

Meeting Notes: PSAP Operations/Training Roundtable

Meeting Date & Time: November 18, 2014 9:00-11:00

Present: Christine Krajsa (State Patrol), Chad Loeffler (Metro Transit), Ashlee Sames (Scott County), Cathy Anderson (DPS), Cheryl Pritzlaff (Dakota County), LaVae Robinson (Minneapolis), Heidi Hieserich (Airport)

Notes taken by: Heidi Hieserich

1) PSAP operational updates and information:

- a) Schedules: There was discussion around agency schedules and how FLSA restrictions limit the flexibility of PSAP scheduling. The pros and cons of 10 and 12 hour schedules were discussed. Of those present, most limited the length of time their staff can work in a shift to 12-14 hours under normal circumstances.
- b) Management: There was some discussion on supervisor accountability with negative employee behavior and complacency.
- c) Personal communication devices in the PSAP: Use of personal electronic devices in the center and liability concerns were discussed. Of those present, some allowed use in the center and some did not.

2) Events and Exercises: No discussion

3) Training

- a) Sharing of PSAP resources: The open agenda item on the topic of sharing talent/resources amongst agencies was discussed. Examples discussed include sharing existing in-house training courses, power-point presentations, subject matter experts, etc. Additional discussion is needed, but all agreed the first step should be to collect ideas from interested PSAPs and begin to catalog ideas. PSAPs that are interested in participating should bring a list of their possible contributions to the January meeting. Cathy Anderson offered to post this list of resources to the state's training resource site when complete.

Action item: PSAP representatives interested in participating should bring a list of their PSAP's possible contributions to the January meeting.

- b) *Class hosting:* Shared interest in hosting training classes was discussed. This would help prevent class cancellations due to low registrations. Some ideas thrown out include PSTC (Public Safety Training Consultants) or Power Phone. It may be ideal to find opportunities that have a flat fee that agencies can share cost of versus individual registration fees, but some research is needed to explore possibilities.

PSTC

PowerPhone

Action item: Heidi Hieserich will bring some options and costs to the next meeting.

- c) *Ride-alongs:* The value of staff ride-alongs, responder sit-alongs and agency sit-alongs was discussed. All present agreed it would be beneficial to encourage staff to visit other agencies and observe the operational differences amongst PSAPs.
- d) *Chemical Suicide:* Cathy Anderson shared with the group that information on chemical suicides was posted to the DPS website for anyone that is interested in this training topic. Website: <https://dps.mn.gov/divisions/ecn/Pages/default.aspx>

4) **PSAP technical updates and info:** No discussion

5) **QA/QI:** LaVae Robinson asked if anyone present could share their protocol for periodic employee proficiency/competency testing. No one present had protocol in place to evaluate employee skills/knowledge in the form of a test or documented demonstration of knowledge. For example, use of PSAP equipment. Any agencies that can share examples of methods/protocols they use for this would be appreciated.

Action item: Anyone with examples of periodic proficiency/competency testing is requested to reach out to LaVae Robinson or bring information to the January meeting.

6) **Standards:** Cathy Anderson shared a draft of the ARMER StatusBoard standard (attached) and asked for input on whether the capability to schedule a calendar reservation for LTAC1 and LTAC2 should be removed from StatusBoard. Those present agreed it would make sense to remove this capability to prevent any accidental reservation. PSAP representatives that weren't able to make it to the meeting are asked to email Cathy with feedback. Anyone interested in receiving updates and emails on state standards should also email Cathy. Email: cathy.anderson@state.mn.us

Action item: PSAP representatives that were not able to make it to the meeting are asked to email Cathy Anderson with any feedback they have on removing the calendar reservation capability from StatusBoard for LTAC1 and LTAC2.

7) **Other:** Meeting participation and frequency was discussed. Everyone agreed that the meetings have value but it would be helpful to see more structure, such as meeting notes and planned agenda items. It was also agreed that meeting quarterly instead of bi-monthly is adequate based on past discussions and may increase participation.

Action item: Four meeting dates were set for 2015. This will be on the agenda for January's meeting to allow anyone not present an opportunity to provide feedback. The hosting agency will solicit members for specific agenda items and distribute an agenda in advance. Meeting notes will be taken and distributed to all members.

2015 meeting dates:

January 13th, 9:00-11:00 – Hosted by Hennepin County

April 14th, Need hosting PSAP

July 14th, Need hosting PSAP

October 13th, Need hosting PSAP