

Meeting Notes: PSAP Operations/Training Roundtable

Meeting Date & Time: April 14, 2015 9:00-11:00

Hosted by: Metro Transit Control Center

Members Present:

Val Sprynczynatyk, Chair (Hennepin)	Chad Loeffler (Metro Transit)
Jim Chisholm (Metro Transit)	Kyle Blum (Anoka)
Candy Capra (Airport)	Heidi Hieserich, Secretary (Airport)
Lauren Petersen (Airport)	Cheryl Pritzlaff (Dakota)
Ashlee Sames (Scott)	Kim Adamek (Ramsey)
Jay Sliwinski (Ramsey)	Karen Schmid (Washington)
Lavae Robinson (Minneapolis)	Thomas Bearheart (Bloomington)
Timothy Boyer (State Patrol)	Twylla Vickmark (State Patrol)
Rick Juth (MN Emergency Communications Network)	

Meeting notes recorded by: Heidi Hieserich

Facilitated by: Chad Loeffler

Standing Agenda

1) PSAP operational updates and information:

- a) *Bloomington:* Bloomington is undergoing some remodeling in the center. They have one opening in the dispatch center right now and will be hiring for one more in June. Laurene Draper is the Civilian Services Manager, overseeing dispatch, clerical, property/evidence, technology management and facility issues for the police department.
- b) *Ramsey:* Jay Sliwinski advised that Ramsey went live with TriTech CAD last month; still adjusting and working through some minor glitches. There was some discussion with TriTech filters not refreshing correctly.

- c) Scott County: Ashley Sames shared that Scott County will be going live with LETG CAD in June.
- d) Airport: Heidi Hieserich shared that Airport is in the process of hiring to fill one vacancy, which would bring the center to full staffing. Candy Capra shared that organized staff (LELS) will be seeking a partial FLSA exemption, which spurred some conversation about other organizations that have been fined for violating FLSA requirements.
- e) Washington: Karen Schmid shared that Washington has an open hiring process to fill 4 vacancies. She also advised they will be going live with a new CAD system (TriTech) in September.
- f) Dakota:
 - Cheryl Pritzlaff advised that Dakota is currently in the process of hiring to fill three vacancies.
 - They recently upgraded to the new MCC7500 radio consoles and are experiencing some glitches with volume, which Motorola has been trying to resolve. There was some group discussion about this being a common problem experienced by many PSAPs, with the challenge being the number of possible phone system adjustments needed and various phone system interfaces.
 - She also shared that they will go live with a new phone system this fall and a new CAD system (TriTech) in March of 2016.
- g) Hennepin County: Val Sprynczynatyk shared that Hennepin will be getting a new CAD system next year and recently held a TriTech demo.
- h) Anoka County: Kyle Blum shared that Anoka recently went live with TriTech CAD in December of 2014.
- i) Metro Transit: Chad Loeffler said they have been experiencing a lot more request from field units, which is increasing the work load for their dispatchers. They are looking into the purchase of hand held units and/or making some operational changes to help manage the work load. They are also pursuing efforts to become a secondary PSAP, hopefully sometime next year. This would involve upgrading to a phone system that enables them to accept 9-1-1 ANI/ALI information from transferring agencies.

2) **Events and Exercises:**

- a) MSP Airport Crash Exercise will be held May 7th.
- b) Airport ECC shared that they would host two open houses during NPSTW. The first being, the evening of April 14th from 1900-2100 and the second on Thursday the 16th from 1000-1200.
- c) Metro Transit shared that there would be a full scale LRT exercise held September 11th involving smoke in the tunnel. A table top exercise is scheduled for April 15th.
- d) LaVae Robinson (Minneapolis) gave a brief update on the property room fire incident that occurred over the weekend. She shared a couple transfer complications they experienced and said they would be revisiting their evacuation

process, but it went pretty well considering the situation. The supervisors did a good job getting people out quickly.

3) Training

- a) Shared class hosting/sponsorship: Airport, Metro Transit, Hennepin County and State Patrol are sponsoring a PSTC (Public Safety Training Consultants) course, *Planes, Trains and Automobiles* in May. The offer to participate in this course was put out earlier this year and the course is now closed. There were several agencies that expressed an interest in the shared hosting option, but many weren't able to make it work due to other operational priorities and training on new systems (CAD, phones, etc.).
- b) Electronic training software: Kim Adamek (Ramsey) shared information on a training software program she recently discovered called *Agency 360.com*. <http://www.agency360.com/> The software offers electronic documentation and tracking. They take current agency forms and documents and build them into the system for a customized product. The cost is around \$2400 a year.
 - Heidi Hieserich shared that the Airport ECC is using a program called LEAPS through Coplogic. This program offers a similar product and allows for electronic DOR, quizzes, checklists, tracking, etc. If anyone is interested in seeing how the Airport ECC is using the system contact Heidi. The cost will vary upon agency; for the Airport ECC it was about \$5000 on the front with an annual maintenance fee close to \$1500.
<http://www.coplogic.com/index.shtml>
- c) CTO Refresher: LaVae Robinson said that she is working on an in-house CTO refresher training course to address CTO inconsistencies and unrealistic expectations of trainee performance. Kim Adamek shared the MS Power Point presentation used in Ramsey County for the basis of the training, which LaVae has modified with agency specific information. There was some discussion from the group on the topic of CTO development, in particular with the need to bring more consistency to CTO expectations of trainee performance.
- d) Training incentives: CTO incentives were discussed amongst the group, with most compensating CTO's for their increased responsibility while actively training. Incentives varied from 1-1 ½ hours of overtime or comp time per 8 hours of training to hourly incentives up to \$2.50. This spurred a discussion on comp time usage in general. There was a lot of variance in how PSAPs manage comp time through yearly caps, overtime restrictions, etc.
- e) Interoperability training: Rick Juth (ECN) suggested that Val Sprynczynatyk (Chair) reach out to the MESB to secure grant money that may be available for interoperability training. In particular they may be able to help with creating a training road map, similar to how the Central Minnesota Regional Radio Board has approached the issue.
- f) 9-1-1 Training Program: A question was asked regarding whether anyone was familiar with a 9-1-1 training program offered in White Bear Lake. Val Sprynczynatyk said that she recently visited Century College in White Bear Lake

to learn more about a program offered there. It sounded like the program was around 8 weeks long and covered basic foundational public safety knowledge.

The program contact is Mary Vukelich: Mary.Vukelich@century.edu

4) **PSAP technical updates and info:** Limited discussion, as most updates were shared while discussing PSAP operational updates.

a) MESB website access: Heidi Hieserich advised that the MESB is working on creating a secured resource sharing area accessible from the MESB's main website. After they update their *Log In* plug next week, it will be tested and then instructions with how to gain access can be sent out. This will provide a central location for sharing resources, meeting minutes, etc.

Future 2015 meeting dates:

July 14th 0900, *Tentatively hosted by Minneapolis*

October 13th 0900, *Need a hosting PSAP*