Minnesota

Law Enforcement

Voice Communications Best Practice Guide

Statewide Emergency Communications Board, Operations & Technical Committee, Interoperability Committee, Law Enforcement Best Practices Workgroup

Approved by the Statewide Radio Board

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This document describes the recommended best practice, standards, and contact information for Minnesota law enforcement agencies to assist in planning for interoperability with law enforcement and other public safety disciplines.

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DOCUMENT REVISION HISTORY

Date	Revision	Notes	Name
5-17-2013	Removed Tom Johnson Added NWS standard info	Replaced with Brandon Abley	Cathy Anderson
2-23-2017	Update entire guide	Workgroup	Cathy Anderson

Section I: Introduction

The Law Enforcement Best Practices Workgroup was created in 2012 to develop a Best Practice Guide for those who serve in the public safety field. This guide is designed to serve as both a training plan and a resource document.

This document is meant to specifically address law enforcement best practice guidance and assist agencies in planning for interoperability needs, including those common law enforcement communications pathways such as:

- Law enforcement unit to law enforcement unit
- Law enforcement unit to PSAP (dispatch)
- Law enforcement to other disciplines
- Law enforcement to aircraft

The highest and most effective level of interoperability is achieved when users share the same radio system and have shared talkgroups directly accessible to them in their radios, like the ARMER system. A best practice recommendation would be for all users to operate on and share the same radio system. This guide will set forth best practices for the best interoperability solutions to address incidents and events. The Minnesota Law Enforcement Communications Best Practice Guide is a living document, and suggested changes may be submitted to Emergency Communication Networks (ECN). For current email contact information, please see Staff Contacts on the ECN website.

NOTE: Questions regarding State Standards or clarification of these standards should be directed to your City or County System Administrator or the Statewide Interoperability Program Manager.

Section II: Participation in ARMER

Should agencies choose to participate, State Standard 1.10.0, Requesting and Configuring Participation, details the requirements for participation. State Standards may be found on the Statewide Emergency Communications Board (SECB) website.

It is recommended that each agency either link to or attach their limited or full ARMER Participation Plan to this document.

Copies of Participation Plans may be obtained from the Local System Administrator, Director or Supervisor of the City, County, or Tribal Dispatch Center (PSAP), or from the Regional Advisory Committee (RAC), Regional Emergency Services Board (ESB), or Regional Emergency Communications Board (ECB).

NOTE: Law enforcement users seeking more information regarding the ARMER system should direct their questions to their agency's radio system manager or administrator.

Section III: ARMER Basics for Law Enforcement

State Standard 1.11.4, Training ARMER End Users

All users of the ARMER system need proper training on the use of the system and equipment. Applicable state, regional, and local standards/ policies should be addressed to provide users of the ARMER system an understanding of how the system works, its features and limitations, and proper use to maximize system and equipment potential.

Each agency should customize their training plan to fit their own unique situation. It is recommended that all training be completed by a qualified ARMER trainer.

Federal Emergency Management Agency (FEMA)/National Incident Management system (NIMS): NIMS provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. Each agency should design ongoing NIMS training, which should complement other training initiatives. NIMS should not be considered a stand-alone training curriculum.

NIMS training courses can be found at the FEMA website: www.FEMA.gov.

Suggested supplemental training beyond the required training listed in State Standard 1.11.4

Alexandria Technical & Community College Training Modules (Note: the first three courses listed all provide one POST credit upon completion):

- Radio 101
- History of ARMER
- Interoperability 101
- Interoperability: How to Communicate Outside Your Agency
- Other relevant modules as developed

FEMA/NIMS Courses

- IS-100.b – (ICS-100) Introduction to Incident Command System
- IS-100.LEb - Introduction to the Incident Command System for Law Enforcement
- IS-700.a - NIMS, An Introduction

State, regional, local sponsored training
ARMER End-User Radio Training

Section IV: Law Enforcement Related Statewide Standards

State Standard 2.8.0, Talkgroup and Radio User Priority

In the ARMER system, priority levels can be programmed at the radio user level and at the talkgroup level. Per State Standard 2.8.0, all radio user priorities will be set to the lowest priority of 10. Priority levels on the ARMER system will be managed at the talkgroup level. The following are some of the pertinent priority levels:

Priority 1: Only emergency alert calls (emergency button activation) will be allowed to use this status.

Priority 3: Used for shared mutual aid talkgroups, such as State IC Zone and regional level talkgroups.

Priority 5: Used in dealing with the safety and protection of life and property. Some examples would be public safety main dispatch talkgroups and those used by personnel involved in high-risk and mission-critical field operations.

Priority 7: Used for non-mission-critical talkgroups such as: "secondary," "administrative," and "nonessential" talkgroups for both public safety and general government.

Priority 10: Used for telephone interconnect calls and private calls that are carried out within a talkgroup. It is also used for talkgroups that are established for system testing.

State Standard 2.14.0, Private Call

A Private Call is a radio-to-radio call. While it is called "private," the call is NOT encrypted unless the end-user activates encryption. Per State Standard 2.14.0, the priority level for these calls is set at the lowest level of 10. One issue to be aware of is that a private call ties up a channel or resource on an ARMER site (or sites) for the duration of the call.

State Standard 2.16.0, Emergency Button

The ARMER system allows for the "Emergency Button" on a subscriber radio to send an "Emergency Alert" to a dispatch console. If the Emergency Button is assigned to revert to a local talkgroup, such as a main, and the radio user is outside of the talkgroup range, the Emergency Button will not work. Emergency Button activations can audibly and visually alert all dispatch console positions that have the predefined talkgroup programmed in them. Emergency calls are also automatically assigned the highest system priority available. Subscribers' radios can optionally be configured to automatically key the push-to-talk (PTT) for a programmed period of time if the emergency button is pressed. The local System Administrator shall ensure that all users are properly trained on the operational usage and programming features. Pressing the Emergency Button does not automatically give location information.

Encryption

The use of encryption for some law enforcement traffic is a valuable tool for maintaining the security of critical communications. There are important things to consider when using encryption and designing systems and fleetmaps that include encryption.

Selectable encryption

This refers to the method of encryption that is done on an as-needed basis by users and dispatchers operating a control on the radio or console to enable this feature on any talkgroup. The disadvantage of this method is that unless all users correctly operate the control, some traffic may be broadcast in clear mode. This becomes a problem when users need to rely on all traffic being encrypted. Additionally, if the talkgroup has been shared with other users, including neighboring or state agencies, encrypted traffic may not be available to them unless radio equipment specifications and encryption keys have been shared, as well. This creates a safety concern for anyone in the area of an encrypted call who cannot hear the traffic.

Strapped encryption

This refers to programming done at the time of talkgroup creation that requires the talkgroup always operate in an encrypted mode. This is the recommended method of encryption, as it eliminates concern about inadvertent, clear communication. Any sharing would be done only with those users that have the capability of using it.

Equipment considerations

There are two types of encryption supported on the ARMER system, ADP and DES-OFB.

- Advanced Digital Privacy (ADP) encryption is Motorola proprietary and will only work with Motorola radios and consoles. The keys can only be loaded into the radios using software Customer Programming Software (CPS.) This format can only be used between Motorola radios.
- Data Encryption Standard-Output Feedback Mode (DES-OFB) Multi-key encryption is approved by the Statewide Emergency Communications Board (SECB) , Minnesota Department of Transportation (MnDOT), and Motorola as the P25 compliant encryption for utilization on the ARMER System and State-level encrypted talkgroups. It can be utilized in all ARMER approved vendor subscribers able to support and utilize DES-OFB encryption on the ARMER system. Encryption keys can be loaded into radios with a keyloader. DES-OFB is also approved for consoles. The encryption package must be ordered at the time of radio purchase or the radios will need to be upgraded by the manufacturer.
- The “Multi key” option will allow the use of multiple DES-OFB encryption keys on talkgroups. The talkgroup owner controls the encryption key for their talkgroup.
- It is recommended that all subscriber units used for law enforcement be DES-OFB Multi-key capable.
- Advanced Encryption Standard (AES) is the Federal Government level of accepted encryption format for utilization in federal resources.
- Ref: ARMER approved equipment list.

Statewide encrypted resources

There are four LTAC-E (Law Encrypted) talkgroups that can be used for general law enforcement and can be programmed in any law enforcement radio, including PSAP consoles. There are four SIU (Law Encrypted Special Investigations Unit) talkgroups that may only be programmed into specific law enforcement radios, such as tactical teams, drug task force units, etc. Subscribers/radios using any of the statewide, encrypted

talkgroups must have the DES-OFB multi-key capable radios. These resources must be reserved for the user on the StatusBoard by dispatch. (Ref: State Standard 3.19.0)

Operations

The SECB has identified that the best practice is to not encrypt all law "main" traffic. It is recognized that there are circumstances which may dictate the use of encryption to provide for covert and /or tactical necessity.

Local agencies maintain the ability to control their own talkgroups, but excessive use of encryption may create undue burdens for neighboring agencies or state units who have a need to know. The best practice is to develop local policy and share it with any other agencies that may be involved.

Law Enforcement ARMER Fleetmap Planning Guidance

State Standard 1.7.0, Subscriber Radio Standards

Participants utilizing the system need access to radios that will meet their operational needs for the lowest cost. It is anticipated that radios capable of operation on the system will be available from multiple and different vendors over the life of the system. Users need the flexibility and knowledge to optimally choose from the available "universe" of radios in the marketplace and, at the same time, be discouraged from purchasing and using radios which would be operationally undesirable or problematic. Radios without SECB approval for use on the system are prohibited.

Equipment authorized for use on the ARMER radio system is outlined on ECN's website under Allied Radio (ARMER) and subscriber equipment. Also available on the website is the state contract, R-651, for communications vendors and equipment suppliers.

State Standard 1.13.0, ARMER Aircraft Radio Installation and Operations:

The purpose of this standard is to set a policy regarding aircraft subscriber radio installation, programming and operation on the ARMER system.

State Standard 2.6.0, Fleetmap Standard

For the effective management of the system, a defined process needs to be used to document the fleetmap information that each administrating agency is supporting. This information needs to be in a format that is shared with the other administrators. This also provides a resource for the subscribing agencies to reference when planning interagency communications. System fleetmap contains configuration information that is classified as "Security Information" and "General Non-Public Data," pursuant to Minn. Stats. § 13.37, Subd. 1a.

State Standard 2.7.0, Use of Shared Talkgroups

The intent of this standard is to provide an option to the users of the ARMER, which will allow the talkgroup owners to predefine sharing authorizations for other agencies.

Mobile and portable radio fleetmaps must be coordinated with the Local and/or Regional System Administrator to ensure cooperative planning with mutual aid, fire, Emergency Medical Services (EMS), and other partners. The following fleetmap is a best practice example of a typical mobile and portable radio fleetmap.

	Main	Regional *	National **	IC ZONE***
1	Dispatch	Regional Call	8Call90	STAC1
2	Local Choice	Regional	8TAC91	STAC2
3	Local Choice	Regional	8TAC92	STAC3
4	Local Choice	Regional	8TAC93	STAC4
5	Local Choice	Regional	8TAC94	STAC5
6	Local Choice	Regional	8CALL90D	STAC6
7	Local Choice	Regional	8TAC91D	STAC7
8	Local Choice	Regional	8TAC92D	STAC8
9	Local Choice	Regional	8TAC93D	STAC9
10	Local Choice	Regional	9TAC94D	STAC10
11	Local Choice	Regional	8SOA1	STAC11
12	Local Choice	Regional	8SOA2	STAC12
13	Local Choice	Regional	8SOA3	STAC13E++
14	Local Choice	Regional	8SOA4	STAC14E++
15	Local Choice	Regional	FSOA1	Local Choice
16	Dispatch	Regional	FSOA2	Local Choice

*The layout of the Regional Zone will be determined by each of the Regional Radio Boards.

****State Standard 3.15.0, Use of 700 MHz and 800 MHz Statewide Scene of Action (SOA) Channels**, details the proper use of the SOA channels.

*****State Standard 3.16.0**, **Use of Statewide 800 MHz STAC 1-12 Talkgroups, Air Ambulance Emergency Landing Zone Coordination**, details both the layout and proper use of the Statewide IC talkgroups.

++ Channels 13 & 14- STAC13E & STAC14E are required in all DES-OFB encrypted radios on ARMER. (Local Choice for non-encrypted radios)

Section V: Law Enforcement Interoperability

Minnesota Public Safety VHF Interoperability Frequency Plan

If your agency has a need for interoperable communications on the VHS spectrum, please refer to the Minnesota VHF Interoperability Frequency Plan, which may be found on the SECB website.

Communications Assets Survey and Mapping Tool (CASM)

CASM is a web-based software application that enables communication planners to survey and inventory existing Land Mobile Radio (LMR) communication equipment and infrastructure in a state or urban area. It provides a single repository for information about LMR systems, methods of interoperability, and how they are used by emergency responders. CASM is available nationwide and provides inter-agency interoperability analysis. CASM is an important tool for public safety during an incident or exercise anywhere in the state of Minnesota. See State Standard 3.40.0, CASM/TICP Standard for Data Entry and Maintenance. For more information on CASM, go to http://www.in.gov/ipsc/2529.htm

MNFOG

The Minnesota Communications Field Operations Guide (MNFOG) is a collection of technical reference material to aid communications unit personnel in establishing solutions to support communications during emergency incidents and planned events. The MNFOG also contains local, state, and national interoperability channel information.

Printed copies for field use can be obtained by contacting the Statewide Interoperability Coordinator.

Electronic access can be found on ECN's website under ARMER, then Guide Books and Best Practices.

VLAW 31 (National Law Enforcement Frequency)

The workgroup recommends that law enforcement users maintain VHF radio capability if there is a need for continued interoperability with other states or Minnesota VHF users.

State Standards 3.12.0, Talkgroup and Multigroup Ownership

The purpose of this standard is to define the ownership of private, shared, and interoperability talkgroups and multigroups.

State Standard 3.16.0, 800 MHz Statewide STAC Interoperability Talkgroups

Law Enforcement personnel should be familiar with these statewide talkgroup resources and understand the circumstances when they would be used.

Important points that should be emphasized for PSAPs:

- Use in order (i.e., 1,2,3,4, etc.) for emergent events
- Use in reverse order (12, 11, 10, 9, etc.) for preplanned and non-emergent events. For PSAPs that do not have all twelve STACs, use in reverse order starting at largest number available to you (i.e. 4, 3, 2, 1)
- Clear speech only - no "10" codes on statewide or regional talkgroups
- Priority of use should be for incidents with responders from multiple regions
- StatusBoard tracking: clear the statewide talkgroup verbally when the incident is over and update the StatusBoard

- It is recommended that dispatchers have reference material available describing where the statewide talkgroups are in responder radios

State Standard 3.16.2, Use of Statewide 800 MHz STAC 1-12 Talkgroups - Air Ambulance Emergency Landing Zone Coordination

The purpose of this standard is to specify the use of the statewide 800 MHz S-TAC talkgroups for establishing and maintaining air ambulance emergency landing zones.

Responder and/or Aircraft that have ARMER radios

If the aircraft and personnel on scene coordinating the landing both have STAC talkgroups, they may use the STAC that has been assigned to them by the appropriate controlling, primary PSAP.

Responder and/or Aircraft that do NOT have ARMER radios

If the aircraft does not have an ARMER radio, but personnel on scene coordinating the landing does, then the controlling, Primary PSAP will assign the first available STAC and patch the responding air ambulance to VLAW31 if being landed by law enforcement personnel.

State Standard 3.16.3, Cross Spectrum Interoperability System (CSIS) 800 MHz National Mutual Aid Resources

The purpose of this standard is to establish procedures for use and patching of 800 MHz national mutual aid resources included in the ARMER Cross Spectrum Interoperability System for interagency communications.

State Standard 3.16.4, Cross Spectrum Interoperability System VLAW31 Resources

The purpose of this standard is to establish procedures for use and patching of VLAW31 resources included in the ARMER Cross Spectrum Interoperability System for interagency communications.

State Standard 3.16.5, Cross Spectrum Interoperability System Very High Frequency (VHF) Variable Frequency Station (VFS) Resources

The purpose of this standard is to establish procedures for use and patching of VHF Variable Frequency Station (VFS) resources included in the ARMER Cross Spectrum Interoperability System for interagency communications.

The most common VHF channels that are available to law enforcement are:

- VLAW31
- VFIR23
- VMED28
- MNCOMM

Others may be available as well, such as the National Interoperability Channels VCALL10 and VTAC11-14.

Local procedures should be developed that list the specific scenarios in which VHF channels would be needed.

State Standard 3.19.0, Use of 800 MHz Statewide LTAC and SIU Interoperability Talkgroups

The purpose of this standard is to establish policy and procedures for use of the statewide 800 MHz statewide law enforcement interoperability talkgroups. The LTAC and SIU talkgroups are a system wide resource to facilitate communications between law enforcement agencies that typically do not communicate with each other on a regular basis.

Best practice is to use shared, interoperable resources by progression. Use of the resources should begin internally, progressing to local/county, and then to regional and statewide resources. Some progression may need to be skipped, as with the example of using an LTAC for law enforcement mutual aid or an STAC for an air ambulance landing. The StatusBoard must be used to reserve these resources.

Emergency Incidents

There are established local, regional, and statewide Standard Operating Procedures (SOPs) regarding emergent events. Talkgroup progression should be used, and talkgroups must be assigned by the controlling dispatcher. Incident commanders must work closely with the dispatch center. Some local and all regional and statewide talkgroups need to be reserved by a dispatcher on the StatusBoard.

Based on the scope of the incident, the controlling dispatcher and the incident command structure must communicate effectively to ensure the most appropriate resource is assigned and matches the radio resource requirements of all responders. Dispatchers and incident commanders may choose to patch local resources or VHF and ARMER resources to manage an incident.

Planned Events

Planned events require consideration for the jurisdictions that will require communication. If shared, interoperable resources are required, planners should start by considering local/county talkgroups first, progressing to regional/statewide talkgroups as necessary and appropriate, given the agencies involved and the type of communication needed. This planning must be coordinated with the controlling dispatch center. Regional and statewide talkgroups need to be reserved by a dispatcher on the StatusBoard.

System Failure

Law Enforcement ARMER System users should receive training to recognize failures, such as Site Trunking and Failsoft, and what to do if any failure occurs. All users should consult with their local System Administrator to learn how to recognize failures. All users should also learn what processes are in place that will enable them to communicate during these failures, either within their home area or outside it.

State Standard 3.31.0, ARMER System StatusBoard

The StatusBoard Application, maintained by the Minnesota Department of Public Safety (DPS), Emergency Communication Networks (ECN), is a statewide, web-based dispatch tool accessible through the public Internet. It is intended to help coordinate use of interoperable communications resources (e.g., talkgroups or channels) that are available for urgent, emergent, or preplanned events.

This standard will give guidance to all PSAPs as to what talkgroups or channels should be on their StatusBoard Application and will serve to minimize usage conflicts when multiple incidents may be occurring simultaneously.

State Standard 3.32.0, Statewide Interoperable Plain Language Policy

The use of 10-codes, signals, unique acronyms, and other codes should not be used on the statewide incident response talkgroups during multi-agency or multi-jurisdictional emergency responses or exercises. Plain language should be used in all cases.

State Standard 3.44.0, Statewide Pursuit Communications

The purpose of this standard is to establish the guidelines and procedures for pursuit communications.

Use of Minnesota State Patrol Call Talkgroup

All law enforcement radios should be programmed with the Minnesota State Patrol (MSP) Statewide Call Talkgroup. The MSP–CALL General Order may be found on ECN's website under Guide Books and Best Practices.

Use of Regional Hailing Talkgroups

Each of the seven Radio Regions has a Regional Hailing Talkgroup that is available for any public safety discipline to use:

NWCALL
NECALL
SWCALL
SRCALL
SECALL
CMCALL
MSPCALL

Each County is responsible for monitoring their Regional Call Talkgroup and responding to calls for assistance. The exception to this is that within the Metro region, the State Patrol Regional Communications Center in Roseville serves as the hailing point for the metro region via MSPCALL.

Bordering States Considerations

VHF frequencies, such as VLAW 31, are widely used by law enforcement in the adjacent states of North Dakota, South Dakota, Wisconsin, and Iowa. Each of these states' interoperability plans includes some provisions for use of the national VCALL and VTAC channels, as well as all the current, primary VHF interoperability channels used in Minnesota. The one exception is MIMS (155.370 MHz), which is not widely licensed or used in South Dakota.

State Standard 3.43.0, Use of National Weather Service Standard

The purpose of this standard is to define the ARMER talkgroups and procedures to be used by the National Weather Service (NWS) offices that serve the various ARMER regions of the state for NWS to county and local agency communications during severe weather events.

Tribal Law Enforcement Dedicated Talkgroup

Tribal Law Enforcement, identified as Tribal Police, Tribal Conservation Officers, 1854 Treaty Authority Conservation Officers, Great Lakes Indian Fish and Wildlife Commission Wardens, and BIA OLES Special Agents have access to a dedicated statewide Tribal Talkgroup on ARMER identified as TC OP1 for interoperability for day-to-day operation or incident management

Section VI: Other Resources

State Standard 3.33.0, Establishment of Strategic Technology Reserve (STR); 3.33.1, STR Radio Cache; and 3.33.2, STR Transportable Tower/Repeater

The basic purpose of a Minnesota STR, is to provide communication resources that can be deployed in situations where there is a catastrophic loss of the existing public safety communication capabilities. Each of the seven communications regions in Minnesota has an STR to:

- Provide communication resources that can be deployed in situations where there is a catastrophic loss of existing public safety communication capabilities.
- Provide communication resources that can be used to supplement existing public safety communication resources where an event or natural disaster requires more resources and capability that are currently available locally or regionally.
- Provide a transportable communications resource that can be used to support operations of local public safety officials responding to a serious event or natural disaster to another state.

Law enforcement officials should be cognizant of the fact that the STR Tower is not an ARMER trunked resource. It is designed to operate on a conventional 800 and VHF resource. The repeater has the following features:

- 800 MHz 8CALL/8TAC Repeater
- VHF VTAC14R and IR2/LE2 Repeater
- AC or DC Power
- Standalone Repeater modes for both bands simultaneously, or crossband “patch” 800 to VHF

The workgroup suggests that each agency insert or link the applicable Regional STR Standard to this document.

Section VII: COML and COMT State Standards 3.17.0, Criteria for State Certification as a COML, and 3.17.3, Criteria for State Certification as a Communications Unit Technician

During all-hazards emergency response operations, communications among multiple jurisdictions and disciplines, including emergency medical, fire, and law enforcement, is essential. Unfortunately, the absence of on-scene communications coordination has often compromised critical operations. To close this gap, the Department of Homeland Security’s (DHS) Office of Emergency Communications (OEC), in partnership with the Office of Interoperability and Compatibility (OIC), the Federal Emergency Management Agency (FEMA), National Integration Center (NIC), and practitioners from across the country, developed performance and training standards for the All Hazards Type III COML & COMT, formulating the curriculum and comprehensive All Hazards Type III COML & COMT courses.

See State Standard 3.17.0, Criteria for State Certification as a Communications Unit Leader, State Standard 3.17.2, Statewide COML Talkgroup, and State Standard 3.17.4, Event and Exercise Communications Planning for additional information.

Communications Unit Leader (COML)

COML responsibilities include developing plans for the effective use of incident communications equipment and facilities, managing the distribution of communications equipment to incident personnel, and coordinating the installation and testing of communications equipment. See State Standard 3.17.0 for more information.

Full-scale/functional exercises or pre-planned events using more than one statewide interoperability talkgroup must utilize the services of a Minnesota certified COML.

Communications Unit Technician (COMT)

The All-Hazards Communications Technician, or COMT, is responsible for practices and procedures common to radio communications technicians during all-hazards emergency operations. COMTs work within the Incident Command System (ICS) organizational structure. See State Standard 3.17.3, Criteria for State Certification as a Communications Technician for more information.

COMTs may be federal, state, local, tribal emergency response professionals, and/or coordination/support personnel with communications backgrounds. COMTs have a technical aptitude and are responsible for managing a Strategic Technology Reserve (radio cache, mobile communications vehicle, or other deployable communications assets).

The major responsibilities of the COMT are:

- Support COMLs in the design of the communications plan.
- Stand up equipment in support of the communications plan.
- Assign and track radio caches.
- Document all communications activities.

Communications Response Task Force (CRTF)

The Metro Region CRTF is an ICS trained, all-hazard personnel resource to be used by an agency to assist in the field, the command post, the EOC, or the PSAP. The CTRF can be an expertise or personnel resource and may assist with logistics if the communications or other equipment is necessary. The team will assume radio duties for the incident or event and can be a resource to support troubleshooting and managing equipment or documentation and resource deployment.

Incident Dispatch Team (IDT)

The IDT is comprised of dispatch professionals from around the Metro Region. The team represents multi-discipline PSAP personnel (police fire, EMS) ready to deploy and bring the unique skills of the dispatcher to augment incident management at an incident or event. The IDT also serves as Minnesota's Telecommunications Emergency Response Taskforce (MN-TERT) under the National Joint TERT Initiative and is recognized nationally.

The Metropolitan Emergency Services Board (MESB) supports the CRTF and IDT/MN-TERT. The CRTF or MN-TERT can be requested for assistance at an emergency event by contacting the Minnesota State Duty Officer.

Incident Management Team (IMT)

An Incident Management Team, or IMT, is a multi-agency/multi-jurisdiction team for extended incidents, formed and managed at the state, regional, or metropolitan level. An IMT is deployed as a team of 8-24 trained personnel to manage major and/or complex incidents requiring a significant amount of local, regional, and state resources, as well as incidents that extend into multiple operational periods and require a written Incident Action Plan (IAP).

What An IMT Can Do For You

Provide individuals or an entire team with expertise in the following areas:

- Operations
- Logistics
- Incident Commander – Liaison officer
- Planning – Safety
- Finance- personnel cost, equipment cost, etc.
- Public Information Coordinator
- Perform specific functions, manage a designated part of an incident, or manage the entire incident through a Delegation of Authority.

Provide the following to your jurisdiction:

- Frequent updates on activities
- Detailed records of incident costs
- Tracking of resources
- Documentation of expenditures, claims, labor, and legal issues for the incident
- A written incident action plan for each operational period that includes objectives, strategies, tactics, current resources, and plans for communications, safety, and logistics for the incident.

Section VII: Compliance & Conflict Resolution, State Standard 7.1.0, Audit/Monitoring Process; 7.2.0, Response to Non-Compliance; and 7.3.0, The Appeal Process

The suggested method for reporting conflicts noticed by end users in the field is to attempt a resolution through direct contact with the PSAP or dispatcher involved. If direct contact with the PSAP or dispatcher is not an option, the issue should be documented and forwarded to your supervisor. The supervisor should contact the PSAP manager, who should attempt to obtain a resolution to the issue and report back to the reporting supervisor. If this issue is with an outside PSAP, the issue should be discussed by the PSAP supervisors of both PSAPS, and a resolution to the issue should be found. However, if a conflict is not able to be resolved at this level, the issue should be brought to the regional user/Owner and Operator Committee level. For more information, see State Standards 7.1.0, 7.2.0, and 7.3.0.

Section IX: Refresher Training Plan

While it is the responsibility of each agency to establish their own refresher training at least every two years, it is imperative to keep personnel up-to-date on the latest technological innovations, as well as applicable local, regional, and state guidelines/mandates.

It is a best practice recommendation that ARMER online equipment modules be reviewed annually, at a minimum. In addition, the Law Enforcement Best Practice Guide should become part of every agency's new trainee curriculum, and it should also be reviewed periodically in training sessions for current employees.

Online training modules are available to all users. These courses, created on behalf of the Statewide Emergency Communications Board (SECB), reviewed and approved by subject matter experts, are hosted through the Alexandria Technical & Community College online website. They can be accessed from ECN's website under ARMER Standards.

Section X: Other Best Practices Guides

Fire
Emergency Management/Public Health
Dispatch
Public Works
EMS/Hospitals

These guides have been created as a result of diligent work by the groups involved. Members of the workgroup who contributed to the most recent update of this Guide: Rick Juth (Central MN Regional Interoperability Coordinator), Rod Olson (Manager of Radio Communications Electronics, City of Minneapolis), Monte Fronk (Mille Lacs Tribal PD/Tribal Emergency Management), Randy Donahue (Southern MN RIC), Pat Wallace (Blue Earth County Communications Center Administrator), Darrin Haeder (South Central Regional System Administrator), Rick Freshwater (Southeast Regional System Administrator), Dave Thomson (Police Officer, Southeast Region), Keith Ruffing (Police Officer, South Central Region), Ron Jansen (Radio System Coordinator, Dakota County), Jill Bondhus (Administrator, Rice/Steele Counties), and Cathy Anderson (Standards & Training Coordinator, ECN. These guides provide direction for their respective public safety disciplines and are available online. Access to completed Best Practice Guides is available on ECN's website under ARMER and Best Practice Guides.

Section XI: Minnesota Emergency Communication Networks Contacts

For current email contact information, please see Staff Contacts on the ECN website.

Section XII: Regional Emergency Communications Board (ECB)/Emergency Services Board (ECB) and Regional Advisory Committee Contacts

Law enforcement across Minnesota must be involved with their respective radio regional governance structure. Be aware of which regions may affect your primary response area.

Contacts for the Regional Emergency Communications Board/Emergency Services Board (ECB/ESB) and Regional Advisory Committees (RAC) can be found on the ECN website on the Standards page.

Section XIV: Radio Affiliated Acronyms

A link to commonly used radio affiliated acronyms can be found on the ECN website under Acronyms on the ARMER page.