



STATE PATROL PSAP CONSOLIDATION NEWS

Minnesota State Patrol is taking advantage of robust public safety technology enhancements occurring in Minnesota. The build out of the 800 Megahertz statewide radio system in combination with the implementation of the Next Generation 911 Emergency Services IP Network (ESInet) has given State Patrol the opportunity to downsize and consolidate their PSAP resources. Over a several month period, eight of ten State Patrol PSAPs will close, leaving only two dispatch centers remaining: Roseville and Rochester.

By combining PSAPs, the State Patrol will have more dispatchers on duty to answer calls and respond to public safety service requests, thereby improving overall customer service.

Current Status: (10/29/12)

<u>District</u>	<u>Status</u>	<u>Action</u>
Mankato	Closed	Full Consolidation to Rochester
St. Cloud	Closed	Full Consolidation to Roseville
Thief River Falls	Closed	Full Consolidation to Roseville
Duluth	Closing on 10/31/12	Full Consolidation to Roseville
Marshall	Partial	Overnight Hours Consolidated to Rochester HEAT line moved to Rochester
Detroit Lakes	Partial	Overnight Hours Consolidated to Roseville
Brainerd	Partial	Overnight Hours Consolidated to Roseville
Virginia	Partial on 11/6/12	Overnight Hours Consolidate to Roseville

Projected Status:

<u>District</u>	<u>Status</u>	<u>Action</u>
Marshall	Closing 1/1/13	Full Consolidation to Rochester
Detroit Lakes	Closing 1/1/13	Full Consolidation to Roseville
Virginia	Closing by 5/1/13	Full Consolidation to Roseville
Brainerd	Closing by 5/1/13	Full Consolidation to Roseville

The 911 network in Roseville, has been configured into four geographically arranged trunk groups to assist Roseville PSAP staff to more efficiently process incoming 911 calls throughout the transition period and beyond.

Roseville Trunk Groups:

<u>Common Name</u>	<u>Service Area</u>
East Metro West Metro	Anoka, Chisago, Dakota, Hennepin, Ramsey, Scott, Washington Anoka, Carver, Hennepin, Isanti, Ramsey, Scott
NE Greater MN	All counties formerly serviced by Duluth, Brainerd, and Virginia PSAPs: Carlton, Cook, Lake, Pine, St. Louis Aitkin, Cass, Crow Wing, Hubbard, Kanabec, Mille Lacs, Morrison Itasca, Koochiching, St. Louis
NW Greater MN	All counties formerly serviced by St. Cloud, Thief River Falls, and Detroit Lakes PSAPs: Benton, Big Stone, Kandiyohi, Meeker, Pope, Sherburne, Stearns, Stevens, Swift, Traverse, Todd, Wright Beltrami, Clearwater, Hubbard, Kittson, Lake of the Woods, Marshall, Pennington, Polk, Red Lake, Roseau Becker, Clay, Douglas, Grant, Mahnomen, Norman, Ottertail, Todd, Wadena, Wilkin

Currently, the **Rochester PSAP** is managing calls for the following Minnesota Counties:

Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice,
Steele, Wabasha, Winona
Blue Earth, Brown, Faribault, LeSueur, Martin, McLeod, Nicollet, Sibley,
Waseca, Watonwan

When Full Consolidation of the Marshall District is complete, the Rochester service area will also include:

Chippewa, Cottonwood, Jackson, Lac Qui Parle, Lincoln, Lyon, Murray,
Nobles, Pipestone, Redwood, Renville, Rock, Yellow Medicine

Important Information for PSAP MANAGERS Regarding Call Transfers to State Patrol PSAPs!!

The current State Patrol Star Code System will remain in effect throughout the transition period of State Patrol Consolidation – consolidation efforts involving either Roseville or Rochester State Patrols.

All 9-1-1 call transfers from either a county or city PSAP to a State Patrol PSAP should be done using the State of Minnesota Three Digit Star Code System that was implemented in conjunction with the Next Generation Phase 1 Migration in 2010 which provided for improved interoperability between all Minnesota PSAPs.

A 9-1-1 call transferred through the use of the appropriate 3 digit star code will transport the ANI/ALI information along with the voice call to the appropriate PSAP. A 9-1-1 call transferred to a 10 digit administrative line or on a speed dial star code that was programmed prior to 2010 will not display ANI/ALI information with the voice.

These 3 digit star codes remain in effect throughout the State Patrol Transition Process:

State Patrol Brainerd	*592
State Patrol Detroit Lakes	*593
State Patrol Duluth	*564
State Patrol Marshall	*578
State Patrol Rochester	*576
State Patrol Roseville East	*661
State Patrol Roseville West	*662
State Patrol St Cloud	*663
State Patrol Thief River Falls	*594
State Patrol Virginia	*565

Using the existing star code scheme, a PSAP will be assured that the call is being directed to the appropriate dispatcher, regardless of physical location of the call taker responsible for answering the 9-1-1 call.

With few exceptions, 3 digit star codes must be programmed by a technician representing your CPE vendor. Throughout the State of Minnesota this is typically either CenturyLink or IES.

This transitional 3 Digit Star Code Program will remain in effect until all eight PSAPs are completed closed. Once that occurs, a single star code will be re-assigned to both the NE Greater MN and the NW Greater MN consolidated trunk groups.

PSAP MANAGERS: Please review the State Patrol 3 Digit Star Code List above to validate your PSAP CPE is correctly programmed to complete 9-1-1 call transfers so State Patrol receives ANI/ALI information with a transferred voice call. For questions, please contact State of Minnesota 9-1-1 Program Manager Dana Wahlberg at 651-201-7546 or at dana.wahlberg@state.mn.us