**RED RIVER REGIONAL DISPATCH CENTER  
Executive Committee Meeting  
Wednesday, August 23rd, 2023**

**Clay County/Moorhead Law Enforcement Center**

**911 11 St N Moorhead, MN**

**Training Room**

1. **MEETING CALLED TO ORDER by Sheriff Empting at 1330hrs**

**Present:**

RRRDC Director Phillippi

Clay Co Sheriff Empting

Barnesville Police Chief Voxland

Moorhead Police Chief Monroe

Moorhead Fire Chief Wallin

Fargo Fire Chief Dirksen

Fargo Police Chief Zibolski  
Sanford Ambulance Sr Dir Meyer  
Cass Co EM Prochniak

Cass County Chief Deputy Haaland  
West Fargo Commander Dura

West Fargo Fire Marshall Sprecher

**Also, in Attendance:**

Brian Bergstrom, SEH

Fargo IS Todd Keel

Assistant County Administrator Peters  
Division Chief Binfet

RRRDC Assistant Director Glasoe

1. **Agenda**

Approval of August 23rd, 2023, Agenda. Dirksen made a **motion to approve the agenda**; Zibolski seconded the motion. No discussion. All approved; **motion carried.**

1. **Approval of minutes from May 24th, 2023 meeting**

Wallin made **motion to approve the minutes**, Voxland seconded the motion. No discussion. All approved; **motion carried.**

1. **Facility Planning**

Phillippi working with SEH for facility layout, changes have been requested and will review during meeting scheduled for August 24th. Brian Bergstrom working on legal description. Dirksen reviewed property plans, constrained by drain, cannot locate building over that. Erik Johnson working on lease agreement for September approvals. Reviewed the lease will be a 50-year lease for $1. Bergstrom plans to be in town for next meeting. Zibolski asked if there is a timeline – Dirksen commented it’ll depend on product availability, etc. Phillippi added they have moved from bubble diagram and are now discussing schematic design. Dirksen added that a delay has been partially due to a change in governance. Hopefully be designed by fall for winter to be bid out. Dirksen anticipates a 15-16 month build.

1. **New World Update – Todd Keel**

Planning for next Tyler Tech/NW update. Challenge is Tyler implementation teams scheduled out through 2023. Test for upgrade expected to be delayed to early part of 2024.

Civil Serve application – will need to upgrade the operating system servers. End of life is October 2024. Approx. downtime will be 1 hour.

Early 2023, Desktop manager resigned, Todd had been assisting however replacement will be moving into the role and Todd will no longer be needed.

1. **Director’s Report**

**Personnel:**

* RRRDC currently staffed with thirty-three (33) full time communications operators, which includes five (7) shift supervisors. RRRDC is authorized to hire up to forty-seven (47) communication operators/shift supervisors for full staff. We have one (1) part time communication operator who works 62% of the hours of a full-time position; she is a previous employee who requested rehire.
  + Twenty-eight (28) full time employees and the part time employees are fully trained and able to work the floor.
  + Currently have five (5) employees in the training program with expected training completion dates over the next four months. Three (3) of the employees in training have completed training through phase 2 which allows them to work certain consoles on their own which does help, especially when we have employees call out.
  + Currently have six (5) outstanding conditional job offers in process of background with anticipated start dates in October and November pending successful background.
  + We interview at least monthly and are interviewing on August 31, 2023 and September 14, 2023
* Our employees are working large amounts of overtime each week due to being short staffed. We continue to most often meet minimum staffing on console but there are more frequent times when we have not recently, usually when someone calls out for a shift.
* Phillippi attended the APCO Conference in August and there were a couple of forward-thinking items she took from the conference related to staffing, including Dispatchers on Demand, which is a “traveling dispatcher” program. This program is currently being used by both Grand Forks, ND and Anoka County, MN to supplement their low staffing. Another item of note is call taking from home, which has been used for several year in Arlington, VA to assist with overtime. Phillippi doing more research on these items and how they could assist with recruiting and retention.

**Budget:**

* As of August 1, 2023, 67% through the year and 64% of the budget has been expended.
* Tyler Technologies annual maintenance invoices have been paid. It came within budget and special assessments will be sent out by Fargo accounting.
* The 2022 annual audit conducted by Widmer Roel field work has been completed and we are awaiting a draft copy of the audit. It will be reviewed in September by the Budget and Finance Committee.

**Operational Updates:**

* RRRDC staff performed incredibly well during the July 14th shooting in Fargo and subsequent days and weeks as other agencies assisted by taking Fargo PD calls. RRRDC Peer Assistance team was on site very quickly after the shooting to work with our staff. In the days following, chaplains came into our center, we had therapy dogs come in, members of the community, public safety and numerous dispatch centers around the United States and one from Canada sent cards and gifts. Although the RST program was approved for 2024, Phillippi signed a six-month agreement with them to provide services to our employees for the remainder of 2023 following this shooting. Although our budget line will be over budget in this area, we will not be over budget over all.
* First Link and RRRDC MOU has been signed for RRRDC to transfer calls to 988, we are currently working to get the phones set up and will be testing the transfers next week. We are doing training of our staff this week.
* Over the last several months, there was a significant increase in 911 hang up calls coming from android systems. This was occurring all over the United States. This issue seems to have been resolved through updates that android has put out but did cause an increase in workload for our communication operators for several months.

**Other Updates:**

* Phillippi nominated Shift Supervisor Kristi Kanski and Communication Operators Bonnie Thompson and Renae Moen for the ND Make a Difference Award for their work on the Fargo Police and Fargo Fire console during the July 14th shooting. These employees will be acknowledged for their work at the Dakota 911 Conference in Grand Forks on September 19th at the conference banquet.
* The State of Minnesota contracted with a vendor to complete a cybersecurity assessment on RRRDC. This assessment is at no cost to RRRDC and was on a voluntary basis. This week I met with the state of MN, Fargo IS and a member of the assessment team. During this meeting, the state of MN and the assessment team were highly complementary about the Fargo IS department which supports RRRDC, specifically Nick Lindhag. They said that the assessment was “one of the best ones they’d seen” and called us “a pioneer” for the use of some security equipment being tested by Fargo IS Department.
* During the time at APCO, Phillippi met with numerous console vendors to get information about consoles. Since her return, she’s provided information and involved RRRDC staff in surveys about consoles set up and configuration for the new facility.
* Phillippi worked with MRA to determine the questions on the upcoming market survey and reached out to other dispatch centers to ensure participation. The survey is starting this month with scheduled completion in November.
* Phillippi has been working with Lumen regarding an upgrade to our Viper 911 system. This will occur at the same time as our new facility. There are some options available for software as a service instead of on-premise equipment that we are researching.
* FBI audit scheduled for September, for NCIC security.

**Discussion**:

Meyer asked what traveling dispatchers’ cost. Phillippi has reached out for more information. Contracts are typically 3-6 months. Phillippi states staffing is near critical.

Dirksen asked if APCO had any AI solutions for non-emergent calls. Phillippi spoke with some vendors and this is very new, something to look at but very new.

Zibolski, Thanks Mary and staff as well as partner agencies for all the assistance and work done.

1. **Committee Reports**
   1. **Law Enforcement Operations: Chief Monroe Chair**

No update, did not meet

Three agencies that utilize 700 # unit numbers, issues and concerns from Clay County related to the duplications. Discussed at previous LE Comm Mtg

* 1. **Operations Fire/EMS: Division Chief Tim Binfet Chair**

Met July 27, 2023. Pipeline Notification guide in place, call times, code or LE response to fire/EMS calls, will use clear text, First Link transfers, medical response in MN area, Harwood responding into MN, ASHER training, MCI materials avail in Cass, radio use and patch requested, no longer encryption

* 1. **Personnel: Assistant County Administrator Tracy Peters Chair**

Met July 6, 2023. Staffing levels, recruitment/hiring, 28 scheduled, 24 showed, 7 offers made and 2 completed, inquiries, complaints, recognition to meeting date, market survey, communications operator job description and position title.

***Motion to approve title as Public Safety Telecommunicator***. Zibolski/Voxland.

**Discussion**: Monroe – ‘caller’ still the appropriate term of contacting party – Phillippi advised it was, Phillippi updated hearing/audiometric standard requirements to be in line with NENA standard.

***Motion****:* *Approve amended job description and title to Public Safety Telecommunicator* – Zibolski/Prochniak, no further discussion, Motion carried.

* 1. **Radio Communications: Deputy Chief Joe Anderson Chair**

No update, did not meet

1. **Other business**

Chief Otterness not in attendance, Sheriff Empting commented on his appreciation for being a partner and have enjoyed working with him over the years, wishing him well on his retirement.

1. **Adjournment**

Dirksen made a motion to adjourn; Monroe seconded. All approved. Meeting adjourned.

**Next Meeting: November 22nd, 2023**

*Meeting minutes by: Amanda Glasoe, RRRDC*