Park & Main. The entry teams are on STAC1 for monitoring purposes, Staging is on STAC 2. (Think about repeating, take your time so other PSAPs don't call or clarify)
    - Depending on the PSAP, a fire department request may be included or a separate METCOM request.

- Based on the number of responders, Incident Command may need to request more assistance from other agencies.

On-Duty Response

- If you are the agency receiving the request for the On-Duty Response………….
  - Are you prepared? Do you know how to notify all available police officers, sergeants, and command staff?
  - Default is a half response of your agency(s)
  - CAD code built (On-Duty Response, Assist Other Agency, Mutual Aid, etc.)
    - Does your CAD have Police & Fire Response automatically built?

- If not specifically asked for, clarify what is needed.

- Make sure to let responders know where Staging is located. They can monitor the Incident talkgroup, but they should not transmit on that talkgroup unless assigned to it!!

Where should On-Duty Responders go?

Responders should respond to the Staging Location unless directed otherwise. They should NOT transmit on the Incident talk group unless assigned to that.

There is no need for them to check into service on the air. They will be assigned a role and talk group at Staging.

INCIDENT RADIO COMMUNICATIONS PLAN		Incident Name **Sample Active Shooter Communications Plan**			Date/Time Prepared		Operational Period Date/Time		

Ch #	Function	Channel Name/Trunked Radio System Talkgroup	Assignment	RX Freq N or W	RX Tone/NAC	TX Freq N or W	Tx Tone/NAC	Mode A, D or M	Remarks
1	Police	STAC 1	Entry & Inner Perimeter	ARMER	800 MHz	Trunked	System	D	Initial Response, Entry, Inner Perimeter
2	Police / Fire	STAC 2	Staging Area	ARMER	800 MHz	Trunked	System	D	Incoming Units Designated Staging Area for Assignment
3	Police	STAC 3	Casualty Collection / TRTs	ARMER	800 MHz	Trunked	System	D	Casualty Collection Sites & TRTs
4	Unified Command	STAC 4	Police, Fire, EMS Command	ARMER	800 MHz	Trunked	System	D	Unified Command Talkgroup
5	Police	STAC 5	Outer Perimeter	ARMER	800 MHz	Trunked	System	D	Keep Inner Perimeter Secure
6	Fire	STAC or METAC	Fire Responders	ARMER	800 MHz	Trunked	System	D	Fire Suppression, HazMat, Decon, Casualty Accountability List
7	Police Investigations	STAC or METAC	Police Investigations / FBI / BCA	ARMER	800 MHz	Trunked	System	D	Witness Collection, Interviews, Warrants, Crime Techs, Analysis, Lab, ME Office
8	SWAT	STAC or METAC	SWAT	ARMER	800 MHz	Trunked	System	D	Consortium, TRT Security, search, inner/outer perimeter
9	EMS	METAC	EMS	ARMER	800 MHz	Trunked	System	D	Staging & Transportation of Victims
10	Police	METAC	Police - Incident Assistance	ARMER	800 MHz	Trunked	System	D	Casualty Collections Site Search, TRT Security, Traffic, Scene Log, Photos, Evidence, Reports
11	Logistics	METAC	Logistics	ARMER	800 MHz	Trunked	System	D	Oversee Staging Area, Dispatch, Food, Water, Shelter, Resources

Tabletop Exercise

- Location – Hopkins Center for the Arts – 1111 Mainstreet
- October 26th at 1900 hours – play/event going on
- 9-1-1 calls – vehicle into the building at the front entrance, unknown injuries

- First officer arrives, vehicle is unoccupied, hears shots from inside the building

- Several 9-1-1 callers, reporting a male inside with a gun, several shots heard

- Hopkins and Minnetonka officers enter building to engage the suspect
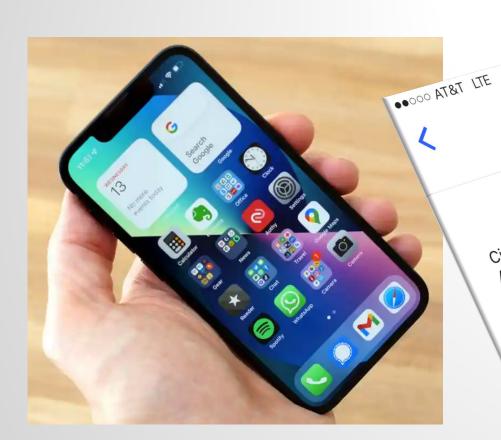- Additional officers from surrounding agencies arrive at the scene

Tabletop Exercise

- METCOM Transmission

- Consider using an alert tone/helpful to get everyone's attention to listen.
- "Hennepin County to all Hennepin County PSAPs and EMS agencies on METCOM, Hopkins is requesting an On-Duty Response for an Active Shooter incident at 1111 Main Street, Hopkins Center for Arts. Responders should meet at Staging, located at _____. Entry teams are on STAC1 for monitoring purposes, Staging is on STAC 2.

  - (Think about repeating, take your time so other PSAPs don't call or clarify)
  - Depending on the PSAP, a fire department request may be included or a separate METCOM request

Pages needed for patrol, dispatch, staffing

City of Edina: CAD:IMMEDIATE ASSISTANCE REQUESTED // ACTIVE SHOOTER SITUATION IN EDINA // RESPOND ASAP TO THE POLICE DEPTARTMENT STOP

Edina Police Paging

Text Message
Today 10:38

Internal Notifications

Each department will have their own policy on who to notify/priority.

Consider notifying:

- Administration
- Dispatch supervisor
- Are there procedures in place?

Other Unrelated Calls

- Non-emergency calls will be asked to call back in X hours.

- Emergency calls will be handled by ….

  - Who makes this decision at your agency?

ASK FOR HELP

You will be busy!!

You can and should ask for help from your neighboring dispatch centers.

Have them monitor a talk group for you or even be a 2nd set of ears on the incident talk group.

Roles and Responsibilities

How would you prepare

- Beginning of the shift everyday – make a routine

  - Look at volume levels on your console – bring audio levels up if they are at zero

  - Open all programs you use, not just the ones you use "normally"

  - Have programs open in the same order on your screen

  - Look at the status board – What is going on today, prep yourself

How would you prepare

- Listen to what's going on in other cities

- Patching/multi-select training
  - Either by yourself or test your partner

- Listen to transfers (if time permits)
  - Listen to how other dispatchers phrase questions – You can learn something, I do

- Run scenarios through your head or with a co-worker

Roles of the dispatchers during a Mass Casualty Incident

| **Dispatcher working or multiple incidents occurring**

- The primary objectives if you either are the only dispatcher working:

    - 1st get basic information and get units responding

    - Obtain additional information from one or multiple callers

    - Start Mutual Aid from surrounding agencies

    - Get additional Staff into the dispatch center

Roles of the dispatchers during a Mass Casualty Incident

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

2 Dispatchers

- 1st dispatcher will be labeled the Incident Dispatcher
  - You are the radio dispatcher
  - You are the one assigning specific radio talk groups
  - Updating responding units with pertinent information

- 2nd Dispatcher will go through the phone calls
  - Active shooter related calls, place updated info in the notes of the call.
  - Info to tell and get from callers inside:
    - Lock themselves in a room, stay off the phone
    - Stay away from windows and doors
    - Get their room number and how many people are inside
    - Contact name and number if available
    - Advise them: DO NOT LEAVE THE ROOM until Police come

Roles of the dispatchers during a Mass Casualty Incident

2 Dispatchers (Continued)

- Answer other incoming telephone calls as fast as possible. All non-emergency calls are taken and stacked, or callers are advised that there will be no response at this time and their call will be handled when officers become available.

- Coordinate with other agencies to handle emergency calls that are pending.

- Page in additional dispatchers.

Roles of the dispatchers during a Mass Casualty Incident

REGIONAL RESPONSE TO MASS CASUALTY TRAINING
HENNEPIN COUNTY, MN
POLICE / FIRE / EMS / DISPATCH

- 3rd Dispatcher
  - Call Taker
  - Assist with answering telephone calls
  - Make any outgoing telephone calls that are needed

- 4th Dispatcher
  - Call Taker

- 5th Person
  - "Runner"
  - Get dispatchers what they need.
  - Be a scribe.
  - Give dispatchers breaks.

Roles of the dispatchers during a Mass Casualty Incident

- Any Additional Personnel – assist with outgoing telephone calls

- <mark>Work as a team</mark>

- Lessons Learned
  - Replace the dispatchers sooner than later – They may not want to leave, but have them remove themselves from the situation

  - Call in a debrief team – CISM (Involve Dispatch)

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What are your ideas?

- What's the best way to document all information you have coming in?
  - Another CAD event – to log less pertinent information?
  - Won't clutter up the "main" CAD event

- How can you mentally prepare?

- How can others in the office help you?
  - i.e.: Records staff, front desk, administrative, etc.

HOAX & Swatting Calls

- Did the call come in on 911 or an admin line?

  - Swatters using VOIP services cannot dial 911 directly so they must call the non-emergency number.

- Does the voice sound "digitized" – is it a recording?

  - The caller's demeanor is inconsistent with the claimed crisis or threat. For example, the caller claims to have witnessed the shooting of several students, but they appear calm and with no background noise.

  - Background noises included computer mouse clicking and/or typing. Callers use mapping tools and internet searches to answer follow-up questions or provide building address or names.

- Are they pronouncing streets and building correctly?

  - Mispronouncing names of city, street or building names. Swatting calls are commonly conducted by foreign perpetrators with thick accents who are unfamiliar with the local areas they target.

HOAX & Swatting Calls

- Are you tripping them up with your questions.

    The caller's story changes or escalates when challenged with follow-up questions.

"Call of Duty Speak" – caller uses exotic or specific names of weapons from playing video games.

Gunshots or explosions heard in the background are inconsistent with other noise or sound fake.

- Use your resources and knowledge.

HOAX & Swatting Calls

- De-escalation Strategies Identify inconsistencies by asking multiple questions and repeating those questions later in the call Suggested questions include:

- • "What is your full name?" (ask again later during call, and specifically ask for a middle name)

- • "Where are you calling from?"

- • "What is your call back phone number?"

- • "Why didn't you call 911 directly?" (for VoIP calls to non-emergency number)

HOAX & Swatting Calls

- • "Why are you reporting yourself?"

- • "Why is there no noise in the background?"

- • "What is that noise in the background?" (when background noise is inconsistent with the story)

- • "Why does it sound like you are typing on a computer keyboard?"

- • "Are you targeting anyone in particular?"

Self Care

- **DISPATCHER SELF-CARE**
- Physical symptoms of vicarious trauma that may not be obvious to public safety leaders but may be recognized through dispatcher self-care are:

- Exhaustion
- Insomnia
- Increased susceptibility to illness
- Increased use of alcohol, drugs or carbohydrates
- Increased anger and irritability
- Impaired ability to make decisions

Practicing Self Care

- Practice self-care to manage stress every day:

- **S**ensible Eating
- **T**ime to Enjoy Life
- **R**est and Relaxation
- **E**xercise and Education
- **S**ocial Support of Family, Colleagues and Friends
- **S**atisfying Expression of Self and Spirituality

10 Simple Ways to Relieve Stress

- Listen to music
- Talk it out with a friend or coworker
- Talk yourself through it
- Eat right
- Laugh it off –Released endorphins
- Drink Tea
- Be Mindful (mediation or yoga)
- Exercise (even for a minute)
- Sleep better
- Breathe easy –Deep Breathing

Mental Health and Wellness Resources

- https://www.apcointl.org/community/human-resources-toolbox/health-and-wellness/
- https://www.nena.org/page/well911pros
- https://www.nena.org/page/wellnesscontinuumv
- https://www.nami.org/Your-Journey/Frontline-Professionals/Public-Safety-Professionals
- https://www.apa.org/topics/crisis-hotlines
- https://www.lmc.org/ptsd-mental-health-toolkit/suicide-prevention/suicide-and-crisis-hotline-numbers/
- https://metrocism.org/
- Your Agency's EAP (Employee Assistance Program
- Peer to Peer Support
- Suicide & Crisis Hotline 9-8-8

PROCEDURE

RapidDeploy can be used to initiate a text conversation from 911 with any caller where the caller location is needed. It can also be used to re-initiate a text to 911 conversation with a Viper text session has already ended and there is a need to reestablish contact. This may be used for exigent circumstances or other circumstances outlined in this policy.

Citizens cannot text back to 911 through RapidDeploy, once a text conversation is ended. A new conversation must be started by 911 or the citizen must text directly to 911. Citizens cannot initiate a text to the number they receive the text from through RapidDeploy, nor can they make a voice call to that number.

1. Initiating a text from 911 – RapidLocate:

Exigent circumstances texts from 911 should be used in situations in which there is a reported emergency with an unknown location. 911 can initiate a text with the caller to determine their location using the RapidLocate tool.   Even if you have a Wireless Phase 2 location, this tool can provide exact GPS coordinates.

If a text comes into 911 on the Viper phone system reporting an emergency, but the caller doesn't know their exact location and the Viper phone isn't providing a good location, 911 can initiate a separate text message with the caller to determine their location using the RapidLocate tool. Once the location is determined, texting should resume on the Viper text.

If a text with RapidLocate is created and the location is outside of our jurisdiction, create a CAD event for documentation purposes and notify the correct jurisdiction. If the texter is unable to communicate by voice or initiate a text with the correct jurisdiction, you may need to continue your text conversation and update the responding jurisdiction. You cannot transfer a RapidDeploy text to another jurisdiction, even if they utilize Rapid Deploy.

2. Outbound text from 911 (without RapidLocate):

a. 911 Calls for Service Phase II (WPH2) Open Line:
Following current policy, an additional resource to contact or locate the caller might be an outbound text – 911 can initiate a text to the open line using the pre-configured message **"Anoka County 911 has received a 911 call from your device and has an open line. Please communicate with 911 by voice to confirm that you are okay, if it's safe to do so. If you cannot communicate by voice, please communicate by text."**

b. Re-Initiating a Text
If you re-initiate a text conversation, you will choose the pre-configured message **"Anoka County 911 is contact you via text message".** You will follow up immediately with another message regarding the call that it is related to, referencing the location and event type.

c. Ending Text Conversations
When ending all text conversations, you will choose the pre-configured message **"Anoka County 911 is ending this text conversation now. If you need additional help, please call or text 911 – we will not receive further responses to this message."**

APPROVED BY:

_____   _____
Director of Emergency Communications   Date

PROCEDURE

Anoka County Emergency Communications Center is tasked with obtaining the most accurate information about an incident being reported. The Emergency Communications Center (ECC) will use available tools and resources to gain information about the incident.

RapidDeploy Radius Mapping will act as our secondary location accuracy tool. This will allow you to quickly and accurately determine a caller's location and track callers in motion using traditional
9-1-1 call locations with data from our Viper ANI/ALI feed and data directly from the mobile handset. RapidDeploy Mapping is powered by a NG9-1-1 GIS platform that leverages Esri Geospatial Cloud and authorative GIS data. In addition to countless base maps and feature layers, our own Anoka County custom map layer and Geocoding services can be added.

1.   RapidDeploy RapidLocate is another tool or resource for us to use in locating people in   emergency situations. This will not change current operations. Under exigent circumstances, you may determine that it's vital for 911 to attempt to locate the person ASAP. Whereas creating a call for service and having the officer contact the caller would build in a time delay that could have negative effects. Use the phone number for the person in danger and send them a RapidLocate.
If the person clicks on the link and allows us to view her location, we'll have it. At that point, we make a call or contact the correct jurisdiction with the location information and transfer the caller to them. This is done in place of or prior to a Ping attempt.

*** Again, this is a secondary tool, after the Viper phone map. You must continue to attempt verbal location verifications at all times.

Signals
Signals are 911 calls that were initiated but weren't live long enough to reach the Viper phone system. At this time, we are not creating calls for service based on signals. However, they may be used in the event of a 911 outage or other delivery issue of 911 calls.

APPROVED:

_____   _____
Director of Emergency Communications   Date

PURPOSE AND SCOPE

Anoka County Emergency Communications Center is tasked with obtaining the most accurate information about an incident being reported. The Emergency Communications Center (ECC) will use available tools and resources to gain information about the incident.

Prepared Live is a software program that allows Anoka County Emergency Communications Center to see the incident through individual caller's cameras using their Smart devices. This policy covers how the ECC will interact with the public and first responders utilizing Prepared Live.

SOFTWARE

Prepared Live is a web-based software, and no software is downloaded to ECC computers.

SYSTEM SECURITY

Each telecommunicator utilizing Prepared Live will have unique log-in credentials, which will consist of their ECC email address and password. Users will not share their credentials. Each user will sign in as themselves.

Telecommunicators may never share their passwords with anyone else. This includes anyone in the ECC, including co-workers, managers, administrative assistants, IT staff members. Everyone who needs access to a system will be given their unique password.

If the security of a password is in doubt– for example, if it appears that an unauthorized person has logged in to the account — the password must be changed immediately.

ROLE

(a) **User – Telecommunicator**

　　　The User role will be able to utilize Prepared Live and will be able to see their calls, both Live and Archived calls, for a period of 12 hours. Users will only review data for work related purposes only.

(b) **Supervisor**

　　　The Supervisor role will be able to see all user's chats, both Live and Archived. Furthermore, the supervisor will be allowed to download media when requested by a responding agency supervisor or as directed by ECC administration. Supervisors will review data for work related purposes only.

TRAINING

All staff must participate in Prepared Live training before utilizing the tool.

REQUIRED SIGN IN

Telecommunicators and supervisors must sign into Prepared Live upon taking over a dispatch console and remain signed in throughout their shift regardless of their assignment.

USE

(a) If it is determined that the caller is using a Smart device, Prepared Live should be utilized when it is safe for the caller to use, and the nature of the call indicates that it would be beneficial. Prepared Live will be used in conjunction with Anoka County ECC call taking protocol. Prepared Live will be used, if possible, during the following "in-progress" calls but is not limited to:

- 911 Hang up/Abandoned
- Accident (H&R, Hazmat Placard, Chemical Spill, etc.)
- Active Shooter/Threat
- Animal
- Bomb Threat
- Domestic Violence
- Fire
- Hostage Situation/Kidnapping
- Mass Casualty Situation
- Person/RJ
- Robbery
- Slumper
- Threat
- Vehicle (Parking/Traffic Complaints)
- Welfare

(b) Prepared Live **video** should be used for non-in-progress calls where information can be captured prior to the First Responder arriving on scene. Caller safety is always the priority. You must ask the caller if they are safe before sending the link for video sharing.

(c) In addition, if the caller didn't call 911, Prepared Live **location** should be used when a caller isn't certain of their location. The caller might call in on a non-emergency line, or you received a second-hand call, and you contact the subject of the call by phone or text and that person does not know their location. You should use Prepared Live location to determine the subject's location. You must ask the caller if they are safe and not driving before sending the link.

(d) Language translation is available via Prepared text and supports over 130 languages. The system automatically determines the language of non-English messages sent in an instant and instantly translates your response in the foreign language of choice. This is currently not enabled using Real-Time Text (RTT).

The ECC telecommunicator will follow appropriate protocols and procedures in gathering information.

The telecommunicator will tell the caller, "*I am sending a link to your mobile phone so you can show us what is happening. Please turn on your speakerphone and accept the link.*"

The telecommunicator will follow Anoka County Emergency Communication Center procedures for initiating a Prepared Live video feed.

The telecommunicator will ask the caller (or the caller's designee) to point their camera at the incident to allow the telecommunicator to see the incident.

The telecommunicator must note that a Prepared Live was created in the CAD call. If the caller chooses not to provide a Prepared Live feed, that will be noted in the CAD call notes.

When the needed information has been obtained, there is no further need for the live feed or other legitimate reasons to end the live feed; the telecommunicator will end the Livestream but keep the call in an active state until units arrive on the scene. The telecommunicator may continue to text with the caller if the phone call has ended. Once officers are on scene and confirm status as clear, the telecommunicator must then resolve the incident.

The telecommunicator will follow Anoka County Emergency Communications Center procedures for initiating a Prepared Live location text.

When the information is obtained, the telecommunicator must note that the location was obtained via Prepared Live Location.

If you want location ONLY. Once the caller//subject has agreed to share their location, the telecommunicator will tell the caller/subject, *"I am sending a link to your mobile phone so you can share your location with us. Please turn on your speakerphone. Do NOT start the livestream link feed. Click Allow to share your current location."*

If the telecommunicator has initiated a text through Prepared and determines that the location is needed, it can still be obtained by sending the Livestream link and then the location link.

AUDIO

When the caller is on the phone with Dispatch, the audio will not come through Prepared Live. No audio is recorded in the Prepared Live application (live or archived). It's important that the telecommunicator keep all phone communications open, if safe to do so, while using Prepared Live. If a caller cannot do both, the priority will be keeping the voice/audio communications open.

EVIDENTIARY

If the Telecommunicator utilized Prepared Live on any call, the Telecommunicator must notate this use in the CAD screen and notify the responding unit.

Recordings which are to be preserved for evidentiary purposes.

1. The responsible agency officer who makes an arrest or pulls a criminal case from an incident involving live stream will notify their supervisor(s) to have the video secured.

2. The agency supervisor submitting the requests to the ECC, must follow ECC protocol when submitting data requests.
3. The ECC supervisor assigned this duty will download Prepared Live media gallery information within the #-# business days. This data will be sent via email to the requesting agency.
4. If the request is expedited, the agency supervisor submitting the request should contact the ECC supervisor by phone advising that the request has been submitted and it's an expedited request. The ECC supervisor will download Prepared Live media gallery information pertaining to the request form. This data will be sent via email to the requesting agency.
5. Multi-media data will be preserved for 180 days.

According to Anoka County Emergency Communications Center procedures, the Responding Agency will secure the evidence.

SUPERVISORS

Supervisors will have access to utilize Prepared Live while the live stream or text chat is being utilized. The Supervisor may join the incident by selecting it and will automatically be a third party in the incident.

CONFIDENTIALITY

All Anoka County Emergency Communications Center employees will ensure non-Emergency Communications Center employees are not allowed to review any Prepared Live recording unless authorized by a supervisor or higher.

Anoka County Emergency Communications Center employees will not share or display their Prepared Live audio/video with other employees without authorization from a supervisor or above.

Anoka County Emergency Communications Center employees will not view Prepared Live footage unless required to do so as a condition of their official duties as Telecommunicator or Supervisor.

Prepared Live audio/video recordings must not be used or shown for ridicule or embarrassment of the public or employees.

Employees may not publish or display Prepared Live recordings to the internet or social media sites unless the publishing or displaying is conducted under Anoka County Emergency Communications Center policy.

Agency Internal Affairs personnel may allow citizens, arrestees, or violators to view Prepared Live recordings as part of an investigation into an allegation of misconduct.

ECC may preserve recordings for training purposes.

REQUESTS FOR VIDEO/AUDIO PURSUANT TO MINNESOTA OPEN RECORDS ACT   Each request for Prepared Live footage must be reviewed consistent with Minnesota Public Records Law to ensure the record is not responsive. If the footage is to be released, the Anoka County Emergency Communications Center will follow the policy as outlined in the Criminal Justice Information Service Security Policy 4.1 and 4.2.

Anoka County Emergency Communications Center will review every request and appropriately deny or approve the request as appropriate per Minnesota State statute13.82 subd. 4 and/or Anoka County Emergency Communications Center Department Policy.

Anoka County Emergency Communications will release copies of recordings in response to lawfully issued and served subpoenas, valid court orders and legitimate requests by the State's Attorney's Office and other prosecutorial or governmental investigative or law enforcement agencies. The department will not release copies of recordings in response to requests made by other third parties.

Subd. 4.**Audio recording of 911 call.**

The audio recording of a call placed to a 911 system for the purpose of requesting service from a law enforcement, fire, or medical agency is private data on individuals with respect to the individual making the call, except that a written transcript of the audio recording is public, unless it reveals the identity of an individual otherwise protected under subdivision 17. A transcript shall be prepared upon request. The person requesting the transcript shall pay the actual cost of transcribing the call, in addition to any other applicable costs provided under section 13.03, subdivision 3. The audio recording may be disseminated to law enforcement agencies for investigative purposes. The audio recording may be used for public safety and emergency medical services training purposes.

APPROVED BY:

_____   _____

Director of Emergency Communications   Date

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Data Report
November 16, 2023 Meeting

1. **Importance of GIS for 9-1-1:** PSAP managers are strongly encouraged to assist their GIS counterparts in communicating to key decisionmakers and county leadership the **vital role GIS has to their current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and future NG9-1-1 core services, as well as support many other non-public safety uses that are important to cities and counties.

2. **Regional GIS Dataset Aggregation and Validation:** The region has moved to a **monthly cadence** for NG9-1-1 validations and submission to statewide datasets. The next full regional NG9-1-1 data validation run is planned for **early the week of November 13, 2023**.

3. **Regional Data QA/QC:** MESB continues to **analyze the region's NG9-1-1 data errors** identified through MESB's internal validation tools, GeoComm' s Data Hub (GDH), and 1Spatial's platform. MESB also validates "live" 9-1-1 call locations against the regional GIS to identify missing or inaccurate GIS data. When needed, MESB reaches out to county GIS contacts to make recommended data remediations. If it is determined that MSAG and/or ALI updates are needed MESB will process them on behalf of its PSAPs.

4. **Metro Regional GIS-derived MSAG transition**:
   a. All MESB PSAPs have now made the **initial transition to a GIS-derived MSAG**. As part of the ongoing GIS MSAG maintenance plan, **MSAG "refreshes"** are being scheduled. For some MSAGs, this may involve upgrading to a GIS MSAG style of one MSAG entry for each side of each road centerline segment.
   b. *Refresh complete:* Dakota County, Ramsey County, Bloomington PD
   c. *Refresh pending at Intrado:* Anoka County (tentative deployment date 11/16/23), Chisago County (tentative deployment date 11/29/23)
   d. **Refresh anticipated to be sent to Intrado in 2023**: MAC Airport, Fort Snelling, Eden Prairie PD, Edina PD, St Louis Park PD, Isanti County
   e. **Refresh anticipated in 2024**: Hennepin Sheriff, Carver County, MECC, Scott County, Sherburne County, U of M PD, Washington County

5. **Verizon Wireless Misrouted Calls:** Although PSAPs report that Verizon out-of-state misrouted calls have reduced, they are still occurring. Discussions continue with the FCC regarding the issue. The **FCC is highly interested in specific call examples from PSAPs**.
   a. The most expedient method to report issues with wireless calls, such as misroutes, is to **open a ticket with the applicable wireless carrier** (not through Lumen repair or 911NET).
   b. Verizon out-of-state misrouted calls (or any other Verizon wireless issues) should be reported to the **Comtech NOC 800-959-3749 or noc@comtech.com.**
      i. Often the email reporting method is easiest to convey and track the necessary information on these issues.
      ii. Comtech has stated that call reports "must be within the past 7 days, preferred within 3-5 days for most accurate traces."
      iii. Providing a screenshot of the call, along with a CDR (if possible), and specifics about where the caller's stated location are all very helpful to the investigation.
   c. PSAPs are asked to **notify MESB (Jake Jacobson and Marcia Broman) of any tickets opened with Comtech on Verizon out-of-state misrouted calls.** (An email "cc" will suffice.) MESB will monitor the ticket and trends across the region, ask additional questions of Comtech/Verizon (as needed), and share information about the call with the FCC inquiry that is currently underway.

6. **Use of Legacy Selective Router Dialable Routing Numbers:**
   a. In Lumen's current 911 system configuration, there are two ways for a call to come in on the 911 lines of a secondary PSAP: 1) transfer of a 911 call from a primary PSAP, or 2) dialing of the secondary PSAP's routing number on the Legacy Selective Router (LSR).
   b. Call and ALI logs have identified calls received on the Hennepin EMS, North Memorial, and Allina secondary PSAP 911 lines that did not come into any primary Metro PSAP first.
   c. Upon further investigation, it was determined that a metro PSAP had the Minneapolis LSR PSAP routing number for the Hennepin EMS programmed into a speed dial on their administrative phone system. The issue was resolved by re-programming to use the appropriate phone number for Hennepin EMS.
   d. Since the LSRs will be phased out with the statewide ingress network project with Sinch, it is important to identify and correct any PSAP use of LSR dialable routing numbers on their admin phone system. MESB is working with Lumen, Intrado, and IES to gather further clues on where similar call originations may be occurring.

7. **Comtech Inquiries Coordinate-Only VoIP locations:** Recently, MESB received an email from Comtech seeking input on behalf of MESB PSAPs on instances Comtech described as "where coordinate-based location is the only form of reliable location available on some calls because the physical address of the caller is unknown. Some of the case study examples are soft clients that are used on laptops, tablets, or phones and mobile OTT apps." Comtech also asked about telematics calls. **If PSAPs receive similar inquiries from Comtech directly, please notify Jake Jacobson and Marcia Broman.** MESB responded to Comtech's questions that:
   a. *Coordinate-only VoIP location calls:*
       i. The ALI provider (Lumen/Intrado) for MESB PSAPs currently allows both VOIP and VNOM classes of service (not VMBL) that could be applicable to the instances Comtech described. The preference would be for VNOM class of service to be used.
       ii. MESB PSAP CHE could likely be adjusted to handle the VNOM class of service, however, PSAP testing and coordination would be required. MESB is awaiting a response from Comtech on when the activation of VNOM is planned.
       iii. The x/y location should be placed in the existing *coordinate fields* commonly used for wireless calls (not in any other ALI fields).
       iv. The ALI *street field* should contain "VoIP Nomadic Call XY Only"; the *community field* should be "Verify Caller Location"; The *name field* should be the subscriber's name, call center name, or Comtech NOC/23-7 phone number.
   b. *Telematics:*
       i. TLMA is the preferred class of service for telematics calls.
       ii. The telematics call center incident ID (where available) should be placed in the ALI l*ocation field*.
       iii. The x/y location should be placed in the existing *coordinate fields* commonly used for wireless calls (not in any other ALI fields).
       iv. The same PSAP 10-digit 24/7 emergency numbers that MESB already provides Comtech should be used by telematics call centers to contact MESB PSAPs.

8. **Integration with State NG9-1-1 GIS Activities:** All MESB regional NG9-1-1 required datasets are included in the statewide enterprise database and are being **refreshed in the month of November.** These datasets include: the metro regional supplier boundary, road centerlines, address points, and Emergency Services Zones (resulting in PSAP, law enforcement, fire, and EMS boundaries.)

9. **SECB NG9-1-1 GIS Workgroup:** This **SECB workgroup focused on NG9-1-1 GIS topics** will have its first meeting on 12/7/23 at 2 pm. MESB will participate in the ongoing work of this group on behalf of the region. Metro county GIS data producers are also encouraged to participate.

10. **GIS Data Sharing:**
    a. *Statewide Geospatial Advisory Council (GAC) Address Point and Road Centerline datasets:* MnGeo confirms that they will be publishing in the very near future statewide Road Centerline and Address Point datasets using the GAC multi-use schemas. The content will include authoritative data from counties that have opted in to share their data publicly. All ten MESB counties have opted to share their data in this manner.
    b. *GIS data sharing with Nationwide and Commercial Assets:* The GAC workgroup meets monthly to pursue sharing local authoritative GIS data (such as that used for NG9-1-1) with nationwide and commercial map resources and search engines. Once the opt-in statewide GAC address point and road centerline datasets are available, those will be the datasets that MnGeo intends to share on behalf of the state. In the interim, MetroGIS is working to contribute both the region's road centerlines and address points to ESRI's Community Map Program and World Geocoding Service. The federal National Address Database (NAD) is also using MetroGIS data. The GAC workgroup has discussions scheduled with Google.

11. **GIS supporting RapidDeploy Radius ALI Mapping:** MESB continues to provide regular monthly "refreshes" of the metro GIS datasets used for the ESRI map and geocoding services that support the RapidDeploy Radius mapping application.

ONGOING ACTIVITIES

12. **Wireless Cell Sector/Routing Data:** The three major wireless carriers in the MESB region have all implemented location-based routing, using the device's location and PSAP boundary polygons to route the call. Cell sector routing is used as a fallback on 9-1-1 calls when location-based routing is not feasible. As a result, MESB continues to process wireless cell sector routing updates for all carriers on behalf of the metro PSAPs. Should PSAPs want the routing for a specific cell sector or 9-1-1 call reviewed, just email *mesbgis@mn-mesb.org* and MESB staff will investigate.

13. **Regional GIS Data Aggregation:**
    a. *Road Centerline and Address Points:* The MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county's most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.
    b. *Boundary Polygons:* MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. These datasets are updated as boundaries change or at least quarterly. Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons.

14. **Regional Data Viewer:** PSAPs are encouraged to use the 9-1-1 dataviewer developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid & current for regional 9-1-1 use. (https://www.metrogis.org/projects/9-1-1-Data-Viewer.aspx.)

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
9-1-1 Network Report
November 16, 2023, Meeting

1. New Lumen Service Manager – Thomas (Tom) Hopkins

- Tom replaces Syl who replaced Matthew Hoffer.
- Syl will stay involved with the impending deployment of the PSAP ticketing portal.

Thomas (Tom) Hopkins
Lumen
Sr. Operations Service Manager

(971) 347-1640 Work
(503) 891-6770 Mobile
Thomas.Hopkins@lumen.com

2. 10/7 RFO – Intermediate delays in calls reaching the PSAP

Bottom Line for Metro PSAPs

- With its high volume relative to the rest of the PSAPs using the Lumen ESINet (includes ND, SD possibly other locations), ***Metro PSAPs will most likely be the first to know of a network-side issue.***
  - It is that much more important for you to create a ticket with Lumen if detecting abnormal behavior. You will help get something quicker to resolution if you speak up, as well as establish a pattern if other PSAPs start calling in.
  - Also – for most situations, create a ticket with your CPE provider and email me. If it is a significant event, call me after you have contacted Lumen and your CPE provider.
- Network redundancy wasn't beneficial for this incident. Technically, the call was achieving some level of connection with the PSAP and thus no algorithm invoked to switch to a different path.
  - While it is important to have network diversity and redundancy, there's a limited solution space where it's beneficial.
- RapidSoS, RapidDeploy and perhaps other tools I'm not aware of can be very helpful in these incidents where you don't capture the phone number via the normal ESInet delivery. These systems use different technologies and a different network to reach your PSAP. I hope all your PSTs have the training to revert to these supplementary tools in such a crisis.
- The incident originated from a configuration change made in August. The good news: change wasn't made on Saturday on the fly. The bad news: the change worked like a time-bomb set to go off later. Discussion down the road: such outcomes have the appearance of malware or some sort of security breach. As it stands, the ESINet is very secure. Down the road, risks might increase depending on vendor integration and PSAP termination. We're not there yet.
- ALI issues were a symptom, not a root cause. But it's important for you to list every observation on your end. The more specific the better when reporting to vendors. I appreciate those who did that.

Duration

- 10/06/2023 @ 19:00:00 to 10/07/2023 @ 23:58:00 Central Time (note: the incident beginning Friday, not Saturday. Perhaps the issue is not perceptible until Saturday).

Root Cause

- The NG911 Vendor Partner (Intrado) determine. he identified the cause of the incident was a configuration error of the Local Traffic Managers (LTMs) used for load balancing traffic.
- This configuration resulted in an unexpected distribution of Session Internet Protocol (SIP) requests causing call setup delay.
- Service restored on October 7th, at 11:58 p.m. (CDT) when the Vendor Partner removed a redirect server application, which load balances calls between sites.

Key Findings
- At this time, the Vendor Partner does not believe ALI was impacted. When the call was completed, the ALI was delivered.
- The Vendor Partner is unable to confirm the number of calls (if any) that were blocked or dropped after they were answered. Per the Vendor Partner calls were not dropped after the call was completed; the end user caller may have hung up.
- The Vendor Partner confirmed the call delays were withing the five to fifteen second duration.
- This condition was not limited to any specific call type.

Corrective Action
- The Vendor Partner teams (Intrado) have reviewed the configuration steps and have added an extra validation step to ensure this error will not occur in the future.

3. Continued Monitoring – PSAP access to Lumen Ticket Portal
- Lumen working with ECN on setting up PSAP access to Lumen Ticket Portal
  - Training is planned to begin in December.

4. Sinch Ingress Status
- Wireline migration with Lumen (Qwest, CenturyTel, Embarq etc.) has started in the metro, traffic to begin migrating away from the Minneapolis and St. Paul Lumen Legacy Selective Routers.

5. Monitoring – Planned ECN PSAP Portal
- ECN continuing development of a PSAP portal to enter contact information, COOP plans etc.

6. Network Project Pipeline
- 11/29 - Dakota migrating to Motorola SaaS. A "GO" as MN.IT circuit provisioning issues now resolved.
- Anoka – receiving network quotes for a 2x2 geo-diverse configuration with its planned new primary site in Andover. Needing ECN quotes.
- Sherburne – Meeting of the minds – Sherburne, MESB, Lumen, MN.IT to confirm Sherburne is pursuing a 2x2 network configuration for its geo-diver design, similar to what Anoka is pursuing.
- COMPLETED: VIPER CPE upgrade for Chisago – standalone configuration. Included migration to numeric-based text transfers.