



METROPOLITAN EMERGENCY SERVICES BOARD RADIO TECHNICAL OPERATIONS COMMITTEE AGENDA

September 25, 2024, 1:00 p.m.

This meeting will be conducted in-person at the MESB Office, 2099 University Ave W, St Paul ONLY

1. **Call to Order** – Committee Chair, Jake Thompson
2. **Approval of Agenda** – Thompson
3. **Approval of Minutes of August 28, 2024 Meeting** – Thompson
4. **Action Items**
 - A. COMU Recognitions/Renewals – Tracey Fredrick
 - i. Erin Quinn COML Recognition
 - B. Bloomington Waiver Request – Dalton Gruber
 - C. Radio Items for Regional Strategic Plan – Fredrick
5. **Moves, Additions & Changes to the System**
6. **Committee Reports**
 - A. Metro Mobility Status Update – Chad LeVasseur
 - B. System Managers Group/Metro Administrators – Jansen
 - C. MnDOT ARMER System Update – John Anderson/Nick Schatz/Shane Chatleain
 - D. SECB Committees
 - i. Steering – Fredrick/Jill Rohret
 - ii. LMR – Nate Timm/Mike Mihelich
 - iii. WBBA – Rod Olson/Cory DeMuth
 - iv. IOC/COMU-STR Workgroup – Thompson/Timm/Jansen/Anderson
 - v. IPAWS – Haas
 - vi. Finance/Grants Workgroup – Fredrick/Rohret
7. **Other Business**
 - A. METAC Permission update – Fredrick
 - B. Discussion: Regional Radio Technician – Open Discussion
 - C. Discussion: Regional Approach to SUA – Open Discussion
8. **Adjourn**

Reminder: Next meeting scheduled for October 23, 2024

Metropolitan Emergency Services Board

Radio Technical Operations Committee

**August 28, 2024
Draft Meeting Minutes**

Members

Airport – Jeff Bjorklund
Anoka County – Cory DeMuth
Carver County – **absent**
Chisago County – Mike Parker
Dakota County – Ron Jansen
Hennepin County – Jake Thompson
Isanti County – Robert Shogren
Metro Region EMS – Victoria Vadnais

Metro Transit – Chad LeVasseur
Minneapolis – Rod Olson
Minnesota Fire Chiefs – **absent**
Ramsey County – Mike Mihelich
Scott County – Scott Haas
Sherburne County – **absent**
Washington County – Nate Timm
U of M – Jeff Lessard

Guests: Sara Boucher-Jackson, *Metro Airports*; Marcus Bruning, *ECN*; Eli Charif, *M Health*; Dalton Gruber, *City of Bloomington*; Jim Schnoor, *Met Council*; Rick Schute, *City of St. Paul*; and Scott Stangeland, *City of St. Paul*.

MESB Staff: Tracey Fredrick; Jacob Kallenbach; and Jill Rohret.

1. Call to Order

Jake Thompson, Committee Chair, called the meeting to order at 1:00 p.m.

2. Approval of Agenda

Motion made by Scott Haas, seconded by Cory DeMuth to approve the August 2024 Radio TOC meeting agenda. Motion carried.

3. Approval of Minutes

Motion made by Ron Jansen, seconded by Haas to approve the June 2024 Radio TOC meeting minutes. Motion carried.

4. Action Items

A. St. Paul Emergency Management Talkgroup Waiver Request

Scott Stangeland of St Paul Emergency Management states that they are looking to obtain channel access for the purpose of scanning and monitoring during special events.

Haas asks what business case there is for the request.

Stangeland responded by stating they would use this channel access during special events and emergencies when they are working in collaboration with local law enforcement.

Jansen asks if this request is time sensitive. Stangeland responded by stating this is not time sensitive.

Motion made by Jansen, seconded by DeMuth to table the request for a future meeting and form a workgroup to discuss non-law enforcement access to law enforcement talkgroups. Motion carried.

Metropolitan Emergency Services Board

B. Rice County Talkgroup Waiver Request

Jansen states that Rice County is submitting a waiver request to have radios programmed with and use the new Metro Region ME LSEC 02E-15E talkgroups. Rice County borders two Metro Region counties and has a shared SWAT team with Dakota County/South Metro SWAT. Both Rice County SWAT and non-SWAT personnel have assisted numerous times in the Metro in recent years. The request asks to program all Rice County Law Enforcement Only radios with the ME LSEC 02E-15E talkgroups.

Rod Olson asks if these would go into consoles or just radios. Jansen responds by stating they would be going into consoles and radios.

Motion made by Haas, seconded by DeMuth to approve the waiver request as radio only and table the console portion of the request for a future meeting. Motion carried.

C. Hennepin County Radio ID Request

Jake Thompson stated that Hennepin County is looking to add radio IDs for a few agencies in proportion to its three- to five-year projected growth. Specific numbers and additions can be found in the meeting packet.

Motion made by Haas, seconded by DeMuth to approve the Hennepin County Radio ID request. Motion carried.

D. Hennepin County Participation Plan Amendment

Thompson stated that Hennepin County is requesting approval of an amendment to its ARMER participation plan to add outdoor warning sirens which will transmit over ARMER talkgroups. Hennepin County has 293 outdoor warning sirens and will use 300 of its current talkgroup allocation to accommodate the new use. There is no increase in projected system usage as the sirens are locked to Hennepin County. Hennepin County will release a Request for Proposals (RFP) to secure a vendor for the work.

Haas asked if this is just for the radio IDS or if this request is also for talkgroups.

Thompson responded by stating they have enough talkgroups to cover this and that the request is solely for Radio IDs.

DeMuth asked if this would be a single talkgroup ID. Thompson responded by stating this would be a single, encrypted talkgroup ID.

Motion made by Nate Timm, seconded by Haas to approve the Hennepin County Participation Plan Amendment. Motion carried.

5. Moves, Additions, & Changes to the System

Jeff Lessard stated that Isanti County will be moving a MCC7500E console to the University of Minnesota.

6. Committee Reports

A. System Managers Group – canceled

B. MnDOT ARMER System Update

There are no new updates.

C. SECB Committees

i. Steering

The committee met in August and did not have any new actions items but continued to discuss the SECB policy and procedure manual, and updating the SCIP. The education and outreach

Metropolitan Emergency Services Board

workgroup gave a progress update. The group is scheduled to meet again in the 2nd week of September.

ii. LMR

The group last met in July. There were no action items at this meeting, but continued discussions on patching and SUA contract planning.

iii. WBBA – no meeting

iv. IOC & Workgroups

a. IOC – no meeting

b. STR Workgroup – no meeting

c. COMU Workgroup

The workgroup went over a few COML/COMT approvals and had discussion on the exercise Camp Ripley.

v. IPAWS – no meeting

vi. Finance/Grants Workgroup

The Finance workgroup met in August and approved a request for funding of the COMU planning retreat at Camp Ripley to happen in the November - January timeframe. SCIP, SECB capital improvement plan, and finance standards were also discussed. The Grants workgroup cancelled its August meeting. Both groups will meet again in September.

7. Other Business

A. METAC Permission Update

There are no new requests.

B. Discussion: Regional Radio Technician

Jansen stated that he will bring this topic to the system administrators group for further discussion. Current techs are short staffed and spread thin; a metro-wide solution is needed.

C. Discussion: Regional Strategic Plan Updates

Fredrick stated that this continues to be an open discussion, however, in September action will need to be taken to approve the plan. Please reach out to Fredrick if you have opinions on any additions, deletions, or modifications.

D. Discussion: Regional Approach to SUA

The Radio TOC discussed regional concerns and possible routes of action when it comes to the SUA with Motorola. Much of the concern comes from the cost of the current proposal and what will actually be included (equipment, upgrades, services) in the proposed contract.

E. Common Display Name for LSEC Talkgroups

Fredrick stated that there is no common display name listed in the standard and that this may cause confusion. She asks if there is any desire to have something written in the standard that everyone could use, and, if they should treat these like ME TACs, where the requests/waivers would go to her.

Haas stated that a common zone name would improve regional standardization and lead to less confusion.

Jansen said this item will be brought to the system administrators group for further discussion.

Metropolitan Emergency Services Board

8. Adjourn

The meeting was adjourned at 2:29 p.m.

DRAFT

COMU Position Recognition Application

Application Type:

- Initial Application Renewal Change of Status

Position (check only one unless changing status):

- COML COMT INCM
 INTD RADO AECS

Name (Last, First Middle) QUINN, ERIN KATHLEEN

Certifying Agency RAMSEY COUNTY EMERGENCY COMMUNICATIONS

County RAMSEY ECB/ESB Region METRO

Agency Address 388 13TH ST. E. ST. PAUL, MN 55101

24/7 Telephone 612-401-9213 Business Telephone 651-266-7719

Email Address ERIN.QUINN@CO.RAMSEY.MN.US

Signature  Date 9/10/24

Agency Certification (this section must be completed even if PTB Agency Certification form was completed)
The above named individual seeking state recognition for the above identified COMU position(s) is recognized by the above named agency in that COMU position. The person serves the agency as a paid employee or as a volunteer but, in either case, is recognized as an employee for the purposes of Workers Compensation, liability, and all other liability-related protections afforded employees of the agency, when activated for duty.

When the above named person serves in the COMU position(s), whether within the agency's jurisdiction, or outside, the person serves as an employee/representative of the agency.

Name & Title NANCIE PASS - DIRECTOR

Agency RAMSEY COUNTY EMERGENCY COMMUNICATIONS

Signature  Date 9/10/24

Regional Recognition
The ECB/ESB region has reviewed the request for state recognition and supports state recognition of this person.

Name & Title _____ Region _____

Signature _____ Date _____

COMU Subcommittee & SWIC Recognition
The COMU Subcommittee and the SWIC have reviewed the request for state recognition and supports state recognition of this person.

SWIC Signature _____ Date _____



FEMA

NATIONAL QUALIFICATION SYSTEM (NQS)

POSITION TASK BOOK
FOR THE POSITION OF

COMMUNICATIONS UNIT LEADER (COML)

Version: September 2017

Check the appropriate position type:

Single Type

Type 1


Type 2

Type 3


POSITION TASK BOOK ASSIGNED TO:	
TRAINEE'S NAME:	ERIN QUINN
DUTY STATION:	RAMSEY COUNTY EMERGENCY COMMUNICATIONS
PHONE NUMBER:	612-401-9213
E-MAIL:	ERIN.QUINN@CO.RAMSEY.MN.US
POSITION TASK BOOK INITIATED BY:	
OFFICIAL'S NAME:	Don Smiley
TITLE:	COML / INCM
DUTY STATION:	Ramsey Co. Emergency Communications
PHONE NUMBER:	651-266-7716
E-MAIL:	don.smiley@co.ramsey.mn.us
POSITION TASK BOOK WAS INITIATED:	
LOCATION:	CAMP RIPLEY
DATE:	AUGUST 19, 2024

Evaluator Verification

(Do not complete this form unless you are recommending the trainee for all-hazards certification.)

FINAL EVALUATOR VERIFICATION	
I verify that	<u>ERIN QUINN</u>
has successfully completed all tasks as a trainee and should therefore be considered for certification in this position. I also verify that all tasks are documented with appropriate initials.	
FINAL EVALUATOR'S SIGNATURE:	
DATE:	<u>8/21/24</u>
FINAL EVALUATOR'S PRINTED NAME:	<u>Keith Pattison</u>
TITLE:	<u>COML</u>
DUTY STATION:	<u>Central Care EMS</u>
PHONE NUMBER:	<u>320-295-6972</u>
E-MAIL:	<u>Kd.pattison@charter.net</u>

Documentation of Agency Certification

DOCUMENTATION OF AGENCY CERTIFICATION	
I certify that	<u>ERIN QUINN</u>
has successfully met all of the criteria set out in the National Incident Management System (NIMS) Job Title/Position Qualifications document for the position and will hereby receive certification of his/her qualification.	
OFFICIAL'S SIGNATURE:	
DATE:	<u>9/10/24</u>
OFFICIAL'S NAME:	<u>Nancie Pass</u>
TITLE:	<u>Director</u>
DUTY STATION:	<u>RCECC</u>
PHONE NUMBER:	<u>652-266-7732</u>
E-MAIL:	<u>Nancie.Pass@Co.Ramsey.mn.us</u>

Position Task Book Overview

The Position Task Book (PTB) documents the performance criteria a trainee must meet to be certified for a position within the National Qualification System (NQS). The performance criteria are associated with core NQS competencies, behaviors, and tasks.

A trainee may not work on multiple position type PTBs for a specific position at the same time; for example, a trainee may not simultaneously work on a Type 1 Incident Commander PTB and a Type 2 Incident Commander PTB. If a position has multiple types, the trainee must, in most cases, qualify at the lowest type before pursuing the next higher type. For example, before seeking qualification for a Type 1 position, an individual must first qualify at the Type 3 level and then at the Type 2 level.

Evaluation Process

- Evaluators observe and review a trainee's completion of PTB tasks, initialing and dating each successfully completed task in the PTB.
- Evaluators complete an Evaluation Record Form after each evaluation period by documenting the trainee's performance.
- The Authority Having Jurisdiction (AHJ) may not have enough resources to ensure that every evaluator is qualified in the position being assessed. Therefore, a trainee's supervisor may evaluate the completion of PTB tasks. For example, a Logistics Section Chief has the authority to sign off on completed PTB tasks for a Food Unit Leader trainee.
- The final evaluator is a leader who verifies that a trainee has completed the PTB and met all requirements for the position. A final evaluator is generally qualified in the same position for which the trainee is applying. When possible, the evaluator and the final evaluator should not be the same person, but in situations with limited resources, the evaluator can also serve as the final evaluator.
- Once the final evaluator has completed the Final Evaluator Verification, he/she forwards it to the Quality Review Board (QRB) along with supporting evidence that the trainee has completed all position requirements.
- After the QRB review, the AHJ completes the Documentation of Agency Certification form as appropriate.

Transferring Qualifications

- Personnel who have documentation of previous education, training, or significant on-the-job incident experience may receive credit toward qualification for a given position. Each AHJ establishes the requirements for transferring qualifications from another AHJ.
- If an AHJ chooses not to accept a trainee's existing certification of qualification, the trainee may be reevaluated in the specific position and issued a new PTB.
- An individual may hold multiple certifications of qualification (that is, the Final Evaluator Verification form and the Documentation of Agency Certification form) along with the completed PTB.

Position Task Book Competencies, Behaviors, and Tasks

The PTB sets minimum criteria for certification for a position. The AHJ has the authority to add content to the baseline PTB competencies, behaviors, and tasks as necessary.

The PTB covers all type levels for a given position, but a trainee may check only one “Type” box and work on only one type at a time. (The National Incident Management System (NIMS) Job Title/Position Qualifications document describes all types.)

Command and General Staff job titles/positions qualifications are typed based on incident complexity, while all other NIMS positions are typed based on the minimum qualifications.

Definitions

Competency: An observable, measurable pattern of knowledge, skills, abilities, and other characteristics an individual needs to perform an activity and its associated tasks. A competency specifies the skillset a person needs to possess to complete the tasks successfully.

Behavior: An observable work activity or a group of similar tasks necessary to perform the activity.

Task: A specific, demonstrable action necessary for successful performance in a position. Trainees must demonstrate completion of required tasks.

- Occasionally, PTB tasks are unique to one of the types; for example, certain tasks apply only to a Type 3 Incident Commander, not to a Type 2 or Type 1 Incident Commander. In those cases, the PTB indicates the corresponding type at the beginning of the task.
- All tasks require evaluation; however, bullet statements within a task are examples.

PTB Task Codes

Each task in the PTB model has at least one corresponding code conveying the circumstances in which the trainee can perform the task for evaluation. Evaluators may assess trainees during incidents, in classroom simulations and training sessions, in functional and full-scale exercises, and in other work situations. If a task has multiple codes, the evaluator may evaluate in ANY of those circumstances; the trainee does not need evaluation in all of the listed circumstances.

Code C: Task performed in training or classroom setting, including seminars and workshops.

Code E: Task performed during a full-scale exercise with equipment deployed under the Incident Command System (ICS).

Code F: Task performed during a functional exercise managed under the ICS.

Code I: Task performed during an incident or event managed under the ICS. Examples include oil spill, search and rescue operation, hazardous materials (hazmat) response, fire, and emergency or non-emergency (planned or unplanned) events.

Code J: Task performed as part of day-to-day job duties.

Code T: Task performed during a tabletop exercise.

Code R: Task performed very rarely and required only if applicable to the event.

How to Complete the Evaluation Record Form

Each Evaluation Record Form (see next page) covers one evaluation period. Evaluation periods may involve incidents, classroom simulations, or daily duties, depending on what the PTB recommends. The AHJ determines the number of evaluations required for position qualification and certification. If evaluators need additional evaluation periods, they can copy pages from a blank PTB and attach them to the PTB in question.

Complete these items AT THE START of the evaluation period:

Evaluation Record Number: Label each evaluation record with a number to identify the incident(s), exercise(s), or event(s) during which the trainee completed the PTB tasks. The evaluator should also write this number in the PTB column labeled "Evaluation Record #" for each task performed satisfactorily. This number enables reviewers of the completed PTB to ascertain the evaluators' qualifications before signing off on the PTB.

Evaluator's name; Incident/office title and agency: List the name of the evaluator, his/her incident position or office title, and the evaluator's home agency.

Evaluator's home unit address and phone: List evaluator's home unit address and phone number.

Name and location of incident or simulation/exercise: Identify the name (if applicable) and location where the trainee performed the tasks.

Incident kind: Enter the kind of incident (such as hazmat, law enforcement, wildland fire, structural fire, search and rescue, flood, or tornado).

Complete these items AT THE END of the evaluation period:

Number and kind of resources: Enter the number of resources assigned to the incident, and their kind (such as team, personnel, and equipment) pertinent to the trainee's PTB.

Evaluation period: Enter inclusive dates of trainee evaluation. This time span may cover several small, similar incidents.

Position type: Enter position type (such as Type 3, Type 2, Type 1, or Single Type).

Recommendation: Check the appropriate line and make comments below regarding the trainee's future development needs.

Additional recommendations/comments: Provide additional recommendations and comments about trainee, as necessary.

Date: List the current date.

Evaluator's initials: Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.

Evaluator's relevant qualification: List your certification relevant to the trainee position you supervised.

Evaluation Record Form

TRAINEE NAME:	ERIN QUINN
TRAINEE POSITION:	COML
Evaluation Record Number:	1
Evaluator's name:	Keith Pattison
Incident/office title and agency:	CentraCare EMS
Evaluator's home unit address and phone:	301 Becker Ave SW
Name and location of incident or simulation/exercise:	North Star II camp Ripley
Incident kind:	Training
Number and kind of resources:	
Evaluation period:	8/19 - 8/21
Position type:	COML
Recommendation:	<p>The above named trainee performed the initialed and dated tasks under my supervision. I recommend the following for this trainee's further development:</p> <p><input checked="" type="checkbox"/> The trainee has successfully performed all required tasks for the position. The AHJ should consider the individual for certification.</p> <p><input type="checkbox"/> The trainee could not complete certain tasks or needs additional guidance. See comments below.</p> <p><input type="checkbox"/> Not all tasks were evaluated on this assignment. An additional assignment is needed to complete the evaluation.</p> <p><input type="checkbox"/> The trainee is severely deficient in the performance of tasks and needs further training prior to additional assignment(s) as a trainee for this position.</p>
Additional recommendations/comments:	
Date:	8/21/24
Evaluator's initials:	KP
Evaluator's relevant qualification:	COML, COMT, AUXC

Communications Unit Leader (COML)

1. Competency: Assume position responsibilities

Description: Successfully assume the role of COML and initiate position activities at the appropriate time according to the following behaviors.

1a. Behavior: Ensure readiness for assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>1. Obtain, assemble, and prepare information and materials for go-kit prior to receiving an assignment. The kit should contain critical items for the assignment and be easily transportable:</p> <ul style="list-style-type: none"> • Reference materials: <ul style="list-style-type: none"> ○ In electronic, digital, or hard-copy format ○ Functional guidelines relative to incident type (agency guidance or other functional guidelines) ○ Authority Having Jurisdiction (AHJ) operations guides, Emergency Response Field Operations Guide (ER-FOG), or other operational guides ○ Position manuals ○ Current Tactical Interoperable Communications Plan (TICP) and Statewide Communications Interoperability Plan (SCIP), if available ○ Inventories or other lists of local and regional communications response equipment ○ Preplanned local system coverage maps ○ Contact, capability, and availability information for local and regional Communications Technicians (COMT) and Communications Specialists • National Interoperability Field Operations Guide (NIFOG) forms: <ul style="list-style-type: none"> ○ Agency-specific forms appropriate to the function ○ Incident Radio Communications Plan (blank or pre-filled) • Supplies: <ul style="list-style-type: none"> ○ Office supplies appropriate to the function ○ AHJ identification badge and qualification card ○ Radio programming equipment (cloning cable or computer), adapters, and suitable tools ○ GPS ○ First aid kit • Personal Protective Equipment (PPE) and security measures 	C, E, F, I, J, T E	1	KP 8/14

1b. Behavior: Gather, update, and apply situational information relevant to the assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>2. Review or develop a draft Incident Radio Communications Plan. Examples of important information include:</p> <ul style="list-style-type: none"> • Frequencies and talk groups already assigned • Other mutual aid channels or equipment already in use • Gateway or other interoperability devices already in use • Other current incidents or events that may overwhelm resources or create conflicts with existing communications plans 	E, F, I <i>E</i>	1	KP 8/19

1c. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>3. Contact local Communications Coordinator or Communications Duty Officer at the National Interagency Fire Center (NIFC) if necessary to determine frequencies and equipment available for the incident. Note: NIFC involvement is incident dependent.</p>	E, F, I <i>E</i>	1	KP 8/19

2. Competency: Lead assigned personnel

Description: Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

2a. Behavior: Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
4. Demonstrate the ability to identify opportunities for universal accessibility for persons with disabilities.	E, F, I, J	1	KP 8/20
5. Demonstrate the ability to assess and monitor for physical access, programmatic access, and effective communications access for persons with disabilities.	E, F, I, J	1	KP 8/20
6. Refer equal access, disability accommodations requirements, and access and functional needs (AFN) accommodations to appropriate personnel for resolution.	E, F, I, J	1	KP 8/20

2b. Behavior: Coordinate interdependent activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
7. Coordinate with other appropriate personnel: <ul style="list-style-type: none"> • Receive and transmit current and accurate information • Communicate changes to the Incident Action Plan (IAP) or relevant plans • Inform appropriate team members of significant changes in operations • Ensure supervisor is aware of all changes in status of resources assigned to the operation and keep status current • Provide supervisor with operational status for incident status summary and situation reports • Coordinate with operations regarding system coverage and needs • Coordinate with first responders and public safety to support organizations as necessary (such as Medical Unit for medical evacuation plan) • Coordinate with special units such as Air Operations, Explosive Ordnance Disposal (EOD), and SWAT for special frequency needs 	E, F, I E	1	KP 8/20

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>8. Coordinate frequencies, activities, and resources with communications resource coordinators outside of the incident:</p> <ul style="list-style-type: none"> • Contact Communications Coordinators and notify them of incident frequency, talk group, mutual aid channel, dispatch center, or other shared resource assignments, as appropriate • Identify communications equipment and personnel that exceed incident needs and demobilize if appropriate • Identify resources by type/qualifications, quantity, and location • Provide a copy of the of the Incident Radio Communications Plan to other agencies or to the COML at any nearby incidents, as necessary, to avoid interference or other conflicts 	E, F, I	1	KP
<p>9. Notify appropriate local, county, regional, state, and Federal agencies for adjacent incident(s) of system design and frequency allocations.</p>	E, F, I	1	KP

3. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

3a. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>10. Ensure incident documentation and administrative requirements are complete, according to the supervisor's direction:</p> <ul style="list-style-type: none"> • Submit incident narrative to supervisor • Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period • Ensure all personnel and equipment time records are complete and submitted at the end of each operational period 	E, F, I	1	KP 8/20
<p>11. Initiate and maintain accurate records of all communications equipment:</p> <ul style="list-style-type: none"> • Initiate and maintain accountability system for issuing handheld radio resources • Document geographic locations of equipment and transfer this information to local maps (latitude/longitude, legal) • Keep records for local and national resources to ensure return to proper locations 	E, F, I	1	KP 8/20

3b. Behavior: Develop and implement plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>12. Design communications systems to meet incident operational needs:</p> <ul style="list-style-type: none"> • Determine additional resource needs and order necessary equipment and personnel • Prepare Incident Radio Communications Plan • Request any additional communications vendor services (such as telephone, satellite communications, and microwave technology) and identify costs associated with equipment • Coordinate, through the chain of command, the installation locations for equipment (such as repeaters, satellite telephones, and telephone lines) • Provide communications support for external and internal data operations • Order frequencies following the proper procedures • Create diagrams of current communications systems • Determine optimal locations for any future expansion of communications equipment, using topographical maps to evaluate elevation and separation needs 	E, F, I	1	KP 8/21

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
13. Design telephone/data networks to meet incident needs: <ul style="list-style-type: none"> Determine locations for telephone/data networks to be installed 	(E, F, I	1	KP 8/21
14. Request additional telephone communications services: <ul style="list-style-type: none"> Identify cost and options associated with equipment/services Determine whether service can be provided in a timely manner 	(E, F, I	1	KP 8/21
15. Request additional cellular communications services, including portable cellular towers such as cellular on wheels (COW) and cellular on light truck (COLT): <ul style="list-style-type: none"> Identify options associated with equipment/services Determine whether services can be provided in a timely manner 	(E, F, I	1	KP 8/21
16. Request additional data/internet communications services: <ul style="list-style-type: none"> Identify options associated with equipment/services Determine whether services can be provided in a timely manner 	(E, F, I	1	KP 8/21
17. Provide basic training as needed for equipment being deployed	(E, F, I	1	KP 8/21

4. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

4a. Behavior: Execute assigned tasks, assess progress, and make necessary adjustments

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
18. Determine communications equipment requirements and place the initial order. Based on information obtained from IAP, section briefings, and agency briefings, immediately order (using proper procedures) supplies, materials, and equipment necessary to support projected incident size.	E, F, I	1	KP 8/21
19. Install communications equipment: <ul style="list-style-type: none"> • Obtain equipment from Supply Unit, if one exists, or from authorized sources • Arrange the installation of communications equipment and test all components to ensure systems are operational. For example: <ul style="list-style-type: none"> ○ Command repeater ○ Logistics repeater ○ Links (radio and wire-based) ○ Remotes ○ Gateways ○ Aircraft and other special needs • Develop installation priorities (for example, operations before logistics) while adhering to safety standards for communications needs of tactical personnel • Clone or program radios, as necessary and authorized 	E, F, I	1	KP 8/21

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<p>20. Assign communications equipment:</p> <ul style="list-style-type: none"> • Identify kind and number of communications equipment to be distributed to specific units according to the communications plan • Provide resources and unit leaders with appropriate equipment based on the communications plan • Provide basic training as needed on equipment being fielded • Maintain equipment inventory to provide accountability 	E, F, I	1	KP 8/21
<p>21. Establish Incident Communications Center (ICC):</p> <ul style="list-style-type: none"> • Coordinate location of ICC with Facilities Unit Leader • Locate ICC close to the Incident Command Post and away from high-traffic areas and noise • Locate ICC away from radio frequency and electronic noise • Verify estimated time of arrival (ETA) of communications personnel, establish assignments based on incident requirements, and plan schedules around operations requirements • Obtain necessary supplies for ICC to function properly 	E, F, I, R	1	KP 8/21
<p>22. Manage operations of the ICC:</p> <ul style="list-style-type: none"> • Document radio/telephone activities on appropriate forms • Set up filing system for ICC documentation • Direct radio/telephone traffic to proper destinations • Establish notification procedures for emergency messages • Identify system problems, both technical and operational, and determine appropriate solutions • Follow established routing procedures for messages 	E, F, I, R	1	KP 8/21
<p>23. Perform operational tests of communications systems throughout the duration of the incident:</p> <ul style="list-style-type: none"> • Identify and take necessary action to accomplish minor field repair or place orders for replacement of equipment • Monitor all gateways in use • Plan for battery replacement • Act decisively to minimize interruptions in system operation 	E, F, I	1	KP 8/21

Emergency Management Institute



FEMMA

This is to certify that

Erin Quinn

successfully completed

NIMS ICS All-Hazards Communications Unit Leader

Chicago, Illinois

2.5 IACET CEU

May 13 - 16, 2024

A handwritten signature in black ink, appearing to be "ES", written over a horizontal line.

Superintendent
Emergency Management Institute





FEMA



**NATIONAL DISASTER &
EMERGENCY MANAGEMENT
UNIVERSITY**

This Certificate of Achievement is to acknowledge that

ERIN QUINN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-100.B: Introduction to Incident Command
System ICS-100**

A handwritten signature in black ink, appearing to read "Jeffrey D. Stern".

Jeffrey D. Stern, Ph.D.
Superintendent
National Disaster & Emergency
Management University



Issued this 13th Day of April, 2014



FEMMA



**NATIONAL DISASTER &
EMERGENCY MANAGEMENT
UNIVERSITY**

This Certificate of Achievement is to acknowledge that

ERIN QUINN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the Independent Study course:

**IS-200.B: ICS for Single Resources
and Initial Action Incident, ICS-200**

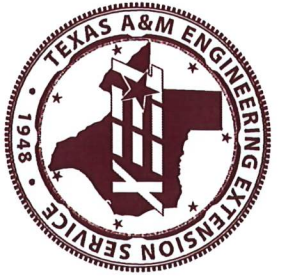
A handwritten signature in black ink, appearing to read "Jeffery D. Stern".

Jeffery D. Stern, Ph.D.
Superintendent

National Disaster & Emergency
Management University



Issued this 18th Day of April, 2014



FEMMA

TEXAS A&M ENGINEERING EXTENSION SERVICE

National Emergency Response and Recovery Training Center


in cooperation with the
Department of Homeland Security
Federal Emergency Management Agency

Erin Quinn

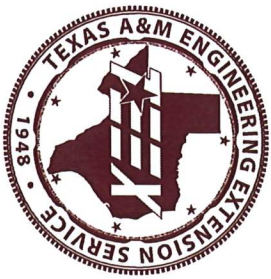
has successfully completed

Intermediate ICS-300 for Expanding Incidents

Saint Paul, Minnesota, United States
21 Hours
November 8 - 10, 2021


David Coathney, Director
Texas A&M Engineering Extension Service


H. Lawson, Jr., Director
National Emergency Response and Recovery Training Center
Texas A&M Engineering Extension Service



FEMMA

TEXAS A&M ENGINEERING EXTENSION SERVICE

National Emergency Response and Recovery Training Center

in cooperation with the
Department of Homeland Security
Federal Emergency Management Agency

Erin Quinn

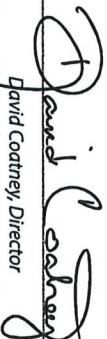
has successfully completed

Advanced ICS-400 Command and General Staff-Complex Incidents

Saint Paul, Minnesota, United States

15 Hours

December 7 - 8, 2021


David Coakley, Director
Texas A&M Engineering Extension Service


H. Lawson, Jr., Director
National Emergency Response and Recovery Training Center
Texas A&M Engineering Extension Service

Emergency Management Institute



FEMMA

This Certificate of Achievement is to acknowledge that

ERIN QUINN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700.b

An Introduction to the National Incident Management System

Issued this 15th Day of October, 2021

A handwritten signature in black ink, appearing to read "Jeffrey D. Stern", written over a horizontal line.

Jeffrey D. Stern, Ph.D.

Superintendent

Emergency Management Institute

Federal Emergency Management Agency



0.4 IACET CEU

Emergency Management Institute



FEMMA

This Certificate of Achievement is to acknowledge that

ERIN QUINN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00800.d

National Response Framework, An Introduction

A handwritten signature in black ink, appearing to read "Jeffrey D. Stern", written over a horizontal line.

Issued this 15th Day of October, 2021



Jeffrey D. Stern, Ph.D.
Superintendent
Emergency Management Institute
Federal Emergency Management Agency



Metro Radio TOC,

Bloomington Fire is seeking a waiver to state standard IOP-11, "Use of Statewide Law Enforcement Interoperability Talkgroups." We are looking to put LTAC 1 – 4, and LTAC 5E – 12E into 5 portables. Having these talkgroups will provide smoother operations and better interoperability and situational awareness when deployed on incidents. Allowing this waiver would significantly reduce the risk of the medics missing critical communications and reduce the safety risk for everyone. These portables are assigned to medics and their supervisor, who are embedded on the Bloomington Police ERU/SWAT team. These portables are not used by anyone else in the department. The medics and supervisor have undergone all CJIS data compliance training.

Bloomington Fire is also seeking a waiver to state standard IOP-34, "Statewide AES-256 Encrypted "LENC" Law Enforcement Interoperability Talkgroups." We are looking to put LENC-2E – LENC-15E into 5 portables. This waiver request is for all the same reasons and put into the same 5 portables outlined above.

Thank you for your consideration on these requests.



Metro Radio TOC,

Bloomington Fire is seeking a waiver to Metro Region ARMER Standard 3.15.0, "Use of Metro ARMER ME LSEC Talkgroups." We are looking to put ME LSEC 2E – 15E into 5 portables. Having these talkgroups will provide smoother operations and better interoperability and situational awareness when deployed on incidents. Allowing this waiver would significantly reduce the risk of the medics missing critical communications and reduce the safety risk for them. These portables are assigned to medics and their supervisor, who are embedded on the Bloomington Police ERU/SWAT team. These portables are not used by anyone else in the department. The medics and supervisor have undergone all CJIS data compliance training.

Thank you for your consideration on this request.

Dalton Gruber
Radio Communications Technician
Bloomington Police Department
1800 West Old Shakopee Road
Bloomington, MN, 55431



Metropolitan Emergency Services Board

2022-2024 Interoperable Emergency Communications Strategic Plan (IECSP)

Contents

Section 1: Interoperable Emergency Communications Strategic Planning Team Members	3
Section 2: Purpose.....	4
Section 3: Scope.....	4
Section 4: Strategic Priorities	5
Priority #1: Expanded Interoperability Between PSAPS	5
Priority #2: Increase Continuity of Operations Options and Capabilities	6
Priority #3: Continue to Invest In, Upgrade, and Expand the ARMER System.....	7
Priority #4: Secure Funding – Stable, Predictable, and Sufficient.....	8
Priority #5: Staff Recruitment, Development, and Retention	9
Priority #6: Successful Transition to NG9-1-1 Core Services.....	10
Priority #7: Support and Participation in Cutting-Edge Emergency Communications Research and Standard Development	11
Priority #8: Increase Policy Maker Understanding and Support for Emergency Communications	11

Section 1: IECSP Team Members

The Metropolitan Emergency Communications Board (MESB) is one of seven regional Emergency Communications Boards (ECBs) and Emergency Services Boards (ESBs) in the state of Minnesota which have been established to provide local governance on matters related to emergency communications. The MESB's membership includes representatives from the following entities:

- Anoka County
- Carver County
- Chisago County
- Dakota County
- Hennepin County
- Isanti County
- Ramsey County
- Scott County
- Sherburne County
- Washington County
- City of Minneapolis (Hennepin County)

The following representatives from the region and the Minnesota Department of Public safety division of Emergency Communication Networks (DPS-ECN) served as members of the Integrated Preparedness Planning Team (planning team) and contributed to the content of this plan:

Vic Barnett, Ramsey County
BJ Battig, Dakota County
Carrie Bauer, Scott County
Marcia Broman, MESB
Marcus Bruning, DPS-ECN
Pete Eggimann, MESB
Gladys Ferguson, Allina Health EMS
Irene Fernando, Hennepin County
Tracey Fredrick, MESB
Scott Haas, Scott County
Heidi Hieserich, Metro. Airports Commission
Ron Jansen, Dakota County
Geoff Maas, Ramsey County
Tony Martin, Hennepin County
Mike Mihelich, Ramsey County
Todd Moen, Carver County
Darlene Pankonie, Washington County
Nancie Pass, Ramsey County
Cheryl Pritzlaff, Dakota Communications Center
Jill Rohret, MESB
Val Sprynczynatyk, Anoka County
Jake Thompson, Chisago County
Victoria Vadnais, Allina Health EMS
Tom Wolf, Scott County

Section 2: Purpose

The purpose of this Interoperable Emergency Communications Strategic Plan (IECSP) is to assist the Metropolitan Emergency Services Board and regional stakeholders to identify preparedness priorities and the associated Planning, Organizational, Equipment, Training, and Exercise (POETE) activities that are necessary to achieve them.

The IECSP is a key component of the Integrated Preparedness Cycle (Figure 1), which provides an effective mechanism to support decision making, prioritize funding allocation, and measure progress toward building, sustaining, and delivering capabilities based on a jurisdiction's/organization's threats, hazards, and risks. Using this process, stakeholders gain a better understanding of the full breadth of preparedness activities that impact their jurisdiction/organization and allows for a more deliberate approach to multi-year preparedness activity planning.

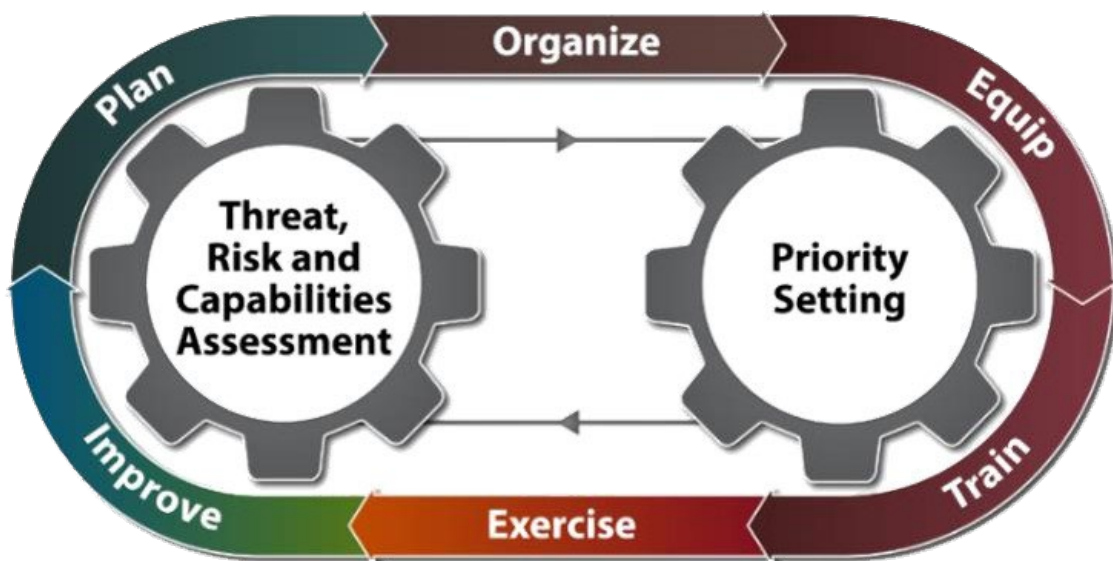


Figure 1: The Integrated Preparedness Cycle

Section 3: Scope

The scope of this plan is limited to the POETE activities necessary to improve interoperable emergency communication capabilities (9-1-1, Land Mobile Radio, Public Alert and Warning, and Wireless Broadband) within the region.

The Integrated Preparedness Cycle for this plan includes the three-year period beginning January 1, 2022 and ending December 31, 2024.

Section 4: Strategic Priorities

Using the information gathered through the activities described in Section 5, the planning team identified the following priorities to help improve the region’s interoperable emergency communication capabilities during this Integrated Preparedness Cycle:

Preparedness Priorities
1. Expanded Interoperability Between PSAPS
2. Emergency Communications Continuity of Operations
3. Continue to Invest, Upgrade, and Expand the ARMER system
4. Secure Funding – Stable, Planned, Predictable, and Sufficient
5. Emergency Communications Staff - Recruitment, Development, and Retention
6. Successfully Transition to NG Core Services
7. Engaging in Industry Research and Standard Development
8. Educating Policy Makers

Priority #1: Expanded Interoperability Between PSAPS

As recommended in the Civil Unrest (May-June 2020) After Action Review, workload sharing, and regional situational awareness have been established as the highest priority in the metro region strategic planning. The metro area public safety answering points (PSAPs) need to establish CAD-to-CAD interoperability and regional situational awareness to work more efficiently and effectively both day-to-day and during high profile events.

Planning Activities

The MESB 9-1-1 Technical Operations Committee (9-1-1 TOC) formed a workgroup and tasked it with developing an implementation plan for CAD-to-CAD interoperability and regional situational awareness. The plan is expected to include recommendations on governance, funding, agency participation, and system capabilities. The draft plan will then be presented to the Board for approval.

Organizational Activities

Once the Board approves the plan, the governance agreements can be drafted and distributed to the PSAP governing authorities for signature, establishing a new governing authority and funding mechanism. The new governance authority can then prepare and issue an RFP that includes the system capabilities identified in the implementation plan.

Equipment Activities

Implementation of a CAD-to-CAD interoperability and regional situational awareness system will require a regional wide area network (WAN) connecting all the regional PSAPs. The MESB’s intent is to work with the Statewide Emergency Communication Board (SECB) and DPS-ECN to implement a regional NG9-1-1 ESInet WAN that conforms to the NENA INF-016.2 Emergency Services IP Network Design, which can support multiple mission-critical public safety applications including, but not limited to, NG9-1-1, CAD-to-CAD, logging, etc. The regional WAN will be configured specifically to support PSAP utilization of cloud-based public safety applications as well as provide connectivity for geodiverse application servers at regional PSAP datacenters.

Training Activities

Once the systems are in place, operational policies and procedures must be developed both within PSAPs as well as with the other partnering PSAPs which utilize the CAD-to-CAD interoperability and regional situational awareness system capabilities. These policies and procedures will be incorporated into each PSAP's training curriculum.

Exercise Activities

Once the PSAP personnel are familiar with how to use the CAD-to-CAD interoperability and regional situational awareness system for day-to-day operations, regular quarterly or semi-annual training exercises should be established for how to utilize the system during high-profile, multi-agency events. The training exercises need to be scheduled on a regular basis to help telecommunicators retain proficiency between live events.

Priority #2: Increase Continuity of Operations Options and Capabilities

Each of the ten-county metro area PSAPs have prepared individual continuity of operations plans (COOP). During those planning efforts challenges were identified, especially for the larger PSAPs, when developing strategies for working from an alternate location. The use of the public safety WAN identified in Priority #1 above to enable remote access to mission-critical public safety applications will offer additional COOP options and capabilities.

Planning Activities

COOP planning at a regional level which builds on the cooperative PSAP relationships that were identified in the individual PSAP COOPs should focus on access to mission-critical public safety applications from the other cooperative PSAP locations. For example, if Washington, Ramsey, and Dakota County PSAPs have agreed to work cooperatively as part of their COOPs, the regional planning should focus on implementing the technology needed to permit Dakota telecommunicators access to the Dakota ARMER, 9-1-1, and CAD applications from workstations at the Ramsey or Washington County PSAPs, with reciprocal access for Ramsey or Washington County telecommunicators to their mission-critical applications at Dakota Communications Center workstations.

An alternative regional plan could utilize the two back-up PSAP locations currently deployed by Ramsey County and now being implemented by the Minneapolis Emergency Communications Center (MECC) as designated regional COOP facilities. Remote access to mission-critical applications could then be established for a group of PSAPs at each location (e.g., east metro PSAPs utilize the Ramsey County facility and west metro PSAPs utilize the MECC facility). If Hennepin County builds a new back-up facility to replace the aging Golden Valley location, the new facility could also be designed to function as a regional back-up facility.

Organizational Activities

Enabling remote access for other PSAPs' applications and utilizing facilities owned by another entity will require funding and governance plans which address the equitable costs associated with the shared technology and facility.

Equipment Activities

Remote access to mission-critical applications from alternate PSAP locations will require the public safety WAN described in Priority #1 to provide the IP-connectivity between the sites.

Training Activities

All PSAP personnel need to be trained on the processes and procedures needed to utilize remote access capabilities for each of the mission-critical applications.

Exercise Activities

To remain viable when needed, regular COOP exercises are required to train new personnel and ensure existing personnel retain the skills needed to operate effectively from the alternate site utilizing remote access to all their mission-critical applications.

Priority #3: Continue to Invest In, Upgrade, and Expand the ARMER System

The ARMER system is the primary emergency responder communication tool throughout the ten-county metro area. A consistent, predictable maintenance and enhancement plan must be established that includes adequate sustainable funding. ARMER expansion capabilities should include a focus on cybersecurity, encryption capabilities, and making plans for Integrated Voice and Data (IV&D) and Key Management Facility (KMF). IV&D adds Project 25 (P25) data to the ARMER system allowing data features such as GPS location, Over the Air Rekeying (OTAR), and Over the Air Programming (OTAP). KMF is a server that manages and deploys encryption keys for subscriber units. The system may need to transition to support P25 Phase 2 Time-Division Multiple Access (TDMA)-based voice and data traffic to increase system capacity as well as Long-Term Evolution (LTE) push-to-talk capabilities if ARMER system loading increases, and additional frequencies are not available for further channel expansion. The metro area should also agree to make considerations to standardize on Advanced Encryption Standard (AES), which would allow system owners and users to plan accordingly to have the equipment necessary in place.

Planning Activities

The metro region should discuss the use of AES-based encryption and develop plans for its implementation. Interoperability between LTE push-to-talk equipment on ARMER must be defined and any limitations LTE users may experience must be clearly understood. The transition to ARMER P25 Phase 2 TDMA voice and data traffic will require coordination with the system owners and users to ensure backward compatibility while allowing new equipment onto the system. During the time frame of the strategic plan, researching options for IV&D, KMF, and TDMA would need to take precedence, so that the following strategic planning frame could build on that research.

Organizational Activities

The FCC inquiry and possible rule-making that would prohibit 9-1-1 fee diversion for narrowly defined non-9-1-1 uses may negatively impact the ARMER system funding. Currently, Minnesota Statutes allocate 9-1-1 surcharge fees to support the ARMER system. If the use of 9-1-1 fees for the ARMER system is prohibited by federal action, a new ARMER system funding stream will be needed.

Equipment Activities

Procure and implement the system software and hardware upgrades necessary to support AES encryption, IV&D, KMF, and/or P25 Phase 2 TDMA capabilities based on the plan described under the Planning Activities section above.

Training Activities

ARMER system user training will be required as new capabilities and features are introduced. Regular in-service training for all system users should be done on an annual basis but may need to be done more frequently depending on the operational changes associated with any specific upgrade or enhancement.

Exercise Activities

At least one large scale, multi-agency training exercise should be conducted annually that includes the use of Communications Unit Leader (COML) and Metro Region Communications Response Task Force (CRTF) resources.

Priority #4: Secure Funding – Stable, Predictable, and Sufficient

The emergency response continuum, which starts with a 9-1-1 call for assistance through until the last responding field unit clears the call, requires system upgrades, maintenance, and hardware replacement on an ongoing basis. Lifecycles of system components and software continue to shorten as new technology is introduced. Keeping these mission-critical systems operating 24x7, 365 days per year requires an ongoing stable, predictable, and sufficient source of funding.

Planning Activities

The emergency communications systems in place today are no longer stand-alone systems but are part of regional and statewide systems that require coordination and interoperability. This complicates how systems are purchased and financed. More agencies are making joint, cooperative purchase of public safety applications that can be shared to control costs and enable greater functionality and capabilities than each agency would be able to afford on their own. State, regional, and local entities are also looking at software-as-a-service (SaaS) procurement models for hosted and cloud-based mission-critical applications to stabilize expenses on a regular monthly basis that includes system procurement, upgrades, security, and maintenance.

The 9-1-1 surcharge has been a reliable source of funding for many years but has never been adequate to fully fund all the 9-1-1 and ARMER system costs. Recent FCC activity has now raised questions about whether the use of 9-1-1 surcharge funding to support the ongoing costs associated with the ARMER system will be allowed if the state or local agencies want to remain eligible to participate in federal grant programs. If the federal authorities determine that the ARMER funding is a diversion of 9-1-1 funding, a new source of ARMER funding must be identified.

Next Generation 9-1-1 (NG9-1-1) systems rely on point-in-polygon 9-1-1 call routing. This requires highly accurate geographic information system (GIS) data that define PSAP and emergency response agency service area boundaries. This GIS data must be updated and maintained on an ongoing basis with error corrections completed within 24-48 hours of detection. The metro area county GIS departments will need to create and prioritize new workflow processes to support accurate 9-1-1 call routing and may need to increase staffing in some cases. The costs associated with the ongoing maintenance of these mission-critical datasets needs to be included as part of the 9-1-1 system costs and the associated funding streams, just as master street address guide (MSAG) creation, maintenance, and location validation have been part of the ongoing 9-1-1 expenses associated with E9-1-1 systems that are paid to the 9-1-1 service providers. This responsibility for accurate 9-1-1 call routing is shifting from the 9-1-1 service providers to GIS data creators as part of the transition from E9-1-1 to NG9-1-1 and the costs associated must be included in the overall NG9-1-1 system costs and funding.

Organizational Activities

Cooperative planning is needed to identify the total costs involved in procuring and operating the emergency communications continuum applications. Once these costs are known, a shared funding formula should be established that identifies what system costs will be the responsibility of each state, regional, and local entity involved, as well as the funding stream and source sufficient to meet those ongoing responsibilities. It should be recognized that grant funding cannot be relied on as a source of on-going funding and should only be utilized to enhance or enable the procurement of system components while the regular funding stream is established and implemented to take over the system funding responsibilities when grant funds are exhausted or are no longer available. Establishing these

funding streams and sources may require legislative action to ensure that the funding stream is adequate, stable, and predictable regardless of which political party is in the majority at any given time. Maintaining the emergency communications systems should be done with dedicated funding and remain a non-partisan issue to the greatest extent possible.

Equipment Activities

All equipment components of the emergency communications systems must be on a lifecycle replacement plan with total cost of ownership and replacement for these components calculated and included in the emergency communications system funding plan.

Training Activities

(None identified)

Exercise Activities

(None identified)

Priority #5: Staff Recruitment, Development, and Retention

Finding, training, and retaining highly skilled telecommunicators is an ongoing challenge for many metro area PSAPs. This is a complicated issue with many factors, but it is recognized that retaining highly skilled telecommunicators is key to ensuring PSAPs effectively answer, analyze, prioritize, assign, and manage emergency responses utilizing the resources available through the law enforcement, fire, and emergency medical services (EMS) agencies within their service areas.

Planning Activities

Staff retention and recruitment needs to be integrated into each PSAP's strategic planning. There is general acceptance that it is more economical to retain existing staff than to recruit and train new telecommunicators, even though existing staff are in a higher salary band than new hires. Many PSAPs are chronically short-staffed. This leads to higher stress on the existing staff, increased hours, and high overtime pay rates, which is not sustainable long term.

Organizational Activities

PSAP management and policy makers need to recognize telecommunicators as equal partners in the emergency response continuum. Traditionally, pay scales, career advancement opportunities, and emergency services funding have not recognized the value of the responsibility and decision-making telecommunicators are expected to provide in determining what type of emergency is being reported, what the appropriate response should be, and the coordination of that emergency response. There are four equal partners involved in the emergency response continuum that are all vital to a successful emergency response: PSAPs, law enforcement, fire, and EMS.

Equipment Activities

Equipping alternate work locations may enable telecommunicators to work safely during times when PSAPs are overwhelmed with calls from a high visibility, multi-jurisdiction event or natural disaster. The ability to access all mission-critical applications needed by a telecommunicator to effectively answer and manage emergency calls for their jurisdiction from an alternate location can add capacity to the staffing available to better manage call volume, as well as provide better COOP options.

Training Activities

Minimum training standards and curriculum for new telecommunicators provide a foundation for career development. On-going training for veteran telecommunicators ensures consistent, effective emergency response initiation and coordination. Training curriculum at each PSAP must include

resiliency training, peer support, and professional counseling resources to enable telecommunicators to withstand the stress and emotional damage that can occur from repetitive exposure to traumatic events.

Exercise Activities

(None identified)

Priority #6: Successful Transition to NG9-1-1 Core Services

The current E9-1-1 system utilizes tools and processes designed to support receiving 9-1-1 calls from fixed-location telecommunications systems with caller location determined by where the end of the service provider's wire was terminated. Wireless and VoIP mobile and nomadic telecommunications service has been jury-rigged to provide approximate caller location in the E9-1-1 environment.

NG9-1-1 Core Services are designed specifically to support mobile and nomadic telecommunications service by utilizing the location of the calling device at the time of the emergency call as the basis for routing to the PSAP responsible for serving the caller's location. In addition, NG9-1-1 Core Services support multimedia communications that will enable 9-1-1 callers to make voice, text, or streaming video calls, as well as being able to send images or video to the 9-1-1 system.

Planning Activities

NG9-1-1 systems offer many options for 9-1-1 callers which require more complexity within the system itself and in the management of the system. The transition from the current E9-1-1 system to NG9-1-1 Core Services will be made in multiple steps over an extended timeframe, all done while continuing to take emergency calls 24x7, 365 days per year. Each step requires advance planning, testing, and implementation.

NG9-1-1 Core Services will involve coordination with multiple 9-1-1 service providers including ESInet, system security, ingress aggregation and conversion, call routing, as well as ongoing system monitoring and management services.

Organizational Activities

The transition from E9-1-1 will require a cooperative effort from individual PSAPs, the regional emergency services boards, DPS-ECN, and the SECB. The transition plans and processes will not be a one-size-fits-all solution. Some components of the NG9-1-1 Core Services may be implemented in stages at the regional level as the underlying GIS data and answering applications become able to support NG9-1-1 call delivery and routing. NG9-1-1 GIS data creation, maintenance, and error correction processes need to be developed and tested, which will reduce the risk of depending on end-of-life legacy infrastructure.

Equipment Activities

The transition to NG9-1-1 Core Services will require originating service providers to migrate their call delivery from SS7 Time Division Multiplexing (TDM) network technology to end-to-end session-initiated protocol (SIP) call delivery or contract for the translation of their TDM 9-1-1 call traffic to SIP before the call is delivered to the NG9-1-1 Core Services.

PSAP answering applications must support 9-1-1 call delivery from NG9-1-1 Core Services utilizing SIP with caller location information delivered at the time of the call using the Presence Information Data Format-Location Object (PIDF-LO) protocol. PSAP logging equipment must be able to support call metric and content capture in an NG9-1-1 standard compliant environment.

Training Activities

Telecommunicators must be trained as each stage in the transition is implemented. This will include training on the answering application used to answer the calls. It will also include training in the interpretation and use of the additional information data that will become available to telecommunicators in the NG9-1-1 environment.

Exercise Activities

(None identified)

Priority #7: Support and Participation in Cutting-Edge Emergency Communications Research and Standard Development

Minnesota, and the metro region specifically, has been at the forefront of embracing new 9-1-1 service technology, capabilities, and 9-1-1 industry standard development. Continued involvement by PSAP management, telecommunicators, and MESB staff at the state and national level in the development of operational and technical standards for 9-1-1 service is instrumental in maintaining the high level of emergency services metro area residents and visitors enjoy.

Planning Activities

(None identified)

Organizational Activities

Policy maker and organizational management support for participation in industry standard development processes should continue to be a priority. Staff should be encouraged and given time to share their knowledge, skills, and abilities with the standard development and training organizations that serve the 9-1-1 and emergency communications industry.

Equipment Activities

(None identified)

Training Activities

(None identified)

Exercise Activities

(None identified)

Priority #8: Increase Policy Maker Understanding and Support for Emergency Communications

Telecommunicators and their role in the emergency response continuum go largely unnoticed unless something goes wrong with an emergency response. Flashing lights, fire trucks, ambulances, squad cars, and uniformed personnel are all very visible to the people involved in an emergency. The voice that answered the 9-1-1 call, identified the emergency, decided what the appropriate emergency response should be, assessed the available emergency responder resources available at that moment, initiated the emergency response, and coordinated that emergency response is invisible and often taken for granted. 9-1-1 and emergency communications personnel are equal partners in the effective delivery of emergency services along with law enforcement, fire, and EMS personnel.

Planning Activities

Emergency communications management and policy makers need to intentionally develop a communications strategy designed to educate other emergency response partners and policy makers

about what life and death decisions and responsibilities telecommunicators are trained for and expected to make on multiple calls per day. Telecommunicators cannot control their workload or take time to mentally prepare for what they encounter in answering the calls they answer. Management must advocate with policy makers to help them understand the stress level that telecommunicators routinely work under so that policy makers can provide adequate resources to support the emergency communications mission and the people who provide that service.

Organizational Activities

Policy makers who are responsible to ensure effective emergency responses within their jurisdiction must be given sufficient information to understand the resources needed to adequately support the people who provide the emergency responses.

Equipment Activities

(None identified)

Training Activities

PSAP managers and training personnel must develop public education material that accurately portrays the role and responsibilities telecommunicators provide as part of the emergency response continuum so that they can build support with their policy makers and the general public.

Exercise Activities

(None identified)

Metro Mobility Usage (Hours:Mins:Secs) 2023

Please Note: The report from Metro Mobility will be given at the beginning of the quarter beginning

Month	Anoka (Lino						North	Hennepin
	City Center	Lakes)	Dakota	Norwood	Hastings	Branch	West	
January	81:59:24	25:55:41	33:16:47	11:28:00	52:39:03		25:29:55	
February	42:47:37	16:07:39	15:01:47	7:12:54	23:33:55		13:42:40	
March	38:37:28	14:09:58	13:06:40	7:42:47	19:53:36		13:29:40	
April	26:16:22	14:50:12	8:52:07	6:22:48	8:01:30		12:34:06	
May	24:03:50	13:39:32	6:14:17	5:24:29	6:50:55		11:11:24	
June	21:26:25	12:54:45	5:22:51	5:00:54	6:45:29		10:11:26	
July	23:56:14	12:00:05	6:10:32	5:15:36	5:15:28		10:55:46	
August	27:11:20	13:29:57	6:47:13	5:19:57	5:13:38		12:35:51	
September								
October								
November								
December								

Difference since

Jan. 12 656:57:50 385:58:45 298:06:15 222:53:22 265:34:15 0:26:46 152:56:51

Target	150:00:00	75:00:00	75:00:00	75:00:00	75:00:00	0:00:00	75:00:00
---------------	-----------	----------	----------	----------	----------	---------	----------

g in 2023

Overall

230:48:50
118:26:32
107:00:09
76:57:05
67:24:27
61:41:50
63:33:41
70:37:56

1982:54:04

525:00:00