



METROPOLITAN
EMERGENCY SERVICES BOARD

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March 18, 2021

Rep. Carlos Mariani, Chair
House Public Safety & Criminal Justice Reform Committee
479 State Office Building
St. Paul, MN 55155

**RE: Support for HF 515 – Establishing a 9-1-1 Telecommunicator Working Group
Regarding Statewide Standards for Training and Certification**

Dear Chair Mariani & Committee members:

The Metropolitan Emergency Services Board writes in support of HF 515, which would establish a 9-1-1 telecommunicator working group to establish statewide standards for training and certification.

Public safety 9-1-1 telecommunicators serve as the first, first responder for those requesting emergency services response. Daily, they provide life-saving information to 9-1-1 callers, in the form of medical procedures, such as CPR or putting pressure on wounds, or instructions on how callers can keep themselves and others safe. Public safety telecommunicators serve as a calming influence on callers, which can keep them safe and prepare them for the arrival of law enforcement, fire, and EMS responders, and their questions. This calming influence saves lives.

The State of Minnesota requires specified training for law enforcement, fire and EMS responders, but currently has no such training requirements, or a certification process, for public safety 9-1-1 telecommunicators, the first, first responder. Public safety 9-1-1 telecommunicators require extensive training. During 9-1-1 calls, they remain calm and collected despite the events they hear on the phone and radio system. They monitor the background noises and provide potentially life-saving information to other public safety responders. They provide information on how to perform CPR or put pressure on wounds, both of which can save lives.

In the Twin Cities region, upon initial hiring most public safety telecommunicators are required to go through, on average, 25 weeks of training. Public safety telecommunicators must be trained on procedures for answering phones, handling calls, including dealing with difficult or distressed people, how to dispatch, proper police/fire/EMS procedures, use of radio systems and protocols for use of shared resources. Telecommunicators must know what mutual aid resources exist in their area, including personnel and equipment, and how to access them. They do all this while documenting the entire incident from start to finish.

The citizens of Minnesota expect to receive the same level of service when they call 9-1-1, regardless of their location in the state; this is best accomplished by establish statewide training standards and a certification process for public safety 9-1-1 telecommunicators. With the extensive training they receive, public safety 9-1-1 telecommunicators deserve to have a certification process which may serve to validate their vital role as the first, first responder.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Jill Rohret".

Jill Rohret
Executive Director