

Meeting Agenda: PSAP Roundtable

Date & Time: Tuesday April 6th, 2021 1000-1200

Location: WebEx

Host contact: Kari Morrissey 763-324-4758 kari.morrissey@co.anoka.mn.us

Attendance: Kari Morrissey, LaVae Robinson, Candy Capra, Cheryl Pritzlaff, Lauren Petersen, Chad Loeffler, Joni Hodne, Lisa Vik, Todd Moen, Tonia Klinkner, Bill Anderson, Sheri Stevens, Alicia Stover.

Agenda Items:

1. Introductions
2. Additions, changes to the agenda
3. Training (new employee and continuing ed.)
 1. Current in-service opportunities
 2. Metro curriculum change/maintenance process
 1. Add new Class of Service of to 5. Emergency Communications Technology and Information Systems.

Training Curriculum is posted at MESB – propose to update Chapter 5 – wireless phase 1 and 2, much more COS and new wireless. With the steps towards reclassifying 911 staff this should be current as it may be part of the requirements to be certified/meeting training standards. Add new wireless codes, the resd, busn, PBX, VoIP also.

Review the training curriculum all around to see what needs to be updated. Kari will get the group back together to review then open to comments from the group prior to sending to TOC.

3. CTO training/roundtable discussion update

Met by WEBEX, with the OSN work did not get the spring meeting set up. Heidi can send a copy of the quick notes, discussed pandemic and budgetary & health guidelines in the past year or so. CTOs and their fatigue and burnout and the trainee's burnout and how that affects training. Most have been very adaptive to the new normal. Trainees having a session every few weeks to discuss issues surrounding the training from their perspective.

Discussion re CTO roundtable – attendance is dwindling. Ideas on how to support the CTOs and improve the attendance. Most is thru Basecamp and we should bolster that with a flyer to bring their attention. Create the invite. Lavae offered to put a flyer together. The benefits can be great. MACC would be willing to host.

Anoka signs a 1 yr. contractual commitment, group meetings 4 per year with attendance required at a minimum of 2 per year), review of DOR's and other topics, on-deck CTO list let them know who is training and who is on a break that is built in to prevent burnout.

4. General training questions, updates, etc.

Anoka will have PSTC Host 2 classes: It's your Ship 10/13/2021 and Oct 14-15 a CTO update Class. Will be on-site in Anoka. Would switch to virtual if unable to hold in-person.

Chisago – MSA free training website. So many options, lots of CTO items MNLET.org

5. Mental Health Call Processing standard or best practice

MESB Grant – Motivations was selected. The project lead neglected to include a handful of people in the 2 demo sessions that were scheduled after the initial meeting. There should be a link being sent to those who were not included. Generally, this is a train the trainer program - Ideally 2 per PSAP to be the trainers. The goal is to give staff the tools to care for themselves. The grant calls for all training to be completed by June 30th, 2021. This includes access to online training for the designated trainers. Agencies can keep access to the online platform after the initial year, by paying a monthly fee throughout the year of \$10 per person to access unlimited training. If an agency can't designate a trainer, other agencies would help them out or online options can be set up for that agency.

6. Leadership Mentoring – no comments.

4. Standards

Mental Health Call processing standard – TOC asked our workgroup to work on this. Our group includes: Lavae, Sara, Cheryl, Heidi, Connie and Kari. Preliminary draft of Objectives, Background, Definition & Recommended Protocol. Moving away from Law response to these types of incidents. Dakota Sheriff is working towards this and Coon Rapids and Blaine now share a MH professional who is available when on duty. Kari mentioned that our workgroup meeting this week may include someone with knowledge of the program that Denver is following. Lavae will ask Sara Boucher-Jackson to post the info on Denver's STAR program on Basecamp. Hennepin has a pilot program with social worker on the floor. Currently just following up with mental health call. Either will handle call or have police sent then updating the responders. Is there M-F.

m cpritzlaff to everyone: 10:53 AM

<https://www.michigandaily.com/crime/city-of-ann-arbor-to-consider-sending-unarmed-mental-health-professionals-to-nonviolent-911-calls/>

Todd/Carver – Crisis workers from Pub. Health sat in dispatch prior to COVID – working to get back to them in dispatch. Added crisis workers that do respond to MH calls if needed.

Sometimes respond with LE and other times not. Monitors calls and if she can assist, she can offer or be requested to go to the scene. Could also do follow up after interaction with LE.

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

6. PSAP technical updates and info (CAD, radio, phone and other systems) Location accuracy services; most use Rapid SOS. RapidSOS has partnered with "what3words". The what3words service can be very helpful in large areas without landmarks or addresses. Delivery of data depends on the phone/data. Can ask the caller what their 3 words are if they have the app downloaded. Discussed that previously our workgroup had discussed location accuracy services and that it would be beneficial to the metro area PSAPs if we all had access to the same data.

7. QA/QI – general updates, questions, etc.

8. PSAP operational updates and information (management, staffing, schedules, major changes) – around the table updates from each agency:

Chisago – Schedules moved to a trial 12-hour schedule Jan-May – Will vote in May to continue or revert to 8.5 hr. scheduled.

Transit PD – waiting for Trial to be done

MACC – Heidi last day on Friday. Hiring process in progress to replace; nothing else major going on.

Dakota: Interviewed 15 candidates for 4 positions. 12 hr. schedules until July/Covid related. Then back to 10 hours.

Anoka – Still on 12s staff really like them 36/44 – 6 trainees' hit the floor, 2 more coming and posting for 2 more.

MECC: Mgmt. positions are detailed, currently, unknown when Director position will be posted.

Eden Prairie – all good, waiting for LRT otherwise all good!

State – Struggle with timeline, lost candidates in the process. TC week prep- 35 W Bridge lit Yellow for TC week; US Bank could light up in gold. Tower on 35E/Lone Oak will be lit on the 12th. Flight will try to get a picture and share with all.

Carver – tight with staffing, PSAP supervisor opening,

Hennepin – 3 in classroom soon to hit floor. Break in hiring for CTO's to take a break.

State and MECC required to wear masks at positions. All others allow mask's off when at position but on when up moving around.

Final thoughts:

MECC Thank you all in advance for all the support you've given Mpls staff and for all that is to come in the next few weeks – we are so appreciative of all the Metro Agencies help.

9. Meeting calendar 2021

January 5th, 2021 Remote

April 6th, 2021 Remote

July 6th, 2021 TBD

October 5th, 2021 TBD