



Minnesota APCO NENA



MN Chapter Executive Board

Jan 2017-Dec 2019

President: Darlene Pankonie

First Vice-President:
Christine McPherson

Second Vice-President:
Nancie Pass

APCO Executive Council:
Chuck Venske

Treasurer: Lauren Petersen

Secretary: LaVae Robinson

Regional Representatives:

Northwest: (vacant)

Northeast: Steve Olson

Central: Judy Diehl

Metro: Craige Brekke

South Central: (vacant)

Southwest: Tim Boyer

Southeast: Faith Evers

Commercial: Tuan Le

Chapter Meeting Minutes

December 11, 2018

St Cloud Law Enforcement Center 101 11th Ave N, St
Cloud MN 56303 8:00am-4:30pm

MN APCO-NENA Chapter Executive Board Members Present:
Pankonie, McPherson, Pass, Petersen, Robinson, Venske, Le,
Brekke, Diehl, Wallace.

Introductions and quick overview of the joint chapter website.

- Motion to approve agenda by Christine McPherson, second by Craig Brekke - Motion passed.
- Motion to approve July 25, 2018 chapter meeting minutes by Nancie Pass, second from Pat Wallace – Motion passed.
- Treasure Report (Lauren Petersen/Christine McPherson): Discussion of reimbursement from both national chapters. APCO pays monthly and NENA has historically been behind. Dar & Christine are working with NENA to be paid portion for the membership with Bri Robinson at NENA. Chapter leaders have been trying to meet with financial representative to combine the accounts. Some short-term investment potential but will need to meet with the accountant first. Funds from account are used for providing training opportunities, hosting chapter meeting lunches, along with providing scholarships for board members to help off-set the cost of attendance (\$1,000) to attend the

APCO and NENA National Conference. Chuck made motion to approve, Judy second – motion passed.

- APCO Executive Council Report (Chuck Venske): APCO President Holly extends holiday wishes. Expecting reports from National APCO on NextGen 9-1-1 items. In the past not all documents released to APCO Executive Council was to be made public to all members, discussion being had on editing some reports so it can be available to publish monthly for all members. Looking for historical items from each chapter to post on a virtual site museum. CPE course is full and also the RPL program. Dar provided information on the various programs offered by both APCO and NENA as well as several local CTO trainings that have been occurring in the region. Membership types on the national level appear to be holding steady. More information was shared on both CCMP and RPL programs and the opportunities to develop future leaders.
- News from NENA: [NENA Standard for 9-1-1 Call Processing](#) – It has been a long process and the draft is finally out for Public Review and Comment phase. Significant change is that the call answering standard moving away from 90% in 10 sec or less during the busy hour. This method was highly unachievable for many PSAP's. Now it's 95% in 15 sec over the course of a month. This is a much more realistic and achievable standard and will also match all industry boards including the NFPA guidelines. After public comment goes back to NENA Committee for final review then on to National NENA Board for approval. MN participants on the NENA Operations Committee are Judy Diehl, Christine McPherson, Mary Borst and Darlene Pankonie.
- APCO-NENA/MSA Conference: March 12-14, 2019 Arrowwood (Nancie Pass, Committee Chair reporting) – Next conference committee meeting is Tues 12/18. Each day will include at least 1 super session and possibly a second, with several breakout sessions. The conference is shaping up and with continued work it should be a great conference. The committee is excited with the quality of speakers. MSA takes on a huge role managing the administrative tasks. We will be working on the food decisions in the next few meetings. This year we moved the conference to a week earlier due to conflicting with Central Square's (formerly TriTech) annual training and conference. With a large contingent of CS customers in MN wanted to avoid the conflict.

We are still looking for sponsorships, exhibitors and vendor swag to help support the conference. MSA is going to be trying to use an App for the upcoming conference and eliminate the printing of materials. Tuan offered to help coordinate with any vendors who may need more information. Registration should be available in early 2019. Recognition of service: Make a Difference Awards – details on website: <https://www.apco-nena-mn.org/events>

- In Memoriam – Harry Hillegas – Judy Diehl made a motion to approve the purchase of an APCO brick in Harry’s memory, Second by Chuck Venske – motion passed.
- Tracy from SOS provided info on a free webinar on 12/18 relating to PTSD and will send a link for Dar to put on the web.
- MN APCO-NENA Years of Service Award: Dar proposed the creation of a standing award for those retiring from 9-1-1 careers in MN as a way for the industry to recognize the valued years of service. Discussion around length of service needed with Chuck proposing lowering to 15 years. Nancie opposed the shorter term citing the idea that this is a retirement from the career and 25 years seems most appropriate and although 15 years is commendable it is something the agency that employed the person should be providing for that length of service. LaVae agreed and others also agreed that 25 was where it should stay. Discussed how this recognition came about at the suggestion of Paul Linnee and contacts at MN Department of Public Safety – Emergency Communications Network offices and MESB (Metropolitan Emergency Services Board). Moving forward; anyone with 25+ years of service can be recognized – propose a standing program that a service recognition certificate be requested by an agency or party utilizing the MNAPCO/NENA website link. Propose that the 25 years consist of service in the 9-1-1 industry. Dar Pankonie made the motion, second by Christine McPherson – motion passed.

Dar then stated, this was the best time to recognize Pat Wallace for 42 years of service - “in your honor we are sending you off with a cake to celebrate all of your contributions to your agency, the Chapter and the 9-1-1 industry”. Pat is retiring at the end of December.

- New Business – Al Fjerstad raised the discussion that the MN Sheriff’s Association is evaluating a 9-1-1 dispatcher certification program again. With the change in Sheriffs across the state the idea is again being explored and seems to be favored by most. Dar will contact MSA and try to get MN APCO-NENA Chapter involved.
- Dar showed the 911.org website and talked about the Strategic Planning for Collection & use of nationwide 9-1-1 data. This work and the MSA certification may help in the reclassification of 9-1-1 professionals.

Next Quarterly meeting - January 31st, 9:00am-3:30pm, St Cloud (Speaker Gwen Besser)

- Darlene closed the meeting. Advance Location Training resumed.