CITY OF MINNEAPOLIS

911 Report for **Public Safety, Civil Rights & Emergency Management Committee**

2015 Summary Report

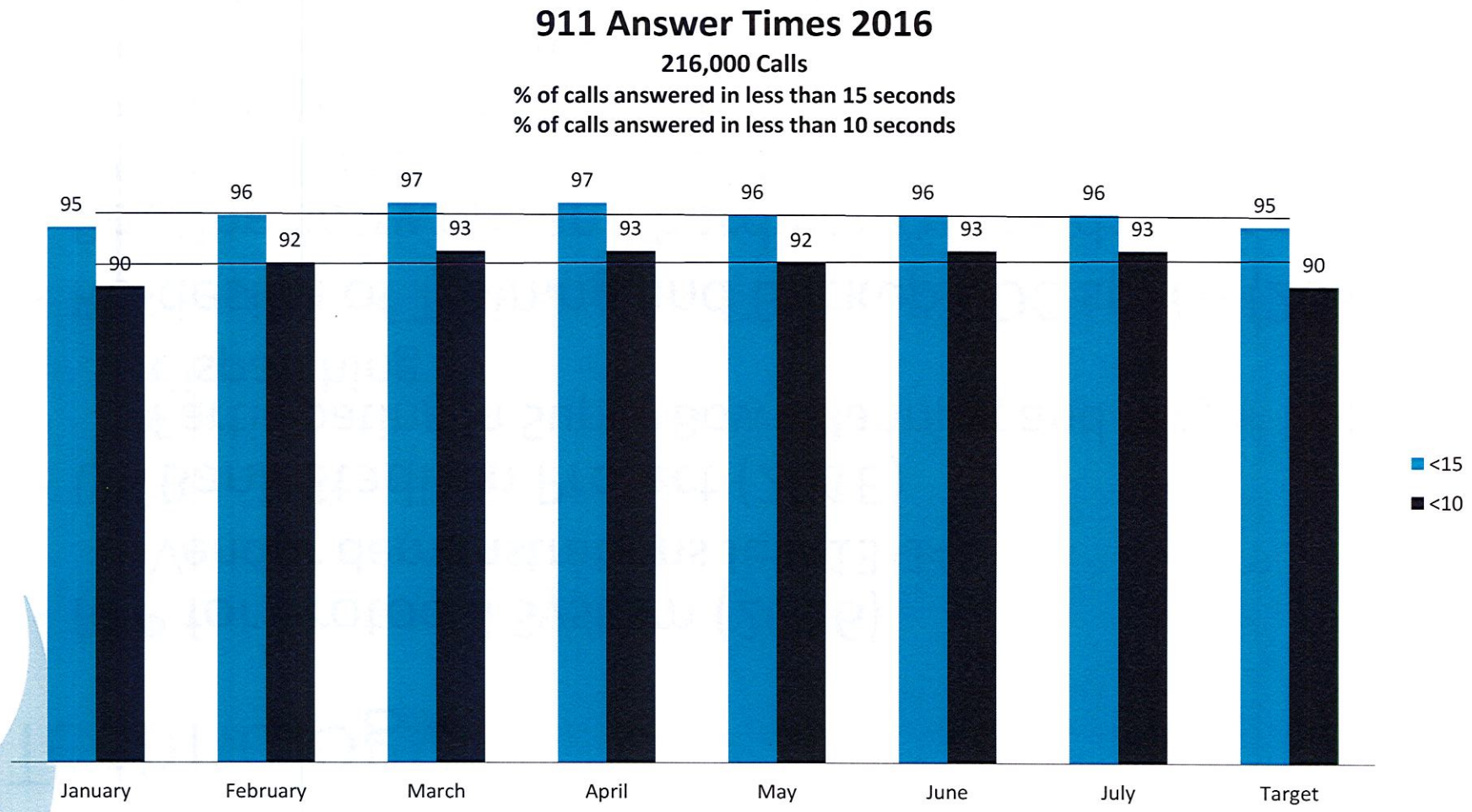
July 13, 2016

Minneapolis
City of Lakes

Mid-year Updates

- 911 Dashboard
  - Performance Metrics
- Business Plan Updates
  - Cross Training
- Technology Updates
- Pathways Grant Programs

911 Answer times 2016



Technology

- RFP for Protocol System (2016)
  - Vendor demonstrations July 13-14
- US Bank Stadium Project (2016)
  - Participating in Super Bowl Planning and Major Event dispatching
- Re-design of Training and Backup EOC space (2016-17)
- Routine software and hardware upgrades for major systems (CAD, Phone, Radio)
  - CAD upgrade completed in October 2015
  - Radio upgrade completed June 2016
  - 911 Phone System upgrade scheduled for 4th quarter 2016

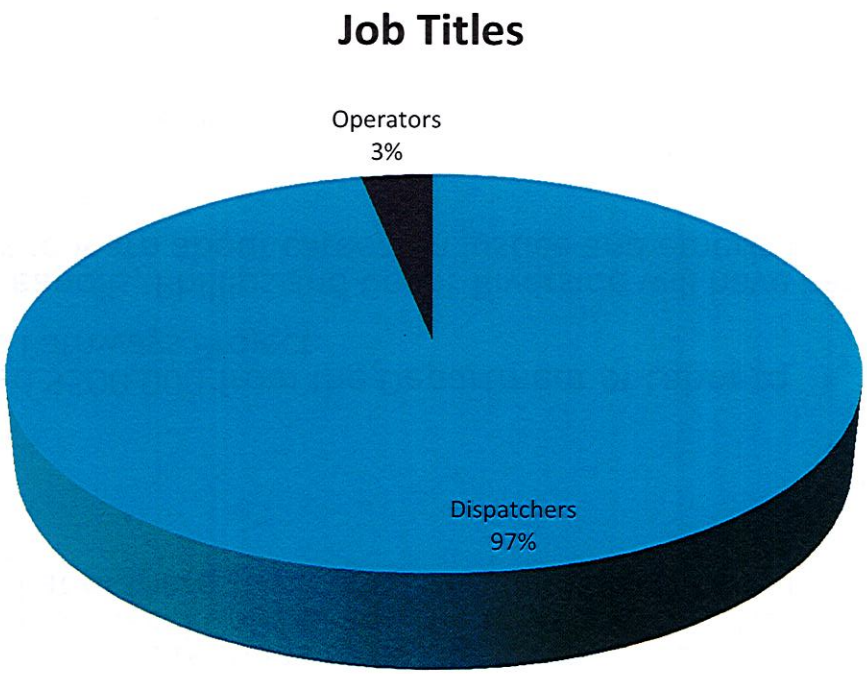
911 Dashboard
Cross Training Status

The 911 Cross Training initiative is a 5-year plan to move all operations staff into a single job class: 911 Dispatcher.

Benefits of the initiative are increased flexibility in staff deployment, job enrichment and variety for employees, and enhanced service levels to the public.

The initiative began in 2012 and concludes 12/31/2016.

The final 2 911 Operators are scheduled to begin cross training by the target date.



Workforce Pathways 2016 Project

- **911 Pathway**
  - City of Minneapolis is re-focusing on building a 911 pathway program in partnership with Hennepin County. Hennepin County received state funds to do the project and we will be working together with HIRED, Hennepin Technical College and the Metropolitan 911 Centers to develop a training program that prepares a pipeline of quality, local candidates ready to work in 911 dispatch positions.

- **DOL - Justice Service Careers Grant Award**
- The City of Minneapolis was recently awarded $500,000 from the Department of Labor to implement a Justice and Emergency Services Pathways Project.
- 125 Minneapolis youth from the North Minneapolis, Phillips and Cedar Riverside will have hands-on and work experience-based opportunities to learn about careers in justice and emergency services.
- Youth will participate in industry sector mini-academies and summer internships in the targeted sectors. Participants will be juniors and senior and largely opportunity youth with risk factors or previous exposure to the justice system.
- Youth will also be matched with mentors in the justice and emergency services sectors.
- Partners on the grant are Hennepin County, Minneapolis Public Schools, Minneapolis Workforce Centers, Hennepin County Medical Center and city departments including Fire, 911, Police, and the City Attorney's office.