

MEMORANDUM

To: Mr. Quinn Ness, Bureau Chief, Public Safety Communications Bureau,
State of Montana, Department of Administration

From: Scott A. Strom, Project Manager, Federal Engineering, Inc. (**FE**)

Date: May 15, 2019 (Revised June 27, 2019)

Re: Montana Statewide 9-1-1 Plan Project – Public Safety Answering Point
(PSAP) Inventory Document

Document Purpose

This document serves as the Public Safety Answering Point (PSAP) Inventory deliverable (Milestone 3) as described in the approved proposal for the State of Montana Statewide 9-1-1 Plan project.

Introduction

The purpose of the development of a PSAP Inventory is to establish a high-level understanding of the current Montana PSAP environment. In addition to the Town Hall Meetings, the **FE** project team worked with stakeholders from each PSAP to accurately capture and document existing inventory and readiness for evolution to NG9-1-1. Visits to 49 of the 50 Certified Primary PSAPs were completed over a two-month period.

A PSAP Data Collection Spreadsheet was developed and used to gather technical information germane to the migration to Next Generation 9-1-1 (NG9-1-1). The collected data was subsequently merged into an aggregated data spreadsheet.

The information collected will be used to further define what upgrades and improvements are required for each PSAP, as well as assist in the design and transition to a statewide NG9-1-1 system. The review of this information, as well as a review of the Montana Legislation, NG9-1-1 standards, will further define **FE's** recommendation concerning the establishment of a statewide ESInet, network security, GIS data, call delivery, and call processing methodologies.

Methodology

The **FE** project team met with the Public Safety Communications Bureau to develop a strategy for PSAP visitations. The PSAP visitations were preceded by Regional Town Hall meetings held in seven regions throughout the State.

In addition to the PSAP visitations, a data gathering system was required. It was mutually decided that a data collection spreadsheet to be completed by each PSAP was the most practical approach. It was mutually agreed that a PSAP Data Collection Tool in the form of an Excel spreadsheet would be used to gather PSAP technical information.

Disclaimer

The completion of the PSAP Data Collection Tool proved to be a challenge to many PSAPs. It must therefore be assumed that the data provided by the PSAPs, although overall reasonably accurate, may not be perfect. To mitigate this and support as accurate of a picture as possible, **FE** has reached out to the vendor community as an additional data validation step.

1. Documentation

1.1 Aggregated PSAP Data Collection Tool Spreadsheet

Refer to Appendix “A” for the aggregated PSAP data information.

1.2 PSAP CPE Vendor Pie Chart

Refer to Appendix “B” for a Pie Chart that depicts the various CPE products being used by Montana Certified Primary PSAPs.

1.3 Summary of PSAP Visitation Reports

Refer to Appendix “C” for a summary of the PSAP Visitation Reports.

Concluding Comments

This information lays the groundwork for the next steps in the research and development of the NG9-1-1 Technology Requirements Document and Statewide ESInet Design and Implementation Plan.



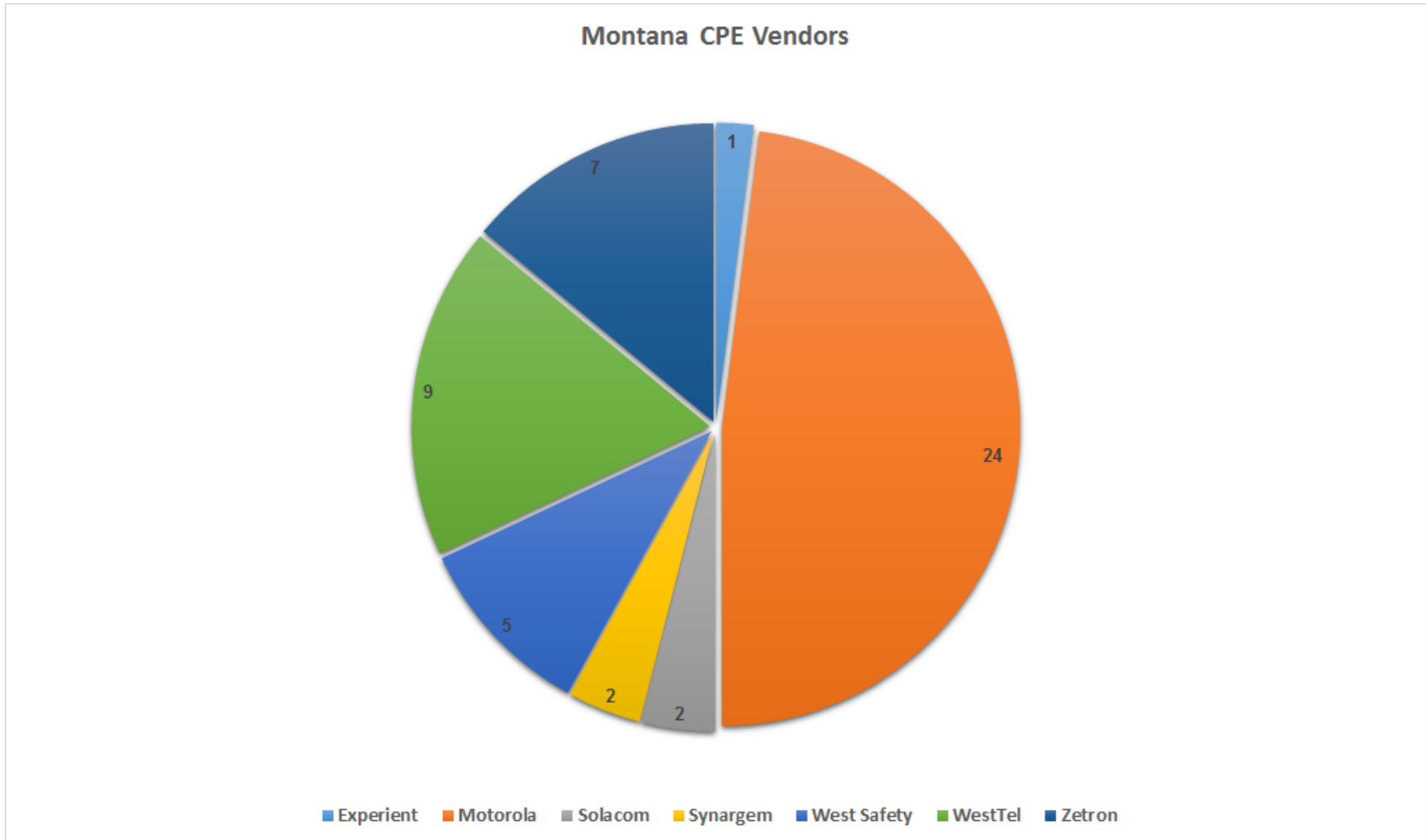
Appendix A – Aggregated PSAP Data Collection Tool Spreadsheet

See file provided separately as:

Montana PSAP Surveys Aggregated Summary 20190627 Revised.xlsx



Appendix B – CPE Vendor Pie Chart



Appendix C – PSAP Visitation Reports



MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 16 th , 2019 – 09:00-10:00 MST
Toll Free Call In:	N/A
Comment:	ANACONDA – DEER LODGE COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Tim Barkell – Law Enforcement	<input type="checkbox"/>	■
Lynette Williams – Comms. Supervisor	■	<input type="checkbox"/>	Ryan Eamon – Detective	■	<input type="checkbox"/>
Wing Spooner– 9-1-1 Office	■	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Anaconda County Sheriff's Office PSAP. In attendance were Lynette Williams, Communications Supervisor, with Detective Ryan Eamon who is also the person who looks after any technical issues. Tim Barkell, Law Enforcement was not available. The PSAP is located in Sheriff's office building. Elizabeth Wing Spooner distributed the radio frequency and information manuals, as well as the pocket reference cards to those present.

Kraig presented an in-depth discussion on the PSAP Data Collection Tool spreadsheet. He requested that the completed survey be emailed back to him.

The Anaconda PSAP has ten dispatchers working two 12-hour shifts and one 8-hour shift. They work 12 hours one week, 12 hours another week, and then an 8-hour week. They also have one part-time person who works eight per week to cover off employees who are on sick leave, or on vacation. Anaconda also tries to have two dispatchers on at all times. EMD protocol is currently being at Anaconda. They have flip cards as backups. EMD protocol is King County.

Dispatch also monitors the jail. The average dispatcher tenure is approximately 10 to 12 years. Their total annual call volume is about 80,000 – this includes administrative calls as well as emergency calls for service. This PSAP has two call taking/dispatch consoles.

The equipment room and network are located on the second floor of the building. Area is protected with a fire suppression system and is climate controlled. It also houses the network equipment and logging recorder. They are working on an off-site backup project which be used as a backup PSAP, as well as a storage facility for their data. They are looking to use the Courthouse for this purpose.

The meeting adjourned at 15:20 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 15 th , 2019 – 14:00-15:00 MST
Toll Free Call In:	N/A
Comment:	BEAVERHEAD COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Paul Craft– Sheriff	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau			Kari Towery – Dispatch Supervisor	<input type="checkbox"/>	■

Meeting Notes

The meeting was held at the Beaverhead County Sheriff Office in Sheriff Craft's office. Kari Towery, Dispatch Supervisor was not available. Sheriff Craft assumed his duties as of 1/1/19, after retiring as the Chief of Police for the City of Dillon. The PSAP is located in the Sheriff's office building.

Kraig provided an in-depth presentation of the PSAP Data Collection Tool spreadsheet. Sheriff Craft was asked to send the completed spreadsheet back to Kraig's email address as noted in the Directions tab. Beaverhead County's equipment is still on Windows 98 or XP. There was a reported lack of security for their computer equipment as their hardware is located in an exterior server hut. Sheriff Craft also pointed out that they experience a lot of static on their telephone lines. It was suggested that they report this and request that a technician check it out. Beaverhead County may not be Phase II wireless. This information was passed on to Rhonda Sullivan for her to check. This PSAP has five full-time dispatchers working three 8-hour shifts. There is one overlapping shift that is used to cover off employees that are on vacation or sick leave. There are two dispatch consoles used by Beaverhead County. EMD protocols are not currently being used at the PSAP.

Sheriff Craft stated they are 6 years behind, and if we are talking NG9-1-1, we need to make sure E9-1-1 is working, and that people will have access to the system. One of area of the County does not have access is known as Wisdom. Sheriff Craft commented that NG9-1-1 may not be of any value for those that cannot reach their PSAP from cell phones without cell phone coverage. Verizon is the strongest cell provider in the area. The equipment room and network are located in the basement of the building. It also houses the network equipment and logging recorder.

The meeting concluded at 15:20 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Thursday, January 24 th , 2019 – 08:30-09:30 MST
Toll Free Call In:	N/A
Comment:	BIG HORN COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Lawrence Bighair – Sheriff	■	<input type="checkbox"/>
Rudolph King – Undersheriff	■	<input type="checkbox"/>	Michael Fuss – Captain	■	<input type="checkbox"/>
Elizabeth Other Medicine – IT	■	<input type="checkbox"/>	Andrew Baker – Sr. Dispatcher	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Big Horn County Sheriff’s Office, with Sheriff Bighair, Undersheriff King, and Captain Fuss. Elizabeth Other Medicine, Big Horn County Technician also was invited to the meeting. The PSAP is located in Sheriff’s office building.

An overview of the project was presented. It included a briefing of FE’s role in the State of Montana NexGen 9-1-1 project. Sheriff Bighair is newly elected, and is in the process of taking over his areas of responsibility in Big Horn County. He was previously Sheriff four years ago. Captain Fuss has been with Big Horn for 10 years, and is very well versed in the 9-1-1 system. Undersheriff King was sworn into his position on 1/22/19.

Big Horn has four full-time dispatchers and one relief dispatcher. The relief dispatcher fills in for sick and vacation, and works about one day per week. Full time dispatchers work three 8-hour shifts. Shifts are scheduled from 08:00 to 16:00, 16:00 to 24:00, and 24:00 to 08:00. There are two dispatch consoles used by Big Horn County.

The PSAP Data Collection tool survey was reviewed in-depth. They were instructed to send the completed survey back to Kraig Kaizumi’s email address as noted in the Directions tab.

The equipment room and network are located in first floor of the building. It houses the network equipment and logging recorder.

The meeting concluded at 09:45 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 30 th , 2019 – 08:30-09:30 MST
Toll Free Call In:	N/A
Comment:	BLAINE COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Haley Velk – Blaine Co. DES	■	<input type="checkbox"/>
John Colby – Sheriff Blaine County	■	<input type="checkbox"/>	Dave Boisvert – Blaine Co. IT	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended at about 10:00, and was held in Sheriff Colby's office, which is immediately adjacent to the PSAP. It was followed by a tour of the PSAP and the equipment backroom.

Sheriff Colby, Haley, and Dave actively participated in the meeting, and all three were present at the Town Hall meeting held on the 28th. This PSAP is fully engaged in the migration to NG9-1-1. The local population is about 6.5K. Their back up PSAP is Havre PD, and they provide backup Phillips County as well. Dave looks after most IT and network issues for the PSAP. Their transition to NG should be fairly straightforward once the various upgrades have been completed.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Sheriff Colby for completion. As stated, the migration to NG9-1-1 should be relatively straightforward.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	BROADWATER COUNTY 9-1-1 Center PSAP Face to Face Visit
Date & Time of Meeting:	Monday, January 14 th , 2019 – 16:00-17:00 MST
Toll Free Call In:	N/A
Comment:	BROADWATER COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
Kraig Kaizumi – FE	■	□	Wynn Meehan – Sheriff	□	■
Brandon Harris – Undersheriff	■	□	Rebecca Jones – Admin.	■	□

Meeting Notes

The meeting was held at the Broadwater County Sheriff Office conference room. In attendance were Brandon Harris, Undersheriff, and Rebecca Jones, Administrative Support. Sheriff Meehan, Sheriff was out of office and not available. The PSAP is located inside the Sheriff's office building.

A review of the PSAP Data Collection tool was presented. They were instructed to email the completed survey back to Kraig.

Dispatchers work two 12-hour shifts with a staff of seven dispatchers that includes four full-time, two part-time with one that fills in for sick and vacation. A dispatcher typically works a combination of two 12-hour shifts, and one eight-hour shift to complete a 40-hour work week. There are two dispatch consoles used by Broadwater County.

Broadwater reported mapping update issues with Three Forks Fire District which currently operates out of Gallatin County. Broadwater and Gallatin have different mapping systems and they do not communicate with Broadwater for their mapping information. The Fire District has reportedly driven all their roads and created their own GPS system.

The 9-1-1 equipment room and network systems are located on the second floor of the building. It also houses the network equipment and logging recorder.

Broadwater's County IT support is provided by an outside vendor (DIS) based out of Helena and Billings. They use the State EMD protocols for EMS only.

Their backup PSAP is located at the local fairgrounds which are at a higher elevation and less prone to flooding. Non-emergency calls can be handled from this location using landline connections.

Summertime population swells due to Lake activities.

The meeting adjourned at 17:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 15 th , 2019 – 11:30-12:30 MST
Toll Free Call In:	N/A
Comment:	BUTTE SILVER BOW COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Dave McPherson – PSAP Manager	■	<input type="checkbox"/>
Wing Spooner– PSC Bureau	■	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Butte Silver Bow County Police Department PSAP with Dave McPherson, PSAP Manager. The PSAP is located inside the Sheriff's office building.

Kraig provided an in-depth presentation of the PSAP Data Collection Tool spreadsheet. Dave was asked to forward the completed survey to Kraig via email.

The PSAP establishment consists of 12 full-time, and three part-time dispatchers who fill in for sick leave and employees on vacation. They work a combination of two 12-hour shifts and one 8-hour shift in order to complete 40-hour work week. There are three dispatch consoles used by Butte Silver Bow County. The dispatch facilities are about 30 years old. They reported that a lightning strike occurred about four years ago – it didn't hit the building, but wiped out the power. The equipment room and network are located on the second floor of the building for the 9-1-1 CPE equipment. Area is protected with a fire suppression system. It also houses the network equipment, PBX and logging recorder.

Butte Silver Bow has a backup location which is their EOC, but apparently it still needs work to place it into Operations. Text to 911 is available and a web-based solution. They dispatch about 33,000 a year. This PSAP does not use EMD protocols.

The meeting concluded at 12:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 23 rd , 2019 – 11:00-12:00 MST
Toll Free Call In:	N/A
Comment:	CARBON COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Josh McQuillan – Sheriff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tom Kohley – 911 Coordinator (DES)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Carbon County Sheriff's Office PSAP with Sheriff Josh McQuillan, and Tom Kohley, 911 Coordinator (DES). Tom Kohley is also a Fire Chief. Carbon County PSAP provides dispatch services for seven volunteer Fire Departments. The PSAP is located on first floor of Sheriff's office location. Sheriff McQuillan is newly elected Sheriff taking over Carbon County, and his first day as Sheriff started on 01/01/19. Kraig provided an overview of the project as well as explaining FE's role in the State of Montana NG9-1-1 project. Carbon County's IT person (Kelly) is also a Deputy for Carbon County.

Kraig conducted a detailed presentation on the PSAP Data Collection Tool. After the presentation, they were instructed to email the completed survey back to Kraig.

Carbon County is destination city to Northeast entrance of Yellowstone National Park. The population of Carbon County is about 10,600 according the last census. From Memorial Day to after Labor Day the population has been known to quadruple.

Their PSAP is about 11 years old, and was added as part of an addition to the new Courthouse. Carbon has six full-time dispatchers, and 1 part-time dispatcher that fills in for employees who are on sick leave or vacation. The full-time dispatchers work four 10-hour shifts. There are two dispatch consoles used by Carbon County. The PSAP is typically staffed with two dispatchers from 07:00 to 17:00, and 19:00 to 23:00. Dispatchers are not considered Detention Officers, and are on the Public Employee Retirement System (PERS). Stillwater County is the backup PSAP for Carbon County, but they have to call them first to let them know, as well as activate a manual cutover system that allows for Stillwater to answer Carbon's 9-1-1 calls.

The equipment room and network are located on ground floor of the building going through garage area. The room houses the network equipment and logging recorder. DIS handles any equipment problems and are located in Billings.

The meeting adjourned at 12:15 P.M.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 28 th , 2019 – 012:30-13:30 MST
Toll Free Call In:	N/A
Comment:	CASCADE COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Wing Spooner – PSC Bureau	■	<input type="checkbox"/>
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Karen Young – PSAP Manager	■	<input type="checkbox"/>

Meeting Notes

The meeting started earlier than scheduled and ended at about 13:30, and was held in the EOC area immediately adjacent to the PSAP. The meeting was followed by a tour of the PSAP and the equipment backroom. Kraig Kaizumi was also in attendance. Karen was present at the Town Hall meeting held on the 28th, and was a most gracious host for allowing us to use their EOC facility for our meeting. This PSAP is fully engaged in the migration to NG9-1-1.

The population of Cascade County is about 81.4K. Their back up PSAP is Chouteau County, and they provide back up to them as well. They use the EOC as their own backup facility. There are twenty-two FTE dispatchers plus Karen. All are APCO certified and EMD certified. There are no part-time employees. They experience about 25% annual turnover and hire about four or five new employees per year.

Karen is supported from the Great Falls IT department, and the IT support staff also attended the Town Hall meeting. Karen reported that they will not be able to do text-to-9-1-1 until the Viper has been upgraded. Their transition to NG should be fairly straightforward.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Karen for completion. Once their CPE has been upgraded, their migration to NG9-1-1 should be relatively straightforward.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Thursday, January 31 st , 2019 – 10:30 -11:30 MST
Toll Free Call In:	N/A
Comment:	CENTRAL MONTANA CONSOLIDATED PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Holly Phelps – Lewistown City Mgr.	■	<input type="checkbox"/>
Cory Birdwell – Chief, Lewistown PD	■	<input type="checkbox"/>	Carl Seilstad – Fergus Co. Commr.	■	<input type="checkbox"/>
Dorothy Gremaux – PSAP Manager	■	<input type="checkbox"/>	Ben Phillips – Fergus Co. Commr.	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended at about 10:30. The meeting was followed by a tour and photographs of the PSAP and the equipment backroom. The meeting was held in the Chief's office with Dorothy Gremaux, two Fergus County Commissioners, and Haley Phelps the Lewistown City Manager. Commissioner Phillips was one of three County Commissioners to attend the Town Hall meeting held on the 28th. This PSAP is fully engaged in the migration to NG9-1-1.

The PSAP serves three counties – Judith Basin, Fergus, and Petroleum. The combined population is about 14.1K. Their back up PSAP is Cascade County, and they do not provide back up to any other PSAP. There are five FTE dispatchers including Dorothy. There are no part-time employees. Dorothy looks after a lot of the IT issues for the PSAP. They use PowerPhone for their EMD, as well as the Law and Fire modules for call taking and dispatch. Dorothy reported that they perform some Quality Assurance if time permits. They currently use the GEM web-based system for text-to-9-1-1; however, Dorothy reported that they have a grant application for an integrated text-to-9-1-1 solution. Their transition to NG should be fairly straightforward for this consolidated PSAP.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Dorothy for completion. This PSAP is very well supported by both the City and Counties, and the migration to NG9-1-1 should be relatively straightforward.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 29 th , 2019 – 08:30 -10:00 MST
Toll Free Call In:	N/A
Comment:	CHOUTEAU COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Vern Burdick – Sheriff Chouteau Co.	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Kim Burdick – PSAP Manager	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended at about 10:00. The meeting consisted of a visit to Kim’s office followed by a tour of the PSAP and the equipment backroom. Both Kim and Sheriff Burdick participated in the meeting, and both were present at the Town Hall meeting held on the 28th. This PSAP is fully engaged in the migration to NG9-1-1. Kim has her Emergency Number Professional (ENP) certification, and is very active in APCO both at the state and national level. She believes strongly in the establishment of best practices and should be considered a leader and role model in her profession.

The local population is about 5.8K. Their back up PSAP is Cascade County, and they do not provide back up to any other PSAP. They have an off-site facility that they can use if they have an on-site failure, and it is located at the Big Sandy Fire Department. There are six FTE dispatchers plus Kim. All are APCO certified and EMD certified. There are no part-time employees. Kim looks after most IT and network issues for the PSAP. They use APCO EMD and perform some Quality Assurance. Kim reported that they are looking at legislating mandatory CPR training for all dispatchers. Kim reported that they do text-to-9-1-1 using a non-integrated system provided by West. They report getting about three legitimate text calls over a three-year period. They have also done simulated exercises with their dispatchers on a large event texting situation.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Kim for completion. As stated, the migration to NG9-1-1 should be relatively straightforward.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 8 th , 2019 – 09:30-11:00 MST
Toll Free Call In:	N/A
Comment:	CUSTER-GARFIELD COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	□	Lynn Anderson- PSAP Manager	■	□
Sgt. Mike Willems Comms Supervisor	□	■			

Meeting Notes

The meeting was held at the PSAP which is located in the Sheriff's Office building. Lynne Anderson, PSAP Manager was in attendance; however, Sgt. Willems has taken another position in the department, and is no longer involved with 9-1-1 Operations. She has taken over all managing and supervisory duties from him.

Kraig provided an in-depth orientation of the PSAP Data Collection Survey tool, and Lynn was instructed to email the completed spreadsheet back to Kraig as soon as possible.

Total area of dispatch area is 1,300square feet. Presently they have five full-time, one part-time, and one full-time Supervisor for their PSAP. They work two 12-hour shifts as well as one 8-hour shift. A sample shift schedule is included in this report. In February they will be switching over to the State System.

The meeting went very well and concluded at 11:00 MST.

ate: 12/19/2018

Run Time: 3:36p

Schedule

Tuesday, January 01, 2019 to Thursday, January 31, 2019

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Name	Position	T	W	H	F	S	S	M	T	W	H	F	S	S	M	T	W	H	F	S	S	M	T	W	H	
JarRae Tanager	Dispatch	O	D	C	O	O	O	D	D	O	O	D11	O	C	O	O	V	V	O	O	O	O	O	O	O	
Regina Idland	Dispatch	O	N	N	O	O	O	N	N	O	O	N8	N	N	O	O	V	V	O	O	N	N	O	O	N8	N
Igan Manshein	Dispatch	D	O	O	D11	O	U	O	O	O	O	O	O	O	D	D	O	O	D11	O	C	O	O	D	O	O
Kell Anderson	Dispatch	D	O	O	D11	O	D	O	O	O	O	O	N	N	O	O	N8	N	N	O	O	N	N	O	O	N
Andrew Merlos	Dispatch	N	O	O	N6	N	N	O	O	U	N	O	O	A1	A1	A1	A1	O	O	A1	A1	A1	A1	O	O	A1
renna McIntyre	Dispatch	O	O	O	12p	V	O	O	O	O	O	12p	O	O	O	O	N	N	O	O	O	O	O	O	12p	O
Lynn Anderson	Supervisor	H	0a-2p	0a-5p	O	O	D	0a-5p	0a-5p	0a-5p	A	O	O	O	O	0a-5p	D	D	A8	O	O	H	0a-5p	0a-5p	0a-5p	0a-5p

© 1900 / D11 = 0700 - 1500 / N = 1500 - 0700 / N8 = 2300 - 0700 / A = 0800 - 1200 / A1 = 1100 - 2300 / A8 = 1500 - 2300 / 12p = 1200 - 0000

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 9 th , 2019 – 08:30-09:30 MST
Toll Free Call In:	N/A
Comment:	DANIELS COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Melanie Tuggle – PSAP Manager	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>			

Meeting Notes

The meeting started on time and ended about 09:30, and was held in the area immediately to the right of the PSAP area. The meeting was followed by a tour of the PSAP as well as a viewing of their two equipment rooms. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment rooms.

Participation was very good and Melanie did a great job of describing the operation of the PSAP and her role in the Sheriff's office. The facilities could best be described as minimal and easily accessible by virtue of the fact that the front door to the Sheriff's office presents visitors immediately to a front counter area. The front counter is the responsibility of whoever is staffing the one PSAP position.

A discussion on the benefits of hosted CPE or any other PSAP equipment hosted from another location took place. It may be more cost effective to examine a host-remote model for this PSAP (see CPE above). Apparently there has been some discussion in a host-remote arrangement possible with Sheridan County, but they have decided to wait until the new Sheriff is up to speed on the current PSAP situation.

Melanie reported that they are currently short-staffed and that she will not get any time off for the balance of the month. There are three full-time and one part-time dispatchers. Benefits are paid for those that work more than 25 hours per week.

They currently have no mapping system. They write down the X/Y coordinates and plug them into another computer system to view the location on an online mapping system. Currently, the Sheriff is responsible for assigning addresses in the County. There does not appear to be anyone else in the County who is involved in addressing. They already have a grant in process to get some assistance with mapping in the County.

The visit appeared to be very well received, but it is clear that this PSAP if it is to continue to provide 9-1-1 service, will require equipment upgrades as well as encouragement to improve the standard of care and practice, particularly with regard to EMD. The spreadsheet and a pdf of the Town Hall meeting would be emailed to Melanie for completion.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Thursday, January 10 th , 2019 – 08:30-09:30 MST
Toll Free Call In:	N/A
Comment:	DAWSON COUNTY (GLENDDIVE PD) PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Julie Conrad – PSAP Manager	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Chief Brad Mitchell – Glendive PD	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended about 09:30, and was held in the Police Chief's office. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room.

Participation was excellent and was evident early in the discussion that this PSAP is fully engaged in the migration to NG9-1-1. Chief Mitchell fully supports the PSAP Manager, and appears to understand many of the issues facing 9-1-1. Julie is an active participant in the Montana 9-1-1 community.

Chief Mitchell described the demographic of Glendive and the surrounding district. He expressed great concern over the restart of the pipeline project and the expected influx of several thousand protesters. He indicated that the rest stop southeast of the city will be the staging point for the protesters as the pipeline is expected to cross the Yellowstone River near there. He expects that this PSAP could very become overwhelmed by this situation, not to mention how law enforcement would deal with it. Chief Mitchell also commented that there is at least one landowner in the proximity of the rest area that has given permission to the protesters for rough camping on his land. The nearest SWAT team is four hours away. They use the state EMD program, and Ryan Olson is providing support and guidance for their text-to-9-1-1 solution.

Chief Mitchell indicated that he strongly supports the migration to NG9-1-1. The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Julie for completion. The Chief and PSAP Manager are strong advocates for the migration to NG9-1-1, and it is anticipated that they both are in a great position to provide similar leadership to other PSAPs in Montana.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 9 th , 2019 – 09:30-10:30 MST
Toll Free Call In:	N/A
Comment:	FALLON/CARTER/WIBAUX/PRAIRIE COUNTIES 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	□	Chuck Lee - PSAP Manager	■	□

Meeting Notes

The meeting with Chuck Lee, PSAP Manager, was held at the Fallon County Sheriff's Office. The PSAP is located Dispatch center is behind main Library building. He has been with Fallon County for 18 years, and has worked his way up within the organization, and is now the Emergency Operations Manager.

A copy of the PSAP Data Collection Tool had been emailed prior to this meeting, and Chuck indicated that he had already begun its completion. He also had started to gather other documentation such as the complete Network Diagram for the Fallon County 9-1-1 system, as well as a diagram of the CJIN Security Program. This included call flow and quality control criteria. He was instructed to email the completed survey to Kraig (approximately 80+% was completed).

Fallon County operates as Regional 9-1-1 Center dispatching for 4 counties. They have two dispatch consoles, as well as a dispatch supervisor position. Both dispatch positions were in operation at the time of my visit. The total area of dispatch area is 1,300 square feet. The current establishment for this PSAP consists of five full-time positions, one part-time position, and one Supervisory position. They work two 12-hour shifts with an additional 8-hour shift. The main concern for this PSAP is that there is a single point of failure for their network connectivity. If their main 9-1-1 lines were severed, it would be catastrophic for this operation. Chuck commented that he is exploring having a backup PSAP in Plevna, which is approximately 13 miles away. Another option would be to consider the Powder River PSAP which is located in Broadus.

The meeting concluded at 11:30 MST

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, December 3 rd , 2018 – 10:30-12:00 MST
Toll Free Call In:	N/A
Comment:	FLATHEAD COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Liz Brooks – PSAP Director	■	<input type="checkbox"/>
Rhonda Sullivan – PSC Bureau	■	<input type="checkbox"/>	Brian Chernish – Technical Manager	■	<input type="checkbox"/>

Meeting Notes

The face-to-face meeting was held following the Town Hall presentation. It was followed by a tour of the PSAP conducted by Brian Chernish. The PSAP tour was followed by a visit to the PSAP equipment room that holds the CPE servers, as well as other 9-1-1 peripheral equipment. There was also a discussion concerning the type of equipment, current network provider, network issues, and options that could address their network redundancy issues.

Several issues were discussed including PSAP shift schedules, funding of 9-1-1 center, and other budget-related issues. Flathead is located in Kalispell and dispatches for multiple agencies.

Brian expressed concerns regarding redundancy with Flathead's current network. They have a single sheath connection into their PSAP. They've had line cuts where they were down in one case for six days. His biggest concern is finding a redundant path. Flathead reports having issues with CenturyLink where they are frustrated with their Account Manager who has indicated that they want Flathead to pay infrastructure costs to upgrade their network facilities.

It was suggested that one option might be using a wireless carrier as a redundant backhaul. Flathead would receive reasonable Government monthly pricing, along with receiving priority Tier 1 emergency services queue for 9-1-1 calls. There was definite interest in this concept.

Brian indicated that he is very supportive of the migration to NG9-1-1.

The meeting adjourned at about 12:20 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, December 11 th , 2018 – 09:00-10:30 MST
Toll Free Call In:	N/A
Comment:	GALLATIN COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Michele Blais – Radio Manager	■	<input type="checkbox"/>
Wing Spooner– PSC Bureau	■	<input type="checkbox"/>	Lacy Moore – Dispatch Supervisor	■	<input type="checkbox"/>
Jim Anderson – 911 Director	■	<input type="checkbox"/>	Geoff Solberg– IT Director	■	<input type="checkbox"/>
Marjean Penny – Dispatch Manager	■	<input type="checkbox"/>			

Meeting Notes

The meeting was held at the Gallatin County Sheriff’s Office with Jim Anderson, Director; Michele Blais, Radio Manager; Lacy Moore, Dispatch Supervisor; Marjean Penny, Dispatch Manager; and Geoff Solberg, IT Director in attendance.

Kraig provided an in-depth orientation of the PSAP Data Collection Survey tool, and they were instructed to email the completed spreadsheet back to Kraig as soon as possible.

Dispatchers work 12-hour shifts and, at times, work a 50-hour week due to being chronically short-staffed. The center currently has nine dispatchers, with five in training and three who have been offered positions in the PSAP. The county employs about 19 dispatchers. From late October to December, the center has answered about 180,000 phone calls. This PSAP has four dispatch consoles. The equipment room that houses the CPE, logging recorder, and network equipment is located in a ventilated room. This area is protected with a fire suppression system. Gallatin PSAP acknowledges that there is a single point of failure and has been working with CenturyLink to establish redundant connectivity with no success.

Kraig discussed with the advantages of migrating to NG9-1-1 including an overview of multi-media features such as pictures and video. More importantly were the advantages of IP call delivery, dynamic call routing, and economies of scale when it comes to procurement.

The meeting was very well received and concluded at MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 30 th , 2019 – 09:30-10:30 MST
Toll Free Call In:	N/A
Comment:	GLACIER COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vernon Billedeaux – Sheriff	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			Pam Dvorak – Comms. Supervisor	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Glacier County Sheriff’s Office in the 9-1-1 Dispatch facility located on the first floor. Sheriff Billedeaux, and Pam Dvorak, Communications Supervisor were in attendance. They related that the local economy is supported by cattle ranching, farming, oil fields, and wind farms.

Kraig provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

Dispatch Center is in Glacier County Courthouse Building built in the 50’s from the Sheriff’s Building. Glacier has six full-time dispatchers when fully staffed, but currently have one vacant position. There are two dispatch positions available in this PSAP, and they normally staff one dispatcher per shift. The work a typical schedule of three 8-hour shifts.

The equipment is located in an equipment room located in the basement of the building. The room houses the network and logging recorder equipment. Text-to-9-1-1 has not yet been implemented. They are not yet providing EMD.

The meeting concluded at 10:20 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, December 5 th , 2018 – 09:00 -10:30 MST
Toll Free Call In:	N/A
Comment:	GRANITE COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Scott Dunkerson - Sheriff	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Deanna Henneger – PSAP Manager	■	<input type="checkbox"/>

Meeting Notes

The meeting started about 9:10 and was held in the PSAP area. The meeting was followed by a brief discussion with Sheriff Dunkerson who was supportive of any improvements in their 9-1-1 technology. Pictures were taken of the exterior of the building, as well as interior photos of the PSAP.

Participation was excellent and there were several points made by both Sheriff Dunkerson and Deanna that appear to have been ongoing issues for some time.

They are a small one-position PSAP serving a population of about 3.4K. Their back up PSAP is Ravalli. Being a smaller PSAP, they have challenges during spikes in calls. They have the capability to answer calls from more than one position if needed.

It was reported that issues with single point of failure have been experienced. Diversity and redundancy regarding connectivity will be challenging for this PSAP.

It was reported that when they experience an outage, there is no way for them to make outbound calls. Deanna indicated that she needs some way to make outgoing calls and that a POTS line would solve this issue. She also reported that delays in the delivery of ALI information have been experienced.

They also reported issues with what they call “burner-phones” which are commonly known as the “pay as you go” cell phones. This may also include cell phones that are not registered but still are capable of calling 9-1-1. The lack of proper call-back numbers and inaccurate caller location are problematic when dealing with 9-1-1 calls from these devices.

The visit appeared to be very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Sheriff Dunkerson and Deanna. It is anticipated that they may have some issues completing the spreadsheet. This PSAP is cautiously optimistic about the migration to NG9-1-1, but only if it makes call processing easier and improves their operation overall.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 29 th , 2019 – 12:50 - 14:00 MST
Toll Free Call In:	N/A
Comment:	HAVRE PD PSAP VISITATION
Date & Time of Next Meeting:	

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Gabe Matosich – Chief, Havre PD	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Jason Barkus – A/Chief, Havre PD	■	<input type="checkbox"/>

Meeting Notes

This meeting was rescheduled from 14:00 to an earlier time of 13:00. The meeting was held in an area adjacent to the PSAP. Pictures were taken of the exterior of the building, PSAP, as well as interior photos of the equipment room. Chief Matosich as well as Assistant Chief Barkus attended the meeting. Chief Matosich is the Director of the 9-1-1 Board which looks after the disbursement of all 9-1-1 funds. A/Chief Barkus is the current PSAP supervisor. This PSAP is looking forward to the migration to NG9-1-1. The City of Havre population is about 9.3K. Their back up PSAP is Hill County Sheriff's Office, and they provide back up to Hill County as well. There are four FTE's and four part-time employees. They became the primary PSAP around 2006. Chief Matosich indicated that their radios are in pretty bad shape and that they are pursuing grants to upgrade their radio communications system. They do not perform dispatch functions for the county – that is all handled out of the Hill County SO secondary PSAP. Chief Matosich oversees IT issues for the PSAP. It was reported that there is redundant equipment at the City and County locations. This equipment provides backup and redundancy to both PSAPs. They use the State EMD system and are sponsoring a refresher/certification class in March. Their transition to NG should be fairly straightforward.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Chief Matosich for completion. As stated, the migration to NG9-1-1 will need to involve Hill County.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 15 th , 2019 – 09:30-10:30 MST
Toll Free Call In:	N/A
Comment:	JEFFERSON COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Craig Doolittle – Sheriff	<input type="checkbox"/>	■
Wing Spooner– PSC Bureau	■	<input type="checkbox"/>	Kristi Burns– PSAP Supervisor	■	<input type="checkbox"/>
Doug Dodge– IT Manager	■	<input type="checkbox"/>	Chad Bullock– IT Technician	■	<input type="checkbox"/>
Chad McFadden – PSAP Manager	■	<input type="checkbox"/>			

Meeting Notes

The meeting was held at the Jefferson County Sheriff’s Office PSAP with Chad McFadden, Communication Center Manager; Kristi Burns, Communication Center Supervisor; and Chad Bullock, IT Technician. Sheriff Craig Doolittle was not available. The PSAP is located inside Sheriff’s office building. The dispatch facility is about 30 years old.

Kraig provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

There are seven total dispatchers working three 8-hour shifts with some overlap to cover off peak periods. There are two dispatch consoles used by Jefferson County, and they are typically double-staffed.

The equipment room is located in the basement of the building and houses all of the 9-1-1 equipment and servers. There is no fiber connection to this PSAP, but it was reported that they are in discussions with CenturyLink in this regard. They are also in discussions with a subcontractor working on resolving their fiber issue. Text to 911 is available and uses a web-based solution.

The meeting concluded at 10:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Personnel Unavailable
Toll Free Call In:	N/A
Comment:	LAKE COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi			Steve Stanley - OEM		

Meeting Notes

The PSAP manager was on compassionate leave and was not available for a face-to-face meeting. It is anticipated that this meeting will be rescheduled.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 23 rd , 2019 – 08:30-09:30 MST
Toll Free Call In:	N/A
Comment:	LAUREL PD PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Rick Musson – Police Chief	■	<input type="checkbox"/>
Susan Canape – PSAP Supervisor	■	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Laurel PD office with Chief Rick Musson, and Susan Canape, Communications Supervisor in attendance. Their PSAP is located in Police Department office building. Chief Musson is newly appointed Chief who has recently taken over Laurel PD. The population of Laurel is about 10,000 people, and is considered a bedroom community to Billings. There is a new interchange on Interstate 90 that allows easy access, and there is a section of farmland that is being turned into a housing subdivision. Laurel has become a very diverse community, and many families from Billings are moving to this thriving community. The local economy is based on refinery and railroad workers. On the 4th of July, the local population swells to over 50,000. Chief Musson is working on a backup 9-1-1 center at a city shop located about four or five blocks away, as well as setting up additional repeater equipment. They are developing a five-year plan to address growth in the industry sector and population.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

They recently lost a majority of their workforce to retirements, and are in the process of staffing their vacant positions. Laurel PD has 4 full time dispatchers and 2 part-time dispatchers intended to fill in for sick and vacation; however, they are experiencing difficulty in finding people willing to work part-time. The full-time dispatchers work three 12-hour shifts. Dispatcher duties include call taking, dispatching, doing warrants, as well as answering the front window. They processed about 9,000 calls for service which included about 900 medical and 500 fire calls. The PSAP operates using one dispatch console.

The equipment room housing the CPE and network equipment is located right next to the PSAP. Laurel PD does not provide Text to 9-1-1, and has not yet implemented EMD.

The meeting concluded at about 09:15 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, January 14 th , 2019 – 11:30-12:30 MST
Toll Free Call In:	N/A
Comment:	LEWIS & CLARK COUNTY/CITY OF HELENA 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Lt. Brett Petty – 911 Coordinator	■	<input type="checkbox"/>
Wing Spooner– PSC Bureau	■	<input type="checkbox"/>	Curt Stinson – Captain, Helena PD	■	<input type="checkbox"/>
Rhonda Sullivan – PSC Bureau	■	<input type="checkbox"/>	Peter Callahan – PSAP Supervisor	■	<input type="checkbox"/>
Quinn Ness – PSC Bureau	■	<input type="checkbox"/>			

Meeting Notes

The meeting was held at the Lewis and Clark County Office conference room with Curt Stinson, Support Services Division Commanding Officer; Peter Callahan, 911 Center Supervisor and Lt. Brett Petty, 911 Coordinator. The Lewis and Clark dispatch center is located at the Helena Regional Airport within the fire training and burn facility.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

Dispatchers work three shifts. The graveyard shift works four 10-hour shifts, with the day and swing shifts working five 8-hour shifts. The center currently has twelve (12) dispatchers with authorized up to sixteen (16) dispatchers, two of which are currently in training and almost done. Dispatchers in training go through a 4-phase process. The two currently in training are in the third phase. As they complete phase 3, they are then assigned to a full-time dispatcher who shadows them. There are six dispatch consoles used by Lewis and Clark County. The CPE servers and network facilities are located in a ventilated equipment room. This area is protected with a fire suppression system. It also houses the network equipment and logging recorder.

Kraig reviewed the benefits of NG9-1-1 including the delivery of multimedia. In addition, the new technology can provide more economies of scale including host-remote equipment, better pricing, and scalability of network bandwidth. This PSAP uses the APCO EMD program.

The meeting concluded at 12:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 30 th , 2019 – 13:00-14:00 MST
Toll Free Call In:	N/A
Comment:	LIBERTY COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ellen Russell Gauge– Senior Dispatcher	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Liberty County PSAP, with Ellen Russell Gauge, Senior Dispatcher in attendance. Both Sheriff Riggins and Communications Supervisor Jim Gheker were not available. An overview of the State of Montana NexGen 9-1-1 project was provided.

It was noted that this PSAP is state-of-the-art as they have done a very good job of staying up to date with their technology. Most equipment is less than ten years old. The Sheriff's building and Dispatch Center are housed in the same building. Liberty has 4 full time dispatchers and 1 part-time dispatcher who fills in for dispatchers who are on vacation or on sick leave. They work 3-8 hours shifts system. There are two dispatch consoles in this PSAP - one primary console, and a second console available if the primary position is out of service. The second position is staffed by a Deputy when things get busy on an "as-needed" requirement.

The equipment room is located in the basement of the building, and houses the network equipment and logging recorder. When busy, their 9-1-1 lines roll over to 2 Administrative lines. Their backup PSAP is Toole County. Liberty County is not currently performing EMD protocols. Their ambulance service has excellent response times, and all dispatchers are First Aid and CPR certified.

A review of the PSAP Data Collection tool survey took place during the meeting.

The meeting concluded at 13:55 MST

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, December 4 rd , 2018 – 12:00-15:00 MST
Toll Free Call In:	N/A
Comment:	LINCOLN COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Jean Holder– Comm. Supervisor	■	<input type="checkbox"/>
Ernie Anderson – IT Manager	■	<input type="checkbox"/>	Darren Short– Sheriff	<input type="checkbox"/>	■
Brian Griffeth – Undersheriff	■	<input type="checkbox"/>			

Meeting Notes

The meeting was held with Undersheriff Brian Griffeth; Ernie Anderson, Lincoln County IT Manager; and Jean Holder Communications Supervisor. Also discussed how the Solacom Guardian system was operating. Note that this equipment was installed by Kraig when he was still with Frontier Communications. They reported that they are happy with the operations of the 9-1-1 CPE Telephony equipment.

Kraig provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

There was a concern raised regarding the compatibility of the NG9-1-1 system and an existing RMS.

The meeting was cordial and ended around 15:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, December 10 th , 2018 – 14:00-15:30 MST
Toll Free Call In:	N/A
Comment:	MADISON COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Phil Fortner – Acting Sheriff	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Linda Hamrock – Shift Supervisor	■	<input type="checkbox"/>
			Lynda Holt – Admin/911 Coordinator	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Madison County Sheriff’s Office PSAP, with Sheriff Fortner and Lynda Holt in attendance. The PSAP is located in the basement of the building. Linda Hamrock, shift supervisor also sat in on the meeting.

Kraig provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

There are two dispatch consoles used by the Madison County PSAP. The CPE servers and network equipment are located in two different rooms. The small room closest to the consoles house the CPE equipment, with a larger room housing the network equipment and logging recorder.

Kraig presented an overview of the advantages of migrating to NG9-1-1 including multimedia capabilities as well as other operational advantages. Linda expressed some concerns about potential PTSD with her dispatchers. She hoped that there would be the option of filtering the video information that might have a negative impact on the PSAP staff. Madison County is looking at new database system for their 9-1-1 center.

The meeting was cordial and concluded at 16:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, January 7 th , 2019 – 13:00-14:00 MST
Toll Free Call In:	N/A
Comment:	McCONE COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virginia Richardson	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wing Spooner – PSC Bureau	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Paul Skyberg - Deputy	<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting started late due to the fact that the Town Hall meeting held earlier in the day ran over the allotted time. The PSAP meeting was held in the area adjacent to the PSAP, and it ended about 14:45. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room. Virginia had attended the Town Hall meeting earlier in the day. Participation was excellent and the discussion concerning NG9-1-1 was thorough and positive.

The concept of host remote and the other advantages of NG9-1-1 were described at length. Training appears to be an ongoing challenge and this will be even more important as NG9-1-1 will bring new things to learn. There are six dispatchers but none of them are full-time positions including Virginia. Turn-over is low. They work about 32 hours per week, working a combination of 8/12 hour shifts. She covers for the other dispatchers when they take time off or report sick. Virginia has been there since 2001 having started dispatching during the summer months. Glendive is their backup center. They do not backup any PSAPs. With regard to Text-to-9-1-1, they would prefer an integrated texting solution. Other features of NG9-1-1 such as live video was discussed.

The visit appeared to be very well received. The spreadsheet and a pdf of the Town Hall meeting would be emailed to Virginia. This PSAP is looking forward to the migration to NG9-1-1.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, January 14 th , 2019 – 14:30-15:30 MST
Toll Free Call In:	N/A
Comment:	MEAGHER COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	□	Jon Lopp – Sheriff	□	■
Wing Spooner– PSC Bureau	■	□	MaeBeth Seidlitz – PSAP Supervisor	■	□

Meeting Notes

The meeting was held at the Meagher County Sheriff Office conference room with MaeBeth Seidlitz, Communication Supervisor in attendance. Sheriff Lopp was out of town and not available. The PSAP is located next to the jail in a historic building.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

Dispatchers work two 12-hour shifts using seven dispatchers, four full time, and three part-time filling in for those on sick leave or on vacation. There are two were 2 dispatch consoles used by Meagher County. This PSAP has not started using an EMD protocol.

The CPE servers and the network routers are located in an equipment room in the basement of the building. It also houses the logging recorder equipment.

Kraig presented an overview of the advantages of migrating to NG9-1-1 including multimedia capabilities as well as other operational advantages.

The meeting concluded at about 15:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, December 4 th , 2018 – 14:00 -15:30 MST
Toll Free Call In:	N/A
Comment:	MINERAL COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Roni Phillips – PSAP Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wing Spooner – PSC Bureau	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

Meeting Notes

The meeting started about 14:00, and was held in Roni Phillips's office. Pictures were taken of the exterior of the building, as well as interior photos of the PSAP. Roni is also the mayor of Superior, MT. She is also the Jail Administrator and divides her time between these roles. Participation was excellent and there were several points made by Roni with regard to their operation.

They are a small one-position PSAP serving a population of about 4.2K. They have five full-time dispatchers not including Roni. Their back up PSAP is Ravalli. Being a smaller PSAP, they have challenges during spikes in calls. They have the capability to answer calls from more than one telephone position if needed. Their dispatchers complete a two-week entry level training program operated by the State academy. The region is prone to wildfires and the Sunrise Fire which occurred two years ago, put a particular strain on their operation. They have trained their Detention Officers to perform call taking duties during periods of high call volume. Roni reported that their biggest issue is lack of staff and that there are no immediate plans to increase the full-time positions. She also commented that they have areas of the County where there is no radio or cell phone coverage. She also indicated that upgrading more of their radios may improve the radio coverage situation. They are in the process of implementing EMD which consists of a three-day course certification course.

The visit appeared to be very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Roni. It is anticipated that they may have some issues completing the spreadsheet.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, December 3 rd , 2018 – 13:00 -15:20 MST
Toll Free Call In:	N/A
Comment:	MISSOULA COUNTY 9-1-1 CENTER PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Adrianne Beck – Missoula Co DES	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Sherri Odlin – Missoula 9-1-1 PSAP	■	<input type="checkbox"/>
			Drew Koepke – Missoula Co IT	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended about 10:45, and was held in Drew Koepke's office. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room.

Participation was excellent and was evident early in the discussion that this PSAP is fully engaged in the migration to NG9-1-1. Drew Koepke is very engaged in the migration to NG9-1-1, and their issues were discussed at a very high level with no flags or issues raised. It should be noted that this PSAP participated in the Town Hall meeting and participated in several of the discussions.

They are a larger PSAP serving a population of about 100K. Their back up PSAP is Ravalli, and they provide backup to Ravalli as well. Being a larger PSAP, they have a better call handling capability during spikes in calls. They use the state EMD program, and are actively doing Quality Assurance.

They indicated that they will have no issues with the spreadsheet and that Drew will be overseeing its completion.

The visit appeared to be very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed Drew. It is anticipated that they will have no difficulty completing the spreadsheet. This PSAP is a strong advocate for the migration to NG9-1-1, and it is anticipated that they are in a position to provide similar leadership to other PSAPs in Montana.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Thursday, January 31 st , 2019 – 13:00-14:00 MST
Toll Free Call In:	N/A
Comment:	MUSSELSHELL COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ron Solberg – 9-1-1 Coordinator	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Kim Fisher – PSAP Supervisor	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meeting Notes

This meeting was rescheduled from January 24th due to illness. This meeting started earlier than scheduled and ended at about 14:00, when Mr. Solberg was called away for an EMS run. The meeting consisted of an initial visit to the PSAP which is located in the Sheriff’s building, as well as a tour of the current equipment backroom as well as the new equipment room. The new equipment room is located in a decommissioned ambulance facility currently used for storage. It is anticipated that this facility will be the new home of the PSAP in the very near future. A new communications tower was recently installed and workmen were adding some finishing touches at the time of the visit. The meeting restarted at Mr. Solberg’s office offsite from the PSAP area. Pictures were taken of the PSAP, the exterior of the building, as well as interior photos of the two equipment rooms. Mr. Solberg was in the process of returning to duty following an illness and physical injury. Kim Fisher was away on a family matter. This PSAP is fully engaged in the migration to NG9-1-1.

The local population is about 4.6K. There are six FTE’s including Kim. There are not part-time employees. Ron reported that they are reporting difficulty in getting new applicants for the PSAP. Ron looks after IT issues for the PSAP. They have not completed the necessary paperwork to move forward with their GIS evaluation. Michael Fashoway asked that I discuss this matter with Ron and deliver three forms germane to this next step. A brief discussion was held with Ron regarding this matter and he indicated that he would address the matter and get it resolved. Ron reported that the entire community is serviced by fiberoptic facilities provided by the Mid-Rivers Communications network. This system provides connectivity from the PSAP to CenturyLink facilities. They use PowerPhone for their EMD, as well as for Fire and Police calls. With regard to Quality Assurance, he stated that Kim tries to review every 9-1-1 call. Their transition to NG should be fairly straightforward.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Ron for completion. As stated, the migration to NG9-1-1 should be relatively straightforward.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, December 12 th , 2018 – 13:00-14:30 MST
Toll Free Call In:	N/A
Comment:	PARK COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Erica Hoffman – IT Manager	■	<input type="checkbox"/>
Wing Spooner– PSC Bureau	■	<input type="checkbox"/>	Scott Hamilton – Sheriff	■	<input type="checkbox"/>
			Peggy Glass – Park Co. PSAP Manager	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Park County Sheriff's Office PSAP with Sheriff Hamilton; Peggy Glass, Park County PSAP Manager and Erica Hoffman, IT Manager. The PSAP is located in the City/County building.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

This PSAP uses four dispatch consoles, two are active, and two are non-active. The equipment room houses the CPE servers, the network equipment, as well as the logging recorder. Network redundancy at Park County is a major concern as there is a single point of failure should the cable connection be cut. No other PSAP location is available if a catastrophic event happened at this PSAP location.

Kraig presented an overview of the advantages of migrating to NG9-1-1 including multimedia capabilities as well as other operational advantages.

The meeting adjourned at 14:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 30 th , 2019 – 14:00-17:00 MST
Toll Free Call In:	N/A
Comment:	PHILLIPS COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Jerry Lytle – Sheriff, Phillips Co.	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Michael Traynor – PSAP Supervisor	■	<input type="checkbox"/>

Meeting Notes

This meeting was started early, and was held in the PSAP. Pictures were taken of the exterior of the building, PSAP, as well as interior photos of the equipment room. Sheriff Lytle and Michael Traynor attended the meeting, and Sheriff Lytle attended the Town Hall meeting earlier in the week. This PSAP is looking forward to the migration to NG9-1-1.

Phillips County has a population of about 4.3K. Their back up PSAPs are Blaine County or Valley County, and they also can provide backup to these PSAPs depending on the situation. There are four FTE's and four part-time employees. They became the primary PSAP around 2006. They use GEMS for their text-to-9-1-1, but they have never received an actual call for service via texting. They use Alert Sense for their paging and emergency mass notifications. Their mapping is up to date, and the County is looking after GIS. Sheriff Lytle was under the impression that the County Commissioners create and issue addresses. He also related that there are resolving addressing issues on their local reservations. They do not offer EMD; however, one of their dispatchers is EMD certified, and they are considering having her train the other staff. They will need to procure the card sets. Their transition to NG should be fairly straightforward.

The visit was very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Sheriff Lytle for completion.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 29 th , 2019 – 09:30-10:30 MST
Toll Free Call In:	N/A
Comment:	PONDERA COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	□	Robert Skorupa – sheriff	■	□
Robert Bender – Undersheriff	□	■	LeAnn Hermance – PSAP Supervisor	■	□

Meeting Notes

The meeting was held at the Pondera County Sheriff’s Office PSAP located on the first floor. Sheriff Skorupa, Undersheriff Bender, and LeAnn Hermance were in attendance. Sheriff Skorupa newly elected and started his duties on 01/01/19. The Sheriff’s building and PSAP are located in the County courthouse which was built in the 1920’s. The Emergency Operations Center (EOC) is located in same building.

The local economy is supported by agriculture, ranching and cattle farming.

Kraig provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

The PSAP sits on a platform floor and is elevated to give a view of the inmates. Pondera has six full-time dispatchers working three 8-hour shifts. Three of the dispatchers work three shifts a week, and the other three dispatchers work four shifts a week. The dispatches also perform some detention officers’ duties such as administering medication to inmates. The dispatchers are in the SERS retirement system, and are POST certified. Different shift schedules are one of the negative aspects of job. There is one dispatch console used in this PSAP. The equipment room houses the CPE servers and network routers, and is located on the ground floor of the building close to the EOC room. It also houses the logging recorder equipment. Text to 9-1-1 has recently been implemented using the GEMS 9-1-1 texting solution. Pondera County is using a card-based EMD protocol.

The meeting concluded at 11:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 8 th , 2019 – 13:30-14:30 MST
Toll Free Call In:	N/A
Comment:	POWDER RIVER COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allen Drane - Sheriff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Carmen Turnbough – PSAP Supervisor	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meeting Notes

The meeting was held at the Power River County Sheriff's Office with Sheriff Drane in attendance. The PSAP is located in the same building. Sheriff Drane is a resident of Broadus. He was asked by local citizens to run for office, and he easily won the election. Carmen Turnbough, Communication. Supervisor was unable to attend.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. He was instructed to email the completed spreadsheet back to Kraig as soon as possible.

This PSAP uses one dispatch position. Total area of dispatch area is approximately 400 square feet. Call volume is typically low, but peaks during the Sturgis Harley Davidson event where the motorcycle traffic increases, and calls spike. They employ four full-time dispatchers, two part-time dispatchers, and one supervisor position. The dispatchers work 12-hour shifts.

The meeting concluded at about 14:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 16 th , 2019 – 14:00-15:00 MST
Toll Free Call In:	N/A
Comment:	POWELL COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Gavin R. Roselles – Sheriff	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Kim Micu – Undersheriff	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Powell County Sheriff’s Office with Sheriff Roselles and Undersheriff Micu. The PSAP is located in the Sheriff’s office building.

Wing Spooner provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible. Sheriff Roselles commented that he has been working with Carl Hammond, Powell County Planner who oversees GIS planning in the County.

Powell has employs four full-time dispatchers and one relief dispatcher. The relief dispatcher fills in for those that are sick or on vacation, and works an average of one day per week. The full-time dispatchers work three 8-hour shifts. Shifts are 08:00 to 16:00, 16:00 to 24;00, and 24:00 to 08:00. Sheriff Roselle is looking at hiring another dispatcher position. Powell County dispatchers also work as Detention Officers. Turnover is very low at this PSAP. This PSAP has two dispatch positions. The equipment room is located in the basement of the building and houses the CPE servers, the network equipment, as well as the logging recorder equipment. The cable facilities are located in another room in the basement. Powell does not have Text to 9-1-1, and they have not yet implemented EMD.

The meeting adjourned at about 14:45 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, December 4 th , 2018 – 09:00-11:20 MST
Toll Free Call In:	N/A
Comment:	RAVALLI COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Stephen Holton - Sheriff	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Zae Hudson – RCSO PSAP Supervisor	■	<input type="checkbox"/>
			Erik Hoover – RCSO OEM	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended about 10:45, and was held in the Sheriff’s office meeting room. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room. Participation was excellent and was evident early in the discussion that this PSAP is fully engaged in the migration to NG9-1-1. Sheriff Holton was introduced, engaged us in a brief discussion and then had to attend to other matters. It became evident early in the discussion that Zae and Erik were both very positive about need to develop a statewide plan, and commented that they have taken several steps to education themselves on NG9-1-1 and have some plans in place to do an IP call processing beta test with their CPE Vendor (WestTel) a NG9-1-1 vendor. They have attended seminars and Zae has done at least one presentation on NG91-1.

The local population is about 40K. Their back up PSAP is Missoula. Ravalli provides back up to Granite County. They get easily overloaded during wildfire situations. They have also taken steps to reduce the number of calls to the PSAP regarding fire permits by using an online system. They have also worked with a local company to develop a smartphone app that features the capability to do mass notifications. They also have established a very positive working relationship with the local media.

They use the state EMD program, and are actively doing Quality Assurance. Zae commented that he is looking for policies and procedures regarding QA and other PSAP matters. Eric to forward examples that he has on file from other similar efforts.

The visit appeared to be very well received. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Zae. It is anticipated that they will have no difficulty completing the spreadsheet. Zae and Erik are strong advocates for the migration to NG9-1-1, and it is anticipated that they both are in a great position to provide similar leadership to other PSAPs in Montana.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, January 7 th , 2019 – 15:30-16:45 MST
Toll Free Call In:	N/A
Comment:	RICHLAND COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sheriff John Dynneson	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wing Spooner – PSC Bureau	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended about 16:45, and was held in the Sheriff's office. The building is fairly new and the facilities well laid out. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room. There was an equipment refresh during the move to this facility. Participation was excellent. Sheriff Dynneson was eager to learn more about the transition to NG9-1-1 and introduced several of his support personnel. The issue of a backup facility was raised. The requirements of the i3 Standard insofar as redundancy and reliability were discussed. It appears that this facility may meet the diversity of facilities criteria. They currently have CenturyLink and Mid Rivers providing connectivity to their facility. Calls are being delivered through Vision Net over an MPLS system, and may already be in IP format. Lisa Kelley from CenturyLink will be able to supply a network connectivity diagram for this facility. It was reported that there are a couple of outlying areas where the local facility, Reservation Telephone cooperatives, that deliver calls to the PSAP over POTs. They are in the process of implementing Text-to-9-1-1, and it will be an integrated solution. It was reported that they do not have any pending grant applications in process. Their IT personnel attended the meeting and it was evident that they are very engaged in the IT issues at this location. The GIS assessment for Richland County was discussed, and it was reported that they need to take some steps to be in compliance with the state criteria. The new method of call routing based on device location was explained at length, and the benefits of the new system were reviewed. This included better call routing and reduced transfers. There was concern expressed over the time frame that is needed to bring their GIS system up to date. It was indicated that the implementation of NG9-1-1 is at least a year away, and that this should allow time to bring their GIS system into compliance. Glendive and Roosevelt are their backup centers, and it was not clear if they provide any backup for PSAPs in their immediate area. It was also reported that this PSAP gets calls from North Dakota which requires this PSAP to transfer the calls back to the North Dakota State system. Issues such as video feeds to the PSAP were discussed and it was explained that these features are long-range in nature and will be addressed when appropriate. The feature of being able to polygon or define a specific area in the PSAP footprint was explained. Calls generated from a major event can be routed to a specific call answer position or facility.

The visit appeared to be very well received. The spreadsheet and a pdf of the Town Hall meeting will be emailed to Sheriff Dynneson.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 8 th , 2019 – 08:30-09:30 MST
Toll Free Call In:	N/A
Comment:	ROOSEVELT COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Jeff Wozniak – PSAP Manager	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Clayton Vine – GIS	■	<input type="checkbox"/>
			Gary MacDonald - Commissioner	■	<input type="checkbox"/>

Meeting Notes

The meeting started on time and ended about 9:30, and was held in an office adjacent to the PSAP. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room. Participation was excellent and was evident early in the discussion that this PSAP is fully engaged in the migration to NG9-1-1. Jeff introduced the County GIS person, Clayton Vine, who attended to the PSAP to meet with us. Commissioner Gary MacDonald also attended the meeting and is very knowledgeable of the 9-1-1 issues in Roosevelt County.

There are ten full time dispatchers plus Jeff. He raised the issue of infrastructure issues such as poor cell coverage as well as an outdated microwave system. Repair parts are being obtained through sites such as eBay. Redundancy of facilities was also raised as an issue of concern. Valley County is their backup PSAP. Jeff was not sure who they backup. Jeff reported that he believes they are the third highest in the state when it comes to call volume. He estimated that their call volume is about 30K calls per year. Their County GIS person joined the meeting and gave an in-depth presentation of the issues surrounding GIS in Roosevelt County and in particular, the city of Wolf Point. The conversion from physical addresses to X/Y remains a major issue in this county including the areas with the boundaries of the Reservations. It will require a massive effort to revamp addressing. The issue of cell sector call routing was discussed, and improvements from the newer technology that enables dynamic call routing based on device location was discussed at length. Jeff asked as to when the State may be ready to transition to the ESInet, and was informed that it will take some time to get there. Some PSAPs are very close to being ready while others are not. They currently have three call taking and dispatching positions, and are preparing to add a fourth position.

The visit was very positive in nature. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to Jeff.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 9 th , 2019 – 13:00-14:00 MST
Toll Free Call In:	N/A
Comment:	ROSEBUD/TREASURE COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allen Fulton - Sheriff	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			Jenni Cherry – PSAP Supervisor	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Sheriff's Office with Jenni Cherry, Communications Supervisor. The PSAP is located in the same building as the Sheriff's Office, which also houses the County jail. Sheriff Fulton was not available. This facility is a very secure location where visitors are required to sign-in and then escorted into the facility.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. Jenny was instructed to email the completed spreadsheet back to Kraig as soon as possible. Rosebud has an IT person who handles the 9-1-1 system, and she will work with him to complete the survey.

This PSAP employees four full-time as well as two part-time dispatchers. They work two 12-hour shifts and an 8-hour swing shift. A concern was raised regarding the single point of failure for their 9-1-1 facilities which consist of legacy CAMA trunks and a T1 data link for their ALI data.

The meeting concluded at 14:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, December 5 th , 2018 – 13:00-15:00 MST
Toll Free Call In:	N/A
Comment:	SANDERS COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Bill Naegeli – Emergency Manager	■	<input type="checkbox"/>
Shawna Chenoweth – PSAP Manager	■	<input type="checkbox"/>	Lori Methgen - GIS	■	<input type="checkbox"/>

Meeting Notes

The meeting was held in the Sanders County Sheriff's Emergency Planner, Bill Naegeli's office. Shawna Chenoweth, PSAP Manager, and Lori Methgen were also in attendance.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible. He went on to explain why this information would help determine a baseline reference for all Montana PSAP's.

It was noted that the City of Thompson Falls is purchasing a new RMS, and is also moving away from Swift to ADIS. There was a concern regarding what the State of Montana NG9-1-1 solution would look like for an RMS database. Text to 9-1-1 has not been implemented yet. Kraig discussed his experience in Brazos County (TX) where text to 9-1-1 was implemented without an effective Public Education program. Their equipment room houses their CPE servers and other PSAP related equipment.

The meeting adjourned at about 14:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 9 th , 2019 – 12:00-13:00 MST
Toll Free Call In:	N/A
Comment:	SHERIDAN COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	<input type="checkbox"/>	Sapphira Olson – PSAP Manager	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting started early at our request (noon) and ended about 13:00, and was held in the manager's office area adjacent to the PSAP area. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room. Participation was excellent and was evident early in the discussion that this PSAP is fully engaged in the migration to NG9-1-1. Sapphira had attended the Town Hall meeting two days before this visit. They use the state EMD program, and are actively doing Quality Assurance. The issue from Daniels County concerning EMD was discussed at length and it was determined that there is no easy solution to resolve this matter. It was concluded that Daniels needs to make the effort from their end to find a solution. The fact that there is a new Sheriff may help the issue. It was reported that they have five full-time positions plus the Manager. They work a combination of eight and twelve-hour shifts. Turnover is low for this PSAP. Their servers are located in the same area as the PSAP Manager's office. The cable room is in another part of the building. They have two licenses for mapping that go through the Sunridge CAD system. Kenny Hepner looks after GIS for the County and there is no one assigned to look after the city of Plentywood mapping or addressing systems. This presents a variety of addressing issues for the PSAP. Kenny and Sapphira currently share in the maintenance and updating of the MSAG. Sapphira agreed to scan and send a network diagram.

The visit appeared to be very well received, and Sapphira is very supportive of the migration to NG9-1-1. It was agreed that the spreadsheet and a pdf of the Town Hall meeting would be emailed to her.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, January 23 rd , 2019 – 13:30-14:30 MST
Toll Free Call In:	N/A
Comment:	STILLWATER COUNTY SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Charles (Chip) Kem – Sheriff	<input type="checkbox"/>	■
Carol Arkell – 911/DES Coordinator	■	<input type="checkbox"/>	Jennifer Siegfried – PSAP Manager	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Stillwater County Sheriff’s Office PSAP, with Sheriff Kem, Carol Arkell, Stillwater 911/DES Coordinator and Jennifer Siegfried, Stillwater County, PSAP Manager. The PSAP is located in the Sheriff’s Office building. Sheriff Kem is newly elected Sheriff taking over Stillwater County, and was previously the Undersheriff.

Kraig provided an overview of FE’s role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

The PSAP in this facility is on a raised floor. They have a complement of eight full-time dispatchers working a system utilizing three 8-hour shifts. Turnover is very low at this PSAP. There are two dispatch consoles used by Stillwater County. The equipment room is located on ground floor of the building. The network equipment and cable facilities are located in a locked cage in a separate room located on the 2nd floor. This PSAP offers Text-to-9-1-1 services using the GEMS interim texting solution. EMD protocols are used at Stillwater using a flip-card system and is not currently integrated with the CPE telephone equipment.

The meeting concluded at 14:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Wednesday, December 12 th , 2018 – 09:30-11:30 MST
Toll Free Call In:	N/A
Comment:	SWEET GRASS SHERIFF’S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Brooke Osen – DES/9-1-1 Coordinator	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Alan Ronneberg - Sheriff-Elect	■	<input type="checkbox"/>
Jerry Mahlum – Comms. Supervisor	<input type="checkbox"/>	■	Dan Tronrud – Outgoing Sheriff	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Sweet Grass County Town Hall conference room with Outgoing Sheriff Tronrud, Sheriff-Elect Alan Ronneberg, and Brooke Osen, DES/9-1-1 Coordinator. Communications Supervisor Jerry Mahlum was not available.

A thorough review of the PSAP Data Collection tool was conducted. They were instructed to email the completed survey tool back to Kraig.

Dispatchers work 12-hour shifts. The center currently has six full-time dispatchers. There are two dispatch consoles used by Sweet Grass County. The CPE servers and network routers are located in a room next to County Commission Chambers on second floor. It also houses the network equipment and logging recorder.

The benefits of NG9-1-1 were discussed at length.

It was noted that Sweet Grass County’s population swells more than two to three times the resident population during the summer months.

The meeting adjourned at 11:00 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Monday, January 28 th , 2019 – 14:00-15:00 MST
Toll Free Call In:	N/A
Comment:	TETON COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Keith Vansetten – Sheriff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Steve Gjerde – Undersheriff	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meeting Notes

The meeting was held at the Teton County Sheriff's Office PSAP with Sheriff Vansetten in attendance. The PSAP is located on the first floor of Sheriff's office. Sheriff's building and Dispatch Center was built in 2004 and is already too small. Sheriff Vansetten reported that he has just started his fourth term for Teton County, and has hired 5 new Deputies in the last year. Economics of area is supported by Agriculture and Ranching. Population of Teton County is 1,700 according the last census. During the summer months, the population of Teton County increases with tourists and various backpacking tours. He also mentioned that there are four ambulance services operating in Teton County.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. Sheriff Vansetten was instructed to email the completed spreadsheet back to Kraig as soon as possible.

Sheriff Vansetten stated Three Rivers Communication has fiber to the building from the central office. There is a need to reconfigure their radio antennas as they are currently too close together which causes interference. They have been working on a Federal grant application for replacing the existing pole with a tower and are in the process of doing an Environmental Impact Study and Cultural Impact Assessment study. The PSAP sits on a platform floor and is elevated to give a view of the inmates. Teton has 3 full time dispatchers and 2 part-time dispatchers that cover the regular staff for sick and vacation leave. The full-time dispatchers work three 8-hour shifts. The part-time dispatchers work a swing shift system that covers the busier periods. There is one main console and one backup console (Radio, 9-1-1 phone and CAD system) used by Teton County. The equipment room and network are located on ground floor of the building next to 9-1-1 CPE Telephony system. Area is NOT protected with a fire suppression system and is NOT climate controlled. Room houses the network equipment and logging recorder. The administrative phones lines are not integrated into the CPE. The text to 9-1-1 solution used in this PSAP is integrated into the CPE. Teton County is not using an EMD protocol.

The meeting concluded at around 14:45 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 29 th , 2019 – 13:30-14:30 MST
Toll Free Call In:	N/A
Comment:	TOOLE COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Donna Whitt - Sheriff	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			Ryan Larson – Undersheriff	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Toole County Sheriff's Office PSAP with Undersheriff Larson in attendance. Sheriff Donna Whitt was unavailable for the meeting. Undersheriff Larson has been there 19 years with next year being his 20th year on the job. The Sheriff's Office and PSAP are located in the Public Safety Building.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. Undersheriff Larson was instructed to email the completed spreadsheet back to Kraig as soon as possible.

Their annual call volume is 9,500 for all calls. Toole has 5 full time dispatchers. Their shifts are 0800-1600, 1600-0000, and 0000-0800. They work six days on and have two off, until they get to the weekend. They then work two three-day weekends in a row. Toole County has Detention Officers who look after the inmates. Their dispatchers are in the Public Safety Retirement Systems (PERS). They do use a CAD system. Their Records Management system is Sluthe. They have a grant application in process with State for a new CAD system (Zuercher). There are two dispatch consoles in this PSAP. The equipment room is located on the ground floor of the building. It is next to 9-1-1 dispatch consoles and is behind locked plexiglass doors. It houses the CPE servers, logging recorder, and video systems. The network for the ES 9-1-1 lines are in a different room. Text to 9-1-1 is provided by GEMS 9-1-1. Toole County is using the State EMD flip-card protocol, as well as a similar protocol system for law enforcement calls.

The meeting concluded at 14:20 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, January 8 th , 2019 – 13:00-14:00 MST
Toll Free Call In:	N/A
Comment:	VALLEY COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Eric Parry	■	□	Rene Clampitt – PSAP Manager	■	□
Wing Spooner – PSC Bureau	■	□	Sherry – Admin Support for Sheriff	□	□

Meeting Notes

The meeting started on time and ended about 14:00, and was held in the briefing room adjacent to the PSAP. The meeting was followed by a tour of the PSAP as well as a viewing of their equipment room. Pictures were taken of the exterior of the building, as well as interior photos of PSAP and equipment room. Participation was excellent and was evident early in the discussion that this PSAP is fully engaged in the migration to NG9-1-1. Rene had attended the Town Hall meeting held the previous day. We were also joined by Sherry who is the Admin support person for the Sheriff and was familiar with the RMS system used in the Zuercher CAD. The issue of how live video could negatively impact PSAP operations was discussed at length and it was agreed that this matter requires a great deal of thought and needs to be properly managed with appropriate policies and procedures. Personnel issues were discussed at a high level. Turnover is very low in this PSAP. Generally, there is only one dispatcher on duty at any time, however, they do overlap shifts on the busier days such as evenings during the weekend. Rene covers shifts on an “as-required” basis. Rene has a grant application in the works to upgrade their CPE. They also have a grant application to upgrade their 2008 vintage logging recorder. She mentioned that is has received regular preventative maintenance from their contracted provider and that they have never had a problem with it. Mobile data terminals are not used in any of their responder vehicles, however, texting seems to be one method of responder notification. Their mapping system is supplied by a company out of St. Paul Minnesota, and their maps are looked after by Matt Pearce. He apparently comes through twice a year, and updates their GIS database. He also looks after other counties in Montana. Wing informed Rene about the statewide effort to standardize GIS data in the state. Rene indicated that she had received her GIS assessment and has turned it over to Matt. They use the state EMD program. Rene reported no issues concerning the migration to NG, however, did raise the matter of conversion to fiber optic cable and how that would be installed. Satellite and microwave were also discussed as potential solutions for PSAP connectivity. They provide backup services to Phillips and Roosevelt Counties. The visit went very well. The Town Hall presentation and the PSAP spreadsheet will be forwarded for completion.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Tuesday, December 11 th , 2018 – 13:30-15:30 MST
Toll Free Call In:	N/A
Comment:	WEST YELLOWSTONE POLICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	<input type="checkbox"/>	Shane Grube– Fire Chief	■	<input type="checkbox"/>
Wing Spooner – PSC Bureau	■	<input type="checkbox"/>	Scott Newell – Police Chief	■	<input type="checkbox"/>
			Brenda Martin – Comms. Supervisor	■	<input type="checkbox"/>

Meeting Notes

The meeting was held at the Town of West Yellowstone PSAP conference room, with Police Chief Newell, Fire Chief Grube, and Brenda Martin, Communication Supervisor, in attendance. The community is located within the boundaries of Yellowstone Park. Meeting was held in their conference room.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible. He went on to explain why this information would help determine a baseline reference for all Montana PSAP's.

There are two dispatch consoles used by West Yellowstone PSAP. The equipment room and network facilities are located in a separate secured small room behind the Police and Dispatch building. This room houses the 9-1-1 CPE telephony equipment, network equipment and logging recorder servers. One of the challenges they encounter is with International visitors are trying to translate and communicate with their dispatchers. They are seeking a better way to translate foreign languages in order that the International visitors can better understand conversations especially in emergency situations. They receive about four million visitors a year. Of the total above, West Yellowstone receives 44% through their Town. Most of the International visitors are considered to be high-profile and dealing with some of them presents its challenges. The footprint for the park is huge – in the order of 3.5K square miles (2.2 million square acres). This means that this PSAP has an unusually large area to service with over 38 motels and camping areas scattered throughout the park.

The meeting was very informative and concluded at around 14:30 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Thursday, January 24 th , 2019 – 13:00-14:00 MST
Toll Free Call In:	N/A
Comment:	WHEATLAND / GOLDEN VALLEY PSAP VISITATION
	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	□	Everett Misner – Sheriff	□	■
Jamie Sanguins – PSAP Manager	■	□		□	□

Meeting Notes

The meeting took place at the Wheatland / Golden Valley County PSAP with Sheriff Misner, and Jamie Sanguins, PSAP Manager. The PSAP is located in the Sheriff's Office building, and is currently being completely remodeled. Sheriff Misner is newly elected Sheriff taking over Wheatland / Golden Valley County. He was previously Sheriff 4 years ago. The local economy is based on farming, ranching, and wind farms.

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. They were instructed to email the completed spreadsheet back to Kraig as soon as possible.

Wheatland / Golden Valley has four full time dispatchers and one part-time dispatcher that covers for sick leave and vacation. Full time dispatchers work three 12-hour shifts and a 4-hour shift. Shifts are 06:00 to 06:00 with overlap shifts to cover off busy times. The dispatchers are classified as Detention Officers and are certified which qualifies them for the 20-year SERS program. They use two dispatch consoles, and their furniture (Watson) is about four years old. This facility has fiber connectivity provided by Triangle Communications. It was also noted that the entire City has fiberoptic connectivity. All equipment is brand new within the last 18 months. They have been replacing and upgrading their technology on a rotation and as needed. They have also managed to have funds available for any further upgrades for the migration to NG9-1-1. The equipment room housing CPE and the network facilities are located on ground floor of the building. This equipment will be moved into an adjoining wall opening up more space. Another room houses the network equipment and logging recorder. They have backup agreements with Meagher, and Sweet Grass Counties. They are also replacing and adding capacity to their UPS system. This PSAP has Text-to-9-1-1 using the GEMS interim texting solution. This PSAP also provided EMD using the PowerPhone EMD protocol system.

The meeting concluded at 13:45 MST.

MONTANA STATEWIDE 9-1-1 PLAN – PSAP VISITATION NOTES

Committee/SC/WG Name:	Montana Statewide 9-1-1 Plan
Date & Time of Meeting:	Thursday, January 24 th , 2019 – 15:00-16:00 MST
Toll Free Call In:	N/A
Comment:	YELLOWSTONE COUNTY SHERIFF'S OFFICE PSAP VISITATION
Date & Time of Next Meeting:	N/A

Attendees	P	E	Attendees	P	E
FE: Kraig Kaizumi	■	□	Mike Linder - Sheriff	□	■
FE: John Murray	■	□	Anne Kindness – PSAP Manager	■	□

Meeting Notes

The meeting was held at the Yellowstone County Sheriff's Office PSAP with Anne Kindness, PSAP Manager. Sheriff Linder was unavailable. This is a growing area of the State, and the population continues to grow, as many of the regional population is moving to Billings.

This PSAP is located in a newly constructed facility. The planning for this dispatch facility occurred over a 20-year period and Anne has worked hard to ensure that this PSAP is state-of-the-art in every aspect. It was noted that Anne will retire from her current position sometime this year (2019).

Kraig provided an overview of FE's role in the State of Montana NexGen 9-1-1 project, as well as an in-depth orientation of the PSAP Data Collection Survey tool. Anne was instructed to email the completed spreadsheet back to Kraig as soon as possible.

Yellowstone County operates with seven full-time dispatchers and one part-time dispatcher who covers for sick and vacation leave. They work a combination of 12, 10, and 8-hour shifts. Turnover is low. They also reported that they try to operate with no less than seven dispatchers on duty. There are 12 dispatch consoles used by Yellowstone County. All dispatchers are cross-trained for all three disciplines, and go through about 22 weeks of training. They have one position dedicated to law enforcement calls as well as oversees a dedicated police radio channel. This PSAP also dedicates one position to fire, and one to EMS. They have three consoles dedicated to training, and these can be pressed into use should the need arise. Yellowstone is a consolidated center and their goal is for standardization of policies and procedures for all of their stakeholders. John M. asked if they use AVL for Police and Fire, and Anne indicated that they have AVL for both Police, Fire and the Sheriff. John M also asked Anne to provide an overview of how calls are processed. A dispatcher stays on the call gets the information and it queues to the appropriate dispatch position. Their console 9-1-1 equipment is housed in fan-controlled cabinets, and is protected from accidental disconnects. This PSAP has fiberoptic connectivity and they are pressing to have redundant connectivity. Anne reported that they actually did have redundant connectivity at one time, but the cable was damaged. The equipment room and network are located on ground floor of the building in a lock protected area. Area is protected with a fire suppression which is 2 stage system and is climate controlled. This PSAP offers text to 9-1-1 using the GEMS interim solution. They also offer EMD using the Priority Dispatch protocol system.

The meeting concluded at about 16:00 MST.