



# **METROPOLITAN EMERGENCY SERVICES BOARD 9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA**

June 20, 2024 9:00 a.m.

- 1. 9:00: Call to Order/Quorum Determination (Workgroup: All are Welcome)**
- 2. 9:05-9:45: Discussion – Review Abandonment/Alternate Routing and other network features.**
- 3. 10:00: Call to Order, Quorum Determination & Introductions - Susan Bowler, 2024 Committee Chair**
- 4. Approval of Agenda – Bowler**
- 5. Approval of Minutes – May 16, 2024 Meeting - Bowler**
- 6. Action Items**
  - A. None
- 7. Discussion Items**
  - A. Presentation: Management of Administrative Lines – Enterprise Visions
  - B. Legislative Update: GIS Mapping of School Facilities – Jill Rohret
  - C. PSAP Data Collection for NG911 Transition prep – ECN/MN.IT
  - D. SECB Resiliency Grant – Jake Jacobson
  - E. COOP Planning: PSAP and Regional Level – Jacobson
  - F. Mental Health Call Processing Standard – Martin
- 8. Reports**
  - A. PSAP Operations Roundtable Workgroup – Heidi Meyer
  - B. SECB NG9-1-1 Committee Report – Janelle Harris/Brent Anderson
  - C. 9-1-1 GIS and 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
- 9. New Business – None**
- 10. Announcements/Roundtable**
  - A. Next Meeting: Thursday, July 18, 2024, 10:00 am
- 11. Recess for lunch, pizza provided 12:15 – Bowler**
- 12. 1:00: Resume Meeting/Determine if Quorum is Maintained**
- 13. 1:05: Rapid Deploy Presentation**
- 14. Adjournment**

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Meeting Minutes  
May 16, 2024**

**Committee Members Attendance:**

Airport – Lauren Peterson	M Health EMS – <b>absent</b>
Allina EMS – Victoria Vadnais	Metro Transit – Chad Ladda
Anoka County – Kari Morrissey	Minneapolis – Joni Hodne
Bloomington – Lavae Robinson	North Memorial – <b>absent</b>
Carver County – <b>absent</b>	Ramsey County – Nancie Pass
Chisago County – Mike Parker	Ridgeview EMS – John Scheuch
Dakota County – Brent Anderson	Scott County – Carrie Bauer
Eden Prairie – <b>absent</b>	Sherburne County - Laura Anderson
Edina – Janelle Harris	St. Louis Park – Eric Lammler
Hennepin County – Tony Martin	U of M – Robin Carter
Hennepin EMS – Dan Klawitter	Washington County - absent
Isanti County – Robert Shogren	

**Alternates/Guests:** Bobby Adney, *Hennepin* County; Marvin Bachmeier, Code4Group; Tim Boyer, MSP; Chad Gappa, Motorola; Heidi Meyer, ACCC; Dave Taylor, IES; and Kent Wilkening, *ECN*

**MESB Staff:** Marcia Broman; Jake Jacobson; Jacob Kallenbach; Pamela Oslin; Jill Rohret; and Elizabeth Spracher-Moore

**1. Call to Order**

Laura Anderson called the meeting to order at 10:02 a.m.

**2. Approval of Agenda**

*Motion made by Tony Martin, seconded by LaVae Robinson to approve the May 16, 2024 9-1-1 TOC meeting agenda. Motion carried.*

**3. Approval of Minutes**

Nancie Pass states that Maplewood and White Bear Lake are the two cities she mentioned in the prior meeting.

*Motion made by Robert Shogren, seconded by Pass to approve the April 2024 9-1-1 TOC meeting minutes with the necessary changes. Motion carried.*

**4. Actions Items – None**

**5. Discussion Items**

**A. Presentation: Mutual Aid Awareness**

Marvin Bachmeier and Dan Klawitter present on the Beacon Mutual project promoting mutual interoperability and awareness between metro emergency services.

Martin asked if you could see how far out an EMS unit is from arrival.

Klawitter responded by saying that is possible. The system allows EMS to have a better understanding of what is going on and allows for greater collaboration between agencies.

### **B. COOP Planning: PSAP and Regional Level**

Jake Jacobson stated he will continue to collaborate with Greg Hayes to help develop a regional COOP plan. He is currently in the process of collecting the current plans and reviewing them at the PSAP level. Please send your plans to Jake if you have not yet provided them to him. The goal is to create a regional plan and exercise/train regularly to provide a familiar background and preparation.

Pass stated that the similarities and differences should be analyzed when looking at the PSAP Coop plans.

Martin stated that training and its sustainability is important as to not waste the front-end time spent on creating the plan. Regular regionwide exercises are necessary.

Heidi Hieserich states that funding gaps, needs, and backup centers should be identified and addressed.

### **C. SECB Training Grant**

Jacobson stated that training in the past hasn't been effective. Blue Ethos training has been recommended by numerous members of the 9-1-1 TOC.

Kari Morrissey stated that Blue Ethos took a different approach than others did in the past, and focused on addressing the trauma of the job, stress, and how to combat it. The staff had wonderful things to say about the training. They break things down to the smallest of details and have a teamwork-based approach.

Numerous members of the 9-1-1 TOC stated their support for the training.

Rohret stated that Blue Ethos is not on the States cooperative purchase venture, so if you have used them off an RFP please reach out and let her know.

### **D. Verizon Misroutes**

Martin stated that there is no update. He suggested taking this item off the agenda until further notice.

### **E. Mental Health Call Processing Standard**

Martin stated that they are continuing to meet and review as a group. There have been no new updates since the last meeting.

## **6. Reports**

### **A. PSAP Operations Roundtable Workgroup**

Meeting minutes are attached to the meeting materials.

### **B. SECB NG9-1-1 Committee Report**

There is no new update. The May and June meetings have been moved to a future date.

### **C. 9-1-1 GIS and Data Report**

The report is attached to the meeting materials. Audits will be occurring across all cell sectors and carriers. The MESB Online PSAP Manual resource will be undergoing updates in the coming weeks.

**D. 9-1-1 Network Report**

The report is attached to the meeting materials.

**E. MN Sheriff's Assoc. PSAP Subcommittee Report**

The subcommittee did not meet. There are no new reports.

**F. IPAWS Report**

Morrissey said the message dashboard will be live within the next few weeks. There are several new IPAWS training opportunities. There was also talk on changes to missing and endangered persons and how it is coded.

**G. SECB NG9-1-1 Technical Operations Workgroup**

There are no new updates.

**H. SECB NG9-1-1 Operations Workgroup**

There are no new updates.

**7. New Business**

**A. Legislative Proposals**

The committee discussed ongoing legislative proposals regarding telecommunicator training and other items related to the emergency services sector.

**8. Announcements/Roundtable**

**A. Next Meeting: Thursday, June 20, 2024, 10:00 a.m.**

**9. Adjourn**

The meeting was adjourned at 11:27 a.m.

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
9-1-1 GIS/Data Report  
June 20, 2024 Meeting**

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

1. **GIS Regional GIS Dataset Aggregation and Validation:** The region has a **monthly cadence** for NG9-1-1 validations and submission to statewide datasets. All metro county GIS data producers resubmit their road centerline and address point datasets for regional aggregation each month. The next full regional NG9-1-1 data validation run is planned for **6/14/24**.
2. **Regional Data QA/QC:**
  - a. MESB continues to **analyze the region's NG9-1-1 data errors** that are identified monthly through MESB's internal validation tools, GeoComm's Data Hub (GDH), and 1Spatial's platform.
  - b. MESB also validates "live" 9-1-1 call locations against regional GIS to identify missing or inaccurate GIS data.
  - c. 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. From the May NG911 validations and MESB's error analysis:
    - i. MESB made 135 referrals to county GIS data producers for GIS data updates related to address validation.
    - ii. MESB made 17 referrals for GIS updates resulting from VoIP 911 call location validation.
    - iii. MESB also issued multiple MSAG and ALI Telephone Number record change requests for needed wireline location corrections.
  - d. MESB continues to work with GeoComm on process enhancements to more efficiently create ongoing County/PSAP-level reporting, as well as regional load files for statewide aggregation.
3. **Metro Regional GIS-derived MSAG transition:** All MESB PSAPs are stable with GIS-derived MSAGs. In May, MESB processed approximately 600 GIS-derived MSAG updates to keep the "live" MSAG in sync with authoritative GIS data.
4. **Wireless Cell Sector Routing Audits:** In late May/early June, MESB completed audits of the region's cell sector routing and wireless ALI display information for the three major wireless carriers. This involved the review of over 30,000 cell sectors. For any non-conformances, MESB identified data corrections back to the vendors supporting the wireless carriers' data. MESB has also been updating the region's cell sector routing request tracking system using the audit information.
5. **Wireless Cell Sector/Routing Data:** Recently, on behalf of the metro region's PSAPS, MESB has received and processed a large volume of cell sector routing requests associated with the metro area's 5G buildout. Beyond that, MESB continues to process regular wireless cell sector routing updates for all four wireless carriers. 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.

6. **Interagency GIS Support Agreements:** Reps from Ramsey Co. GIS, RCECC, and MESB are beginning work to draft a template to assist metro counties in **documenting the ongoing GIS support functions that county data producers provide to metro PSAPs.**
- a. As part of that effort, an **initial list of PSAP GIS support functions** has been drafted. The finalized task list will become one portion of a template agreement that could be customized for each PSAP. **Note:** *This list is focused on support of the PSAP's dispatch and public safety functions in the ECCs. It does not include the GIS support performed by county staff to maintain the core GIS datasets needed for the PSAP's NG9-1-1 data, such as maintaining address point, road centerline, and parcel datasets. MESB has developed an additional list to be included in the template to cover those GIS support functions.*
  - b. **To refine the list, MESB PSAP managers and county GIS staff are being asked to review the initial list and identify any GIS support functions/tasks that may be missing based on their unique agreements. PSAP manager suggestions for edits/additions should be sent to [mbroman@mn-mesb.org](mailto:mbroman@mn-mesb.org) or [rjacobson@mn-mesb.org](mailto:rjacobson@mn-mesb.org). Thank you.**

#### **GENERAL GIS SUPPORT FUNCTIONS FOR MESB PSAPs (draft)**

*(Note: These functions are those **beyond the county's core GIS dataset maintenance needed for NG9-1-1**)*

- **Support CAD and RMS GIS:**
  - Create and maintain police, fire, and EMS response areas used in CAD for unit recommendations.
  - Create and maintain polygons for auto aid (structure fires) and joint response (non-structure fire) agreements.
  - Create and maintain fire hydrant data.
  - Load data updates into CAD for geo-verification of incident locations.
  - Create and update maps for visual display in CAD.
  - Create and update routing service used in CAD for both unit recommendations and driving directions to an incident.
  - Assist in creating and maintaining CAD location name data (e.g., parks, schools, and businesses).
  - Create and build paper maps/map layers for situations when CAD is unavailable.
  - Ensure GIS data is available to public safety agency RMS vendors via an open data portal or posting data on the Commons.
- **Support responder mobile mapping GIS:**
  - Create and update maps for display on mobile devices in response vehicles.
  - Create and update address locators used in the mobile geocoding map package.
  - Configure and deploy updated mobile map conglomerate (basemap vector tiles, geocoding package, operational layers, etc.)
- **Support mass notification system GIS:**
  - Build alerting area polygons for mass notification systems (e.g., IPAWS, Everbridge, Rave, Hiplink, CodeRed).
- **Support 3<sup>rd</sup> party mapping application GIS:**
  - Publish PSAP-specific map services for 3rd party mapping applications (e.g., RapidSOS, RapidDeploy Radius).
- **General PSAP GIS support:**

- ETL (extract-transform-load) GIS data, as needed for use in CAD, RMS, ALI 3rd party mapping applications, and online reporting systems.
  - Investigate GIS data issues like address errors, vehicle routing errors, unit recommendation errors.
  - Customize information so it is easily interpreted by PSAP and first responder personnel.
7. **SECB NG9-1-1 GIS Workgroup:** The GIS Workgroup is tackling key areas identified in its survey of statewide GIS stakeholders:
- a. **Workgroup Activities:** Subgroups are documenting best practices for resubmitting datasets, correcting 911 MSAG and ALI telephone number records, and edgematching with neighboring county data. Additional topics: clarification of the 100% match rate, informational document on data submission schemas, and peer-to-peer outreach with counties that have not yet submitted data to the DPS NG911 database.
  - b. **Engaging Outside Groups:** Additionally, feedback on the 1Spatial processes obtained from the survey has been provided to ECN and MnGeo for investigation. Issues related to funding, county leadership communication, and project management have been shared with NG911 Committee leadership.
8. **Mapping of School Facilities:** A new school safety law was passed in the 2024 legislative session setting aside a \$7 million onetime appropriation for the “digital GIS mapping for school facilities.” [Reference: Chapter 123: Section 4 Subdivision 5 and Section 18.] The law defines some requirements for compatibility of the maps with existing public safety agency and school security software platforms. It also defines the data created as nonpublic. The appropriation would be distributed through DPS grants to regional emergency communications boards. The procurement process must be done collaboratively with schools and public safety agencies. The grant period closes July 1, 2026.

## ONGOING ACTIVITIES

9. **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. 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.
10. **Regional Data Viewer:** PSAPs are encouraged to use the [Metro Regional Dataviewer](#) developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid and current for regional 9-1-1 use. This is the authoritative source of NG9-1-1 GIS data for the 10-county MESB region.
11. **GIS supporting RapidDeploy Radius ALI Mapping:** MESB continues regular monthly “refreshes” of the metro GIS datasets used for ESRI map and geocoding services supporting RapidDeploy Radius mapping system used at many metro PSAPs.
12. **Integration with State NG9-1-1 GIS Activities:**

- a. All MESB regional NG9-1-1 required datasets are included in the **MN DPS NG9-1-1 enterprise database**, including: the metro regional supplier boundary, road centerlines, address points, and emergency service boundary polygons.
- b. **Metro Regional GIS datasets are shared publicly** on the [MN Geospatial Commons](#). (See resources under the MetroGIS and MESB organizations on the Commons.) In addition, the regional data is also included as **part of the [MN Road Centerline](#) and [MN Address Point datasets](#) (Opt-In Open Data Counties)**.



**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
9-1-1 Network Report  
June 20, 2024 Meeting**

**Outbound admin line issue impacting some metro PSAPs but resolved in one-day turnaround.**

- Technically not in May but June 4.
- Apparently involving a connection interface between Lumen and Verizon.
- When admin issues happen, the quickest way to get help is to use the admin lines/POTs repair number 800.223.7508 Lumen 9-1-1 Repair cannot help.

## Lumen Network Repair

When repair issues are identified on either the Lumen network or your maintenance covered equipment, report the problem to the repair number listed to the right which is a list of the most common products & services you may have. Please be prepared to provide the following:

- Complete telephone number/s or circuit IDs
- **Detailed description of the trouble; Failure examples, to & from numbers, etc..**
- Location of trouble, contact name and number or other pertinent access information

The NOC provides regular status updates via email or phone. As an additional resource, you can contact your Lumen service manager for assistance.

### **Trouble Reporting Repair Numbers**

- **9-1-1 Repair** 800-357-0911
- **Admin lines/POTs** 800-223-7508
- **Voice CPE** 800-421-2271
- **VoIP/SIP/Long Distance** 877-453-8353
- **DS0/DS1/PRI** 888-678-8080
- **Metro-Ethernet** 877-453-8353

### **Dakota911 SaaS circuit issue resolution continues**

- Stemming from the February 8th incident, Lumen, Motorola, and Dakota 911 – continuing review.
- Pursuing increasing QOS (Note Quality of Service refers to traffic prioritization and resource reservation control mechanisms rather than the achieved service quality).
- Assigning TSP to the Lumen circuit
- Review of Motorola requirements for the internal SaaS circuits with MN.IT and Lumen. Scheduled 6/18.

### **Statewide Data collection for NG911 transition prep**

- ECN, in partnership with SECB NG911 Committee is reaching out to Minnesota PSAPs to participate in a statewide data collection initiative to help develop a strategy to support the NG911 transition and coordination efforts.
- PSAPs need to fill out spreadsheet emailed to them from Joe Fick of ECN.
- Please contact Joe Fick, MNIT Project Manager, at [joe.fick@state.mn.us](mailto:joe.fick@state.mn.us) with any questions or concerns you may have regarding the data collection initiative.
  - Please cc Jake.

### **IES CHS-1 random “choppy” call issue apparently resolved**

- There was network switch equipment refresh to accommodate the move of MECC up one floor.
- Sometimes re-seating of cards, unplugging/plugging cables and other physical changes can “unstuck” an issue nearly impossible to resolve from the keyboard side of troubleshooting.

### **MN NG911 Contract Renewal with Lumen underway**

- Two-year renewal planned; renewal would begin December 1, 2024.
- Renewal required given no NG911 RFP awarding on horizon.
- MESB is a co-signer and is looking to use renewal as an opportunity to update the contract to cover recent changes whose scope wasn't originally covered.

### **Ingress**

- Progress is slow in migrating the last leg of the three call types – wireline – from Lumen to Sinch, hardest to migrate but smaller percentage of 9-1-1 call volume.
- Metro legacy Qwest COs are the major share of COs.

### **Anoka & Sherburne Geo-Diverse Conversions**

- ESInet circuit connection refresh on target to be completed well before implementation dates.

### **Z Coordinate implementation**

- In coordination with the MESB GIS/data staff, Network side is putting focus on getting Z coordinate included in the ALI delivery.
- With increasing interest in indoor mapping, the Z coordinate is taking more prominence and will become as important as the x, y location coordinates.
- Two MESB PSAPs have incorporated this in their ALI delivery – Isanti (VIPER) and Ramsey (VESTA).

### **ECN Initiatives**

- **MN NG911 RFP:** “Pending.”
- **Mapped ALI RFP:** Expecting Dual Awarding with signed contracts in August.
- **Interoperability:** Possibility of having this folded into Mapped ALI RFP offering.

## Blue Ethos Specialized Training

### Situational Awareness for Communication Professionals



**Purpose Course Overall Learning Goal:**

To help Communication Professionals understand how to develop and maintain situational awareness and resiliency while working in high-stress, high-consequence, time-compressed environments.

To help Communication Professionals identify opportunities for improving decision-making outcomes and show them how to implement strategies to help members enhance critical thinking and resilient problem-solving skills.

To explain what the mind and body go through in high-stress, high-consequence periods of high vulnerability. Lessons will be taught on how to cope with the aftermath while building resiliency. This will help Communication Professionals cope with a serious incident.

We will also include the following.

- De-escalation tactics
- What happens to the brain under stress

**Student Description:**

This course is intended for Communication Professionals.

**Time:**

The familiarization, speaking on the topic, should take approximately 4 hours total. The time will be spent speaking in the classroom.

**Method of Instruction:**

Lecture and PowerPoint

**Instructional Aids:**

- ✓ Laptop and Projector Screen

**Instructors:**

Drew Moldenhauer  
Richard Webb  
Jerad Dixon

## Specific Learning Objectives:

- Understanding what 'complacency' is and how we can avoid it as Communication Professionals
- Understanding how we train to fail as Communication Professionals and how we can prevent that in the future and build resiliency.
- Tips for how to incorporate Situational Awareness into training as Communication Professionals
  
- Understanding how human error occurs from:
  1. Slips in judgment -Inadvertently doing something different than what you intended to do.
  2. Lapses in memory -Forgetting to do something or losing your train of thought in the middle of a task.
  3. Flawed decision making -Doing the wrong thing while believing it was the right thing to do.
  4. Human error can happen to anyone at any time, even your most experienced and most well-trained members.
  
- Situational awareness (SA) barriers flaw and impact the (recurring) three-step SA development process:
  1. Perception -Gathering intel about what is happening (size-up).
  2. Understanding -Comprehending the meaning of the intel(sense-making).
  3. Prediction -Anticipating the outcome of future events (visioning).
  4. Situational awareness is the foundation for dynamic decision making.
  
- Dynamic decision making involves making high-stress decisions that are:
  1. High-risk-The decision-making environment is very hazardous.
  2. High-consequence-Decision errors can cause catastrophic outcomes.
  3. Time-compressed -Quick decisions are essential due to rapidly changing condition.
  4. Dynamic decision makers usually only get one chance to get it right.

# Blue Ethos Specialized Training

## Situational Awareness for Survival Timeline

### Day 1 Hours

### 4 hour block of time

#### - Drew Moldenhauer

- Explanation of the definition of Situational Awareness and the foundations of Perception, Understanding, and Prediction
- Explanation of how to build resiliency
- Explanation of "How we train to fail"
- Explanation of our intuition and how that can assist us in our understanding.
- Explanation of how we can use situational awareness in our training.
- Explanation of how stress changes brain function (our rational thinking diminishes) (Primal and hereditary instincts kick in)
- Explanation of the following Situational Awareness barriers we find specific for Communication Professionals and how they can affect our decision-making;
  - o Multi-tasking
  - o Sensory Conflict
  - o Task Fixation
  - o Confabulation
  - o Short-term memory overload
  - o Time distortion
  - o Auditory Exclusion
  - o Sensory Domination
  - o Tunneled Senses
  - o Pre-arrival lens
  - o Complacency
  - o Stress Transference
- Exercises will be administered to the audience to participate in, showing how these barriers will affect them in their job as Communication Professionals.

## -Sergeant Rich Webb and Sergeant Jerad Dixon

- True story of an officer-involved shooting by Sergeant Rich Webb and Sergeant Jerad Dixon and how they built resiliency during this incident.
- Explanation of how Situational Awareness and some of the roadblocks play into this shooting, as well as lessons learned with the Communication Professionals during this incident.
- Explanation of “Complacency” and how to avoid it during a high-stress incident.
- Explanation of how we can use situational awareness in our training by Sergeant Rich Webb and Sergeant Jared Dixon.
- The aftermath and ways to cope with a high-stress incident by Sergeant Rich Webb and Sergeant Jerad Dixon.
- Sergeant Rich Webb and Sergeant Jared Dixon's story of resiliency







**Business Owner and Master Instructor, College Professor, Police Officer, Keynote and International Speaker on Situational Awareness, Active Threat Preparedness, and Emotional Wellness for First Responders.**

## DREW MOLDENHAUER BIO

Drew Moldenhauer is the Owner and Master Instructor of Blue Ethos Specialized Training. He is an international speaker and has spoken at several conferences on various topics.

Drew has 16+ years of Law Enforcement Officer experience with two police organizations in Minnesota. He has held titles in his tenure: Active Shooter Instructor, Use of Force Instructor, Crisis Intervention Team (CIT) Instructor, and Field Training Officer. He is currently a full-time licensed police officer who works with the City of Osseo Police Department.

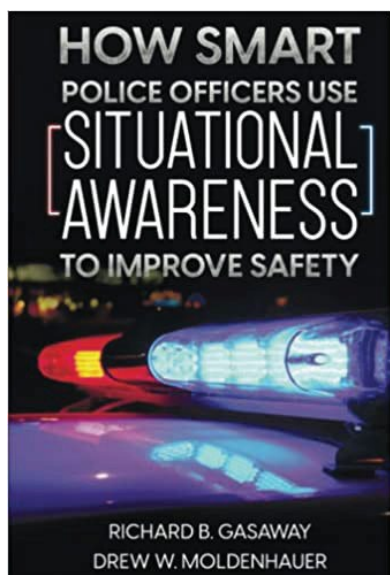
He holds a Master's Degree of Science in Public Safety Executive Leadership from St. Cloud State University. He is an Adjunct Professor at Hamline University, Concordia St-Paul University, Metropolitan State University, Normandale Community College, and Hennepin Technical College. He just finished a year of full-time teaching at Bemidji State University. He teaches various classes and is active in teaching at the police academy.



Drew recently co-authored his first book, *How Smart Police Officers Use Situational Awareness to Improve Safety*, with Dr. Richard Gasaway. Some of his articles have been posted to Police1 and Officer.com.

He has provided training to numerous manufacturing corporations, clinics, daycares, schools, and associations.

Drew Moldenhauer has and will always professionally conduct himself. He has a lot of experience and will provide you and your team with quality training.



## CONFERENCE PRESENTATIONS

- 🕒 Institute on Violence Abuse and Trauma: **2023**  
**Emotional Wellness and coping with trauma for First Responders**  
Honolulu, HI
- 🕒 Midwest Police and Security Conference: **2023**  
**Situational Awareness for Survival**  
Tinley Park, IL

## MY TEACHING EXPERIENCE

### ○ Assistant Professor of Criminal Justice – Bemidji State University 2022 - 2023

- Courses: Introduction to Criminal Justice and Society, Criminology and Delinquency
- D2L- LMS

### ○ Full-time Law Enforcement Teacher – STEP High School, Anoka-Hennepin Schools 2018 - Present

- Courses: History of Law Enforcement, Bill of Rights, Victims and Domestic, Mental Health, Community Policing, Criminal Law
- Share articulation agreement with Alexandria and Normandale Community Colleges

### ○ Adjunct Sociology Faculty – Hamline University, St. Paul 2021 - Present

- Courses: Juvenile Justice (online using Canvas)

### ○ Adjunct Sociology Faculty – Metropolitan State University, Minneapolis/St. Paul 2020 - Present

- Courses: Juvenile Justice (online using D2L)

### ○ Adjunct Sociology Faculty – Normandale Community College, Bloomington 2020 - Present

- Adjunct Faculty: Juvenile Justice, Intro to Criminal Justice, and Corrections (both in-person and online classes using D2L)

### ○ Adjunct Criminal Justice Faculty – Concordia - St. Paul University, St. Paul 2019 - Present

- Courses: Constitutional Law and Criminology (online using Blackboard)

### ○ Law Enforcement Training Center Instructor – Hennepin Technical College 2018 - Present

- Courses: Mental Health, Stress Management, and In-Progress (primary instructor)
- Provide scenario feedback to Law Enforcement students

### ○ Program Assistant - Law Enforcement Training Center, Hennepin Technical College 2018 - Present

- Role-play and assist Law Enforcement faculty with classroom related programs
- Provide scenario feedback to students

### ○ Crisis Intervention Team Instructor/Coach – Barbara Schneider Foundation 2017 - Present

- Instruct De-Escalation classes to police, corrections, and nursing staff
- Educate students on mental health issues and how to deal with people in crisis
- Oversee scenarios and provide feedback to students

### ○ Instructor – Initial Defense Custom Training, Coon Rapids, MN 2017 - Present

- Teach report writing and interview techniques to students
- Operate F.A.T.S. machine

### ○ Police Officer Instructor – Ramsey Police Department, MN 2010 - 2018

- Courses: Use of Force, Active Shooter
- Prepare, develop, and present lesson plans following Police Officer Standards and Training (POST) guidelines.

## MY WEB ARTICLES

### Blue Line

- Increasing safety on the street: How smart police officers use situational awareness to improve safety - Blue Line

### Police 1

- How Smart Police Officers Use Situational Awareness to Improve Safety
- How meta-awareness can inform and maintain situational awareness

### Officer.com

- Tips for Improving Situational Awareness Through Training

### Newspaper articles

- PRESS: Osseo officer writes the book on situational awareness

### Bemidji State News

- Moldenhauer's New Book Focuses on Law Enforcement Safety

### Law Enforcement Today: Radio Show and Podcast

- Law Enforcement Today Podcast Moldenhauer

# TESTIMONIAL



**KARI  
MORRISSEY**

911 Assistant Director  
Anoka County  
Dispatch

This training exceeded our expectations for our 9-1-1 Emergency Communications Center. The training shows how stress can impact decision making skills and emphasized the importance of due diligence on every call. Those of us in 9-1-1 paint the picture for responders to enable them to better prepare for the call that we dispatch them too. The training highlights the importance of the role of 9-1-1 Telecommunicators in the public safety field. I highly recommended this training.

