Date: January 15, 2022

From: 911 Telecommunicator Working Group

To:

- The Honorable Senator Warren Limmer, Chair, Senate Judiciary and Public Safety Finance and Policy Committee

- The Honorable Senator Ron Latz, Ranking Member, Judiciary and Public Safety Finance and Policy Committee

- The Honorable Representative Carlos Mariani, Chair, House Public Safety and Criminal Justice Reform Finance and Policy Committee

- The Honorable Representative Brian Johnson, Ranking Member, House Public Safety and Criminal Justice Reform Finance and Policy Committee

Subject: 911 Telecommunicator Working Group Report

Legislative reference

The following is the report of the 911 Telecommunicator Working Group, which was formed in accordance with Minnesota Session Laws 2021, First Special Session, as specified in Chapter 11, Section 47. The working group completed its assigned tasks on Dec. 21, 2021. This report is submitted for your approval.

Introduction

Emergency communications is an extremely stressful environment which requires our Public Safety Telecommunicators (PSTs) to make life-and-death decisions in an emergency for both residents and first responders.

Today's PSTs are required to:

- Operate next-generation 911 systems.
- Use 800 MHz trunked public safety radio systems.
- Give medical direction to callers, including Cardiopulmonary Resuscitation (CPR) instructions, and enter and research data in complex computer systems.
- Use Geographic Information Systems (GIS) to locate callers who cannot provide their location.

The public expects that PSTs remain the calm voice at the end of the line. Minnesota has found it difficult to attract and retain qualified individuals to perform these duties.

Minnesota requires standardized training to license or certify law enforcement officers,

firefighters, emergency medical services personnel and corrections officers. In each emergency incident in which public safety personnel respond, the role of the PST is just as significant as the roles of the first responders in the field. Except for the statute mandating telephone cardiopulmonary resuscitation (TCPR), Minnesota currently has no statutory requirements for training or certification of PSTs. Additionally, Public Safety Answering Points (PSAPs) are not required to provide a standard level of training. Consistent, uniform, and standardized training for PSTs has been overlooked for decades. This standardized statewide training is vital to ensure that PSTs are equipped with the skills they need to serve the community. This can only be accomplished with a statewide supported program of accreditation.

A consistent standard of training and continuing education will provide a baseline of knowledge for all Minnesota's PSTs. In addition, PSAPs will provide additional PST training to meet agency-specific operational needs.

The implementation of a statewide certification and standardization program will ensure a high level of service and expertise. Investment in training, and requiring that all PSTs are certified, will reduce potential liabilities for all government (municipal, tribal, county, state, and federal) entities and their respective PSTs.

This report provides the framework for the content and structure of a training and certification program, its administration, and funding.

Background

The statute requires the working group to submit a report to the chairs and ranking minority members of the legislative committees with jurisdiction over public safety policy and finance by Jan. 15, 2022, and must include:

1. **Recommendation of a statutory definition of 911 telecommunicators;**

2. **Recommended minimum training and continuing education standards for certification of 911 telecommunicators;**

3. **Recommended standards for certification of 911 telecommunicators;**

4. **Recommended funding options for mandated 911 telecommunicator training;**

5. **Recommended best practices in incident response command structure for Minnesota's first responders to implement that do not violate either the United**

States or Minnesota Constitutions, after reviewing the various incident response command structures used in the field across the nation and world; and

6. **Provide other recommendations that the working group deems appropriate.**

Membership and meetings

The Commissioner of the Department of Public Safety appointed members to the working group in accordance with the law (see Appendix A).

The working group held its first meeting on Sept. 8, 2021, and appointed as its chair LaVae Robinson, dispatch supervisor for the Bloomington Police Department. The committee conducted its work remotely, meeting 15 times until it concluded its work on Dec. 21, 2021.

Itemized report of the working group

Task 1: Definition of 911 telecommunicator

There are many variations of position titles assigned by 911 PSAPs in Minnesota. These titles include, but are not limited to: 911 Dispatcher, 911 Communications Operator, and 911 Telecommunicator; however, all serve as a Public Safety Telecommunicator according to the following definition:

> *"**A Public Safety Telecommunicator:**_*
> *This critical role serves as the initial first responder, coordinating vital communication between the public needing life-saving aid, and emergency services including law enforcement, fire, and emergency medical services. A Public Safety Telecommunicator (PST) may direct callers with critical life-saving pre- arrival instructions in support of field responders (CPR, Childbirth, Run, Hide, Fight, etc.) A PST is employed by a Primary, Secondary or Tribal Public Safety Answering Point (PSAP) that has specialized training, certifications, skills, qualifications and knowledge in federal, state, tribal law, local ordinances, statutes, and data privacy, including PSAP personnel who perform supervisory duties. PSTs operate a sophisticated workstation comprised of multiple computer systems including, but not limited to, Computer Aided Dispatch software, Emergency Alert Systems, Geographical Information Systems and complex radio equipment. A PST demonstrates clear and effective communication with the public, answering calls for service in a high-stress environment while coordinating single or multiple agencies or jurisdictional responses to high-risk incidents, maintaining*

situational awareness that maximizes life, safety, and public law and order."

The working group recommends this definition replace MN State statute 403.02 Subd. 17c.

Task 2: Minimum training and continuing education standards for certification of 911 telecommunicators

Given the wide breadth of knowledge needed to achieve competent performance, PSTs typically train on the job and in phases, taking up to one year to reach a full operational role. The working group recommends that a training and certification program for new PSTs be implemented to include curriculum content based on accepted national guidelines and standards. The working group has created a list of potential curriculum content appropriate for inclusion.

These requirements may include, but not be restricted to, the following:

- Public Safety Telecommunicator Roles and Responsibilities
- Legal Concepts
- Interpersonal Communications
- Emergency Communications Technology and Information Systems
- 911 Call Processing
- Emergency Management
- Radio Communications for the PST
- Stress Management
- Quality Performance Standards Management

(Refer to Appendix B – Certification Guideline for Public Safety Telecommunicators.)

The training must include a telephone cardiopulmonary resuscitation (TCPR) program that provides each PST with the appropriate training and continuing education in cardiopulmonary resuscitation using an evidence-based protocol, in accordance with Minnesota Statutes section 403.03, subdivision 2.

The working group further recommends that each two-year period following the initial certification would require 48 hours of continuing education as set by a certifying and standards body based on industry best practices, technology updates, or any other statutory requirements. Certification training is not the sole source of a PST's competency. It is imperative that all PSTs continue to receive on-the-job, agency-specific training to demonstrate understanding of the

knowledge, concepts and skills through practical application.

Task 3: Recommended standards for certification of 911 telecommunicators

Certification or licensing examinations exist in other public safety professions in Minnesota, such as the Minnesota Fire Service Certification Board, Minnesota Post Board, and the Minnesota Emergency Medical Services Regulatory Board. Extending the certification process to the role of PST should be similar. The working group recommends establishing a standard for certification of PSTs in Minnesota.

Establishing an examination for new PSTs to demonstrate the knowledge gained during initial training reinforces that the personnel are proficient as established by minimum training standards. The working group recommends establishing a recertification process for existing employees, who by maintaining continuing education as defined by the minimum training standards, would qualify to maintain a current and active certification. Establishing guidelines for existing employees to obtain certification or be granted a certification through a grandfathering process is also recommended.

The working group recommends that the Department of Public Safety Emergency Communication Networks (DPS-ECN) division, with the support of the Statewide Emergency Communications Board (SECB), be responsible for determining the management structure of the training, certification and program administration. ECN shall ensure that those responsible for oversight both support and specialize in PSAP operations.

With the proposed model, subject matter experts supporting and specializing in PSAP operations should participate in the administration of this training program. This would include establishing, overseeing and maintaining the minimum training standards, making changes when appropriate, and managing the certification process.

Task 4: Recommended funding options for mandated 911 telecommunicator training

The working group recommendations will require funding for training, certification, and costs associated with administration.

DPS-ECN has identified that these costs are eligible expenditures from the 911 Special Revenue Fund. The ECN budget is exclusively supported with 911 Special Revenue Funds.

(See Appendix C which denotes ECN's affirmation of available funds.)

The complete sum of the associated costs needs to be determined once the appropriate subject matter experts specializing in PSAP operations are appointed. The working group has not yet identified if the 911 Special Revenue Fund is sufficient to support training, certification and administration in full.

Task 5: Best practices for incident command word usage

The working group understood this directive to be assurance that PSTs are trained in understanding incident command structures. The 911 Telecommunicator Working Group finds that Minnesota PSAPs are following suggested training standards on incident command. The minimum training standards outlined by this working group include Incident Command System (ICS) 100, 200, 700, and 800.

Task 6: Other recommendations of the working group

1. The working group felt the legislature should address another important issue related to job classification of PSTs. PSTs are currently defined as "Office and Administrative Support Occupations" by federal, state and local classification systems. The 911 Telecommunicator Working Group recommends that the Minnesota legislature create legislation that would reclassify PSTs into a job class under the protective services. The definition of PST in Task 1 is a more accurate view of the knowledge, skills, and abilities of current PSTs. A Minnesota statute placing PSTs under the Occupational Classification of Protective Services would align Minnesota with similar legislation in other states. Moreover, it would cement their critical role as a first responder in the public safety realm.

2. The working group recommends that funding for any training and certification requirements be extended to all entities defined under PST, including staff employed by secondary PSAPs.

Working group conclusions:

The working group asserts that standardized training, both initially and continuing throughout employment, is necessary to provide PSTs the knowledge, skills and abilities to meet their multi-faceted job requirements. The existing Minnesota 911 surcharge is capable of funding the working group recommendations for the training, certification, and administrative oversight.

The working group recommends to the legislature:

1. Replace 403.02 subd.17C with Public Safety Telecommunicator as defined in Task 1.

2. Adopt Public Safety Telecommunicator minimum training and continuing education standards as defined in Task 2.

3. Require Public Safety Telecommunicator certification as defined in Task 3.

4. Allocate eligible available funding from the 911 Special Revenue fund for training certification, and program administration as described in Task 4.

5. No action is required on Task 5.

6. Reclassify Public Safety Telecommunicators in the protected services class as described in Task 6.

It is an honor for the working group to provide this report. The working group is available to provide additional information as the legislature may require.

APPENDIX A

<u>Working Group Membership</u>

Appointee Name, Title, Organization, Representation

LaVae Robinson, **Working Group Chair,** Dispatch Supervisor, Bloomington Police Department, representing Metropolitan Emergency Services Board

Darlene Pankonie, **Working Group Vice-Chair,** 911 Communications Center Division Manager, Washington County Sheriff's Office, representing National Emergency Number Association and Association of Public Safety Communications Officials

Chief Roger New, Eagan Police Department, representing Minnesota Chiefs of Police Association

Sheriff Scott Rose, Dodge County Sheriff's Office, representing Minnesota Sheriff's Association

Mary Lieser, Lieutenant, Stearns County Sheriff's Office, representing Minnesota Peace and Police Officers Association

Sandi Stroud, 911 Program Manager, Minnesota Department of Public Safety representing Emergency Communication Networks

Jon Rasch, Emergency Communications Manager, Ramsey County Emergency Communications Center, representing Minnesota State Fire Chief's Association

Carli Stark, Public Safety Policy Analyst, Association of Minnesota Counties, representing Association of Minnesota Counties

Micah Myers, Information Technology Director, City of St. Cloud, representing League of Minnesota Cities (primary)

Brandon Larson, Radio Technician, City of St. Cloud, representing League of Minnesota Cities (secondary)

Michael Reyes, Chief Dispatcher, Leech Lake Tribal Police, representing Tribal Dispatchers

Susan Long, Vice-President of Operations, Allina Health Emergency Medical Services, representing Emergency Medical Services Regulatory Board

Jeff Jelinski, County Commissioner, Morrison County, representing Statewide Emergency Communications Board

Katie Sjolander, 911 Telecommunicator, Eden Prairie Police Department, representing the Metro Region

Mark Lallak, Lieutenant of Communications, Itasca County Sheriff's Office, representing the Northeast Region (primary)

Emily Warnygora, Emergency Communications Center Supervisor, 911 Division of the St. Louis County Sheriff's Office, representing the Northeast Region (alternate)

Jim Duckstad, Marshall County Commissioner, representing the Northwest Region

Sarah Booker, Dispatch Supervisor, Todd County Sheriff's Office, representing the Central Region

Jill Bondhus, Administrator, Rice and Steele 911 Center, representing the Southeast Region

Jamie Senst, Dispatcher, Lyon County Sheriff's Office, representing the Southwest Region (primary)

Amber Scholten, Emergency Management Director, Lincoln County, representing the Southwest Region (alternate)

Daniel Killion, Jailer/Dispatcher, Faribault County Sheriff's Office, representing the South-Central Region

Jill Wiedemann-West, Chief Executive Officer, People Incorporated, representing the Mental Health Crisis Team Providers

Drew Boxrud, Communications Center Manager, Allina Health Emergency Medical Services, representing the Minnesota Ambulance Association

John Polz, Radio Communications Operator, Minnesota State Patrol, representing Telecommunicator Regional (primary)

Lindsay Mielke, Lead Dispatcher, representing Telecommunicators Rural (primary)

Lisa DeRaad, 911 Dispatcher, Rice-Steele County, representing Telecommunicators Rural (secondary)

Barb O'Neill, Dispatcher, Allina Health Emergency Medical Services, representing Telecommunicators Metropolitan (primary)

Amy Sizer, 911 Dispatcher, Minneapolis Emergency Communications, representing Telecommunicators Metropolitan (secondary)

Additional Support From:

Cathy Clark, Deputy Director, Minnesota Department of Public Safety Emergency Communication Networks

Aleta Nimlos, Executive Assistant/Office Administrative Specialist-Senior, Minnesota Department of Public Safety Emergency Communication Networks

Dana Wahlberg, Director, Minnesota Department of Public Safety Emergency Communication Networks

Eric Parry, Senior Consultant, Federal Engineering

Stephen Verbil, Senior Consultant, Federal Engineering

APPENDIX B

CERTIFICATION GUIDELINE FOR PUBLIC SAFETY TELECOMMUNICATORS

1. **Public Safety Telecommunicators' Roles and Responsibilities**

   a) Introduction to an agency; mission, vision, and terminology

   b) Duties and responsibilities of the position

   c) Explanation of the communities and agencies served

   d) Roles and responsibilities of public safety partners (police, fire, EMS, emergency management, etc.)

   e) Ethics, professionalism, values, personal conduct, image

   f) Local, regional, state and industry wide policies, procedures, rules, regulations, and standards

   g) Role of emergency communications professional as it relates to responder safety

   h) Structure of local governance

2. **Legal Concepts**

   a) Liability, confidentiality, negligence, duty

   b) Overview of criminal and civil law as it pertains to agency response

   c) Media and social media information dissemination

   d) 911 specific laws, statutes, and standards: Order For Protection (OFP), Domestic Abuse No Contact Order (DANCO), and Harassment Restraining Order (HRO)

   e) Health Insurance Portability and Accountability Act of 1996 (HIPAA)

3. **Interpersonal Communications**

   a) Communication and de-escalation techniques

   b) Peer communication

   c) Active listening techniques

   d) Information processing, communications cycle

   e) Internal and external customer service and interactions with other cultures, diversity and demographics

   f) Non-native and non-verbal callers (Language Line)

4. **Emergency Communications Technology and Information Systems**

a. Primary and secondary PSAP (Roles and Responsibilities)

b. Telephone technologies (selective routing, wireline, wireless, multi-line telephone systems, private branch exchange, voice-over-internet-protocol, class of service, etc.)

c. Basic and enhanced 911, Next Generation 911 (NG911)

d. 911 outage

e. Automatic Number Identification (ANI), Automatic Location Identification (ALI)

f. Telecommunications Device for the Deaf (TDD), Teletypewriter (TTY), Telephone Relay Service (TRS)

g. Text to and from 911 capabilities

h. Telematics and enhanced third-party call delivery capabilities

i. Computerized mapping and geographic information system (GIS)

j. Logging recorders

k. Computer-aided dispatch (CAD) systems

l. CAD integrations (RMS, CAD2CAD, etc.)

m. Mapping Data Service (MDS), Mobile Data Terminals (MDTs), automatic vehicle location (AVL), paging, alarms, etc.

n. Call transfers, alternate and default routing, etc.

o. Mass notification systems and procedures

p. Criminal justice information systems (CJIS) National Law Enforcement Telecommunications System (NLETS), National Incident-Based Reporting System (NIBRS), Bureau of Criminal Apprehension security awareness training and single certification

q. Network security awareness

5. **911 Call Processing**

a. Call receiving (hang-up, abandoned, open line, call tracing and records retrieval procedures)

b. Interviewing and interrogation techniques

c. Structured call-taking protocols and standards overview

d. Maintaining control of the call

e. Escalated incidents and managing high-risk calls (domestic assault, active shooter, hostile events, suicidal, crisis intervention, mass casualty incident, etc.)

f. Managing specialty calls (children, elderly, mentally or emotionally challenged, chemically impaired, Veterans, PTSD, communications impaired)

g. Telephone Cardio Pulmonary Resuscitation (T-CPR)

h. Officer-involved incidents

i. Call categorization and prioritization

j. Homeland security, terrorism/weapons of mass destruction (WMD)

k. Aircraft, rail, marine, pipeline, nuclear incidents

l. Hazardous materials incidents

m. Missing and exploited (Amber Alerts/trafficked persons)

n. Discipline-specific call processing and dispatching (law, fire, EMS)

6. **Radio Communications for the PST**

a. ARMER system and state standards; at a minimum State Standard 1.11.3-Training Radio Telecommunicators

b. State Standard 1.11.4-Training ARMER End-Users

c. Status Board User Training

d. Minnesota Dispatchers Communications Best Practice Guide

e. Radio communication techniques (rate of speech, terminology, formulating communication)

f. Radio technology and equipment (system information and coverage, malfunction and failure procedure)

g. FCC Rules and Radio discipline (professionalism, controlled communication, etc.)

h. Interoperability and role of emergency communications professional in coordinating multi-agency communications (communications leader (COML), communications technician (COMT), etc.)

7. **Emergency Management**

a. Introduction to Incident Command System (ICS) - IS 100

b. ICS for Single Resources and Initial Action Incidents - IS 200

c. National Response Framework and Introduction - IS 800

d. National Incident Management System (NIMS) - IS 700

e. Emergency management roles and responsibilities

f. Disaster preparedness

g. FEMA IPAWS - IS 248

h. Governmental and private resources

i. Local emergency operation plans

8. **Stress Management**

   a. Definition, causation, identification

   b. Strategies for dealing with stress, cumulative stress and burnout (peer support, lifestyle changes)

   c. Compassion stress and fatigue

9. **Quality Performance Standards Management**

   a. Daily Observation Report (DOR), skills performance testing, performance standards

   b. Performance-based feedback and acceptance of critical feedback

   c. Quality assurance (QA), quality control (QC), quality improvement (QI)

Emergency Communication Networks
445 Minnesota Street • Suite 1725 • Saint Paul, Minnesota 55101-5137
Phone: 651.201.7547 • Fax: 651.296.2665 • TTY: 651.282.6555
www.ecn.state.mn.us

Appendix C

Date: January 15, 2022

From: Dana Wahlberg, Director
Minnesota Department of Public Safety
Emergency Communication Networks Division

To: The Honorable Senator Warren Limmer, Chair, Senate Judiciary and Public Safety   Finance and Policy Committee

The Honorable Senator Ron Latz, Ranking Member, Judiciary and Public Safety Finance and Policy Committee

The Honorable Representative Carlos Mariani, Chair, House Public Safety and Criminal Justice Reform Finance and Policy Committee

The Honorable Representative Brian Johnson, Ranking Member, House Public Safety and Criminal Justice Reform Finance and Policy Committee

Re: **Public Safety Telecommunicator Training and Certification Funding Support**

The Department of Public Safety (DPS) recognizes the contributions of Minnesota's 911 telecommunications staff. They perform a vital function, serving as the first line of help during emergencies, from traffic crashes to mental health crises to cardiac arrests and domestic assaults. While often in the background, a 911 Public Safety Telecommunicator's (PST's) work is critically necessary to maintaining public safety across the state.

Minnesota's 911 PSTs are passionate, dedicated and professional in a demanding environment. DPS welcomes the legislative interest that established the 911 Telecommunicator Working Group. Members were tasked with exploring training and certification requirements for Minnesota's Public Safety Answering Points (PSAPs), which often struggle with hiring and retaining qualified staff. DPS believes that implementing statewide minimum and continuing education training requirements, as well as a certification process, is an important first step in hiring PSTs and encouraging them to succeed.

In its report, the working group has identified that its recommendations will require funding to complete. The Emergency Communication Networks (ECN) division budget is comprised entirely of funds collected through the 911 Special Revenue Fee. The eligible uses of 911 fees is prescribed in [Minnesota State Statute 403.113 Subd. 3](#) where PST training, to include equipment proficiency as well as operational skill, is an eligible expenditure. In addition to ECN offering training opportunities at the state level, ECN provides monthly funding to Minnesota PSAPs for which training is clearly defined as an eligible use. In the absence of having an established statewide minimum training platform, the ability to offer consistent and ubiquitous training that ultimately lends itself to recognizing Minnesota PSTs "certified" is diminished.

ECN supports the need to implement statewide minimum training and a certification platform for all 911 PSTs. ECN is also committed to working with the state's PSAP professionals to offer financial support toward achieving PST training and certification, along with ongoing program administration. The full capital outlay for this initiative cannot be identified at this juncture; however, the 911 fee is currently set at eighty cents. The Commissioner of Public Safety has statutory authority to increase it to ninety-five cents, as has temporarily been done in the past, should that need be substantiated.

ECN looks forward to participating in the development and implementation of both minimum training and continuing education requirements. ECN also welcomes engagement in the establishment and management for certification and associated standards development. A reform of this magnitude is foundational toward recognizing the specialized, technical, and critical work our 911 PSTs provide within Minnesota's public safety ecosystem.

Dana Wahlberg
Director, DPS-ECN

Appendix D – List of Acronyms

ALI	Automatic Location Identification	The automatic display at the PSAP of the caller's telephone number, the address / location of the telephone, and supplementary emergency services information of the location from which a call originates. (NENA)
AMC	Association of Minnesota Counties	The [Association of Minnesota Counties (AMC)](#) is a voluntary, non-partisan statewide organization that has assisted the state's 87 counties in providing effective county governance to the people of Minnesota since 1909. The association works closely with the legislative and administrative branches of government in seeing that legislation and policies favorable to counties are enacted. AMC also provides educational programs, training, research and communications for county officials. (MN)
ANI	Automatic Number Identification	Telephone number associated with the call origination, originally associated with the access line of the caller. (NENA)
APCO	Association of Public Safety Communications Officials International	APCO is the world's oldest and largest, not-for-profit, professional organization dedicated to the enhancement of public safety communications. (NENA)
ARMER	Allied Radio Matrix for Emergency Response	Minnesota's primary two-way 700-800 MHz trunked public safety radio system for all state agencies as well as all Police, Fire, EMS, city, county, federal and tribal governments. The system was developed to improve communication amongst emergency service providers during natural and man-made disasters. (MN)
AVL	Automatic Vehicle Location	A means for determining the geographic location of a vehicle and transmitting this information.
CAD	Computer Aided Dispatch	A computer-based system, which aids Public Safety Answering Point (PSAP) Telecommunicators by automating selected dispatching and record-keeping activities. (NENA)
CJIS	Criminal Justice Information Services	Serves as the focal point and central repository for criminal justice information services in the FBI. Programs initially consolidated under the CJIS Division included the NCIC (National Crime

		Information Center), UCR (Uniform Crime Reporting), and Fingerprint Identification. (NENA)
CPR	Cardiopulmonary Resuscitation	Cardiopulmonary resuscitation is an emergency procedure consisting of chest compressions, often combined with artificial ventilation in an effort to manually preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest. (Wikipedia)
DANCO	Domestic Abuse No-Contact Order	A domestic abuse no-contact order is an order issued by a court against a defendant in a criminal proceeding or a juvenile offender in a delinquency proceeding. (MN)
DOR	Daily Observation Report	Daily observation reports provide a method for managers to evaluate the performance of PSAP employees in training.
DPS	Department of Public Safety	The Minnesota Department of Public Safety (DPS) is a department of the State of Minnesota in the United States. DPS is an enforcement, licensing, and services agency that develops and operates programs in the areas of law enforcement, traffic safety, alcohol and gambling, fire safety, driver licensing, vehicle registration, emergency management, and public safety information. The department coordinates the functions and services of the state relating to the safety and convenience of its citizens. (Wikipedia)
ECN	Emergency Communication Networks	The Emergency Communication Networks Division oversees the Statewide 911 Program, Allied Radio Matrix for Emergency Response (ARMER) radio communications network, the Interoperability Program, Integrated Public Alert and Warning Systems (IPAWS), and a statewide Wireless Broadband initiative in coordination with FirstNet. (MN)
EMD	Emergency Medical Dispatch	A system that enhances services provided by Public Safety Answering Point call takers, such as municipal emergency services dispatchers. It does so by allowing the call taker to quickly narrow down the caller's type of medical or trauma situation, so as to better dispatch emergency services, and provide quality instruction to the caller before help arrives. (Wikipedia)

EMSRB	Emergency Medical Services Regulatory Board	The Emergency Medical Services Regulatory Board was established by the 1995 Minnesota Legislature and began operations on July 1, 1996. Its mission is to protect the public's health and safety through regulation and support of the EMS system. (MN)
FEMA	Federal Emergency Management Agency	The Federal Emergency Management Agency (FEMA) supports citizens and emergency personnel to build, sustain, and improve the nation's capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. (USA.Gov)
GIS	Geographic Information System	A geographic information system is a conceptualized framework that provides the ability to capture and analyze spatial and geographic data. (Wikipedia)
HIPAA	Health Insurance Portability & Accountability Act of 1996	The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. (HIPAA)
HRO	Harassment Restraining Order	A Harassment Restraining Order (HRO) is an order signed by a judicial officer (judge or referee) that orders someone to stop harassing you and have no contact, unless allowed in the court order. It is not a criminal proceeding and takes place in civil court. (MN)
ICS	Incident Command System	The ICS is a widely applicable management system designed to enable effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. (FEMA).
IPAWS	Integrated Public Alert & Warning System	FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts, to radio and television via the Emergency Alert System, and on the National Oceanic and Atmospheric Administration's Weather Radio. (FEMA.GOV)
LMC	League of Minnesota Cities	The League of Minnesota Cities is a membership organization dedicated to promoting excellence in local government. The League serves its more than 800 member

		cities through advocacy, education and training, policy development, risk management, and other services. (MN)
MCPA	Minnesota Chiefs of Police Association	The MCPA is a nonprofit, professional membership organization representing more than 1,000 current and retired law enforcement leaders in *Minnesota.* (MN)
MDS	Mapping Data Service	A service that returns images or features stored in a GIS that can be used to create a display for a telecommunicator or facilitate spatial analyses. (NENA)
MDT	Mobile Data Terminal	A Mobile Data Terminal is a computerized device used on mobile devices used by first responders that are mounted in their vehicles. They are used to communicate with a centralized dispatch control system. (Wikipedia)
MESB	Metropolitan Emergency Services Board	The Metropolitan Emergency Services Board supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties, and the City of Minneapolis. (MN)
MPPOA	Minnesota Peace & Police Officer's Association	The largest association representing public safety professionals in Minnesota. (MN)
MSA	Minnesota Sheriff's Association	The Minnesota Sheriffs' Association's mission is to provide training and education for sheriffs and their staff. (MN)
MSFCA	Minnesota State Fire Chiefs Association	Minnesota State Fire Chiefs Association is a professional, member-driven organization, committed to representing the interests of fire departments, chiefs, command staff, officers and firefighters throughout the great State of Minnesota. (MN)
NASNA	National Association of State 911 Administrators	The voice of the states on public policy issues impacting 911. State 911 leaders' expertise can assist industry associations, public policymakers, the private sector, and emergency communications professionals at all levels of government as they address complex issues surrounding the evolution of emergency communications. An association that represents state 911 programs in the field of emergency communications (NENA).
NENA	National Emergency Number Association	Also referred to as The 911 Association, which is fully dedicated to the continued improvement and modernization of the 911

		emergency communication system. NENA's approach includes research, standards development, training, education, certification, outreach, and advocacy through communication with stakeholders (NENA).
NG911	Next Generation 911	An IP-based system comprised of hardware, software, data, and operational policies and procedures that: (A) provides standardized interfaces from emergency call and message services to support emergency communications; (B) processes all types of emergency calls, including voice, data, and multimedia information; (C) acquires and integrates additional emergency call data useful to call routing and handling; (D) delivers the emergency calls, messages, and data to the appropriate public safety answering point and other appropriate emergency entities; (E) supports data or video communications needs for coordinated incident response and management; and (F) provides broadband service to public safety answering points or other first responder entities (NENA).
NIBRS	National Incident-Based Reporting System	NIBRS was implemented to improve the overall quality of crime data collected by law enforcement. NIBRS captures details on each single crime incident—as well as on separate offenses within the same incident—including information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes. (NIBRS)
NIMS	National Incident Management System	NIMS guides all levels of government, nongovernmental organizations and the private sector to work together to prevent, protect against, mitigate, respond to and recover from incidents. (NIMS)
NLETS	National Law Enforcement Telecommunications System	NLETS is a private not for profit corporation owned by the States that was created more than 50 years ago by the 50 state law enforcement agencies. Users are made up of all of the United States and its territories, all Federal agencies with a justice component,

		selected international agencies, and a variety of strategic partners that serve the law enforcement community-cooperatively exchanging data. (NLETS)
OFP	Order For Protection	An Order for Protection (OFP) is a court order to stop household or family violence (domestic abuse). (MN)
POST	Peace Officer Standards and Training	The Minnesota Board of Peace Officer Standards and Training is an administrative body of the State of Minnesota that sets regulations and controls the training and licensing of police officers. The Minnesota legislature replaced the Minnesota Peace Officer Training Board with POST in 1977 (Wikipedia).
PSAP	Public Safety Answering Point	An entity responsible for receiving 911 calls and processing those calls according to a specific operational policy (NENA).
PST	Public Safety Telecommunicator	This critical role serves as the initial first responder, coordinating vital communication between the public needing life-saving aid, and emergency services including law enforcement, fire, and emergency medical services. Public Safety Telecommunicator (PST) may direct callers with critical life-saving pre-arrival instructions in support of field responders (CPR, Childbirth, Run, Hide, Fight, etc.) A PST is employed by a Primary, Secondary or Tribal Public Safety Answering Point (PSAP) that has specialized training, certifications, skills, qualifications and knowledge in federal, state, tribal law, local ordinances, statutes, and data privacy, including PSAP personnel who perform supervisory duties. PSTs operate a sophisticated workstation comprised of multiple computer systems including, but not limited to, Computer Aided Dispatch software, Emergency Alert Systems, Geographical Information Systems and complex radio equipment. A PST demonstrates clear and effective communication with the public, answering calls for service in a high-stress environment while coordinating single or multiple agencies or jurisdictional responses to high-risk incidents, maintaining situational

		awareness that maximizes life, safety, and public law and order. (MN)
PTSD	Post-Traumatic Stress Disorder	A [mental](#) and [behavioral](#) [disorder](#) that can develop because of exposure to a [traumatic](#) event, such as [sexual assault](#), [warfare](#), [traffic collisions](#), [child abuse](#), [domestic violence](#) or other threats on a person's life. (Wikipedia)
QA	Quality Assurance	Quality assurance, in a PSAP environment, is a way of preventing mistakes and avoiding problems when processing emergency calls for service. (Wikipedia)
QI	Quality Improvement	Quality improvement in a PSAP environment, is the framework used to systematically improve performance and delivery of a standard of care. Quality improvement seeks to standardize processes and structure to reduce variation, achieve predictable results, and improve outcomes for callers. (Wikipedia)
RMS	Records Management System	Public Safety Records Management Systems (RMS) are often interfaced to public safety communication centers. RMSs are sometimes accessed directly through computer systems deployed within communication centers for research and analysis purposes. RMSs contain highly confidential information such as criminal activity, ongoing investigations, personal medical data, and the location of valuable items and other confidential information. (NENA)
SECB	Statewide Emergency Communications Board	The Statewide Emergency Communications Board provides leadership to set the vision, priorities and technical roadmap for interoperable communications and alert and warnings across the state. The board's priorities are to: • Ensure advances in technology will be implemented to enhance the ability for all residents to call for help. • Provide confidence that responders in every corner of the state have the ability to communicate with each other during an emergency. • Enable all counties to effectively alert and warn residents and visitors of impending danger. (MN)
SOP	Standard Operating Procedure	A written directive that provides a guideline for carrying out an activity. The guideline may

		be made mandatory by including terms such as "shall" rather than "should" or "must" rather than "may" (NENA).
TCPR	Telephone Cardiopulmonary Resuscitation	An effective way to ensure that CPR is provided quickly is for the emergency telecommunicators to provide instant instructions. TCPR allows bystander CPR to begin. It works by keeping the brain and heart alive until EMS arrives to provide defibrillation and other vital interventions. (Wikipedia)
TDD/TTY	Telecommunications Device for the Deaf/Teletype	Devices used by people with disabilities who use teletypewriters (TTY/TDDs), which are also known as telecommunications devices for the deaf. PSAPs must be able to directly receive calls from these devices, and must be able to engage in a TTY/TDD conversation. (NENA)
TRS	Telephone Relay Service	A federally-mandated service provided by states that provides communication relay between TTY users and voice telephone users, via a third party, for communications assistance. (NENA)
VoIP	Voice-over-Internet-Protocol	Technology that permits delivery of voice calls and other real-time multimedia sessions over IP networks (NENA).
WMD	Weapons of Mass Destruction	A nuclear, radiological, chemical, biological, or any other weapon that can kill and bring significant harm to numerous humans or cause great damage to human-made structures (e.g., buildings), natural structures (e.g., mountains), or the biosphere. (Wikipedia)