



Minnesota Dispatchers

Communications Best Practice Guide

**Statewide Radio Board, Operations & Technical Committee, Interoperability
Committee, Dispatch Best Practice Workgroup**

Approved by the Statewide Radio Board

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



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DOCUMENT REVISION HISTORY

Date	Revision	Notes	Name



Section I: Introduction

The Dispatcher Best Practice Workgroup was created in 2012 to develop a Best Practice Guide for those who serve in the role of dispatcher. Dispatchers provide a vital role in the delivery of public safety services. This guide is designed to serve as both a training plan and a resource document. The Minnesota Dispatchers Communications Best Practice Guide is a living document, and suggested changes may be submitted to the Statewide Interoperability Committee for consideration through the Statewide Interoperability Program Manager, Tom.M.Johnson@state.mn.us, or by calling 651-201-7552.

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

Section II: Participation in ARMER

Should jurisdictions choose to participate, State Standard 1.10.0, Requesting and Configuring Participation, details the necessary requirements. State Standards may be found on the SRB website at <https://dps.mn.gov/divisions/ecn/Pages/default.aspx>.

The workgroup recommends that each agency either link to or attach their limited or full ARMER Participation Plan to this document.

It is the workgroup's best practice recommendation that all Minnesota Public Safety Answering Points (PSAPs) migrate to the Minnesota 800 MHz ARMER system. 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.

Copies of County Participation Plans may be obtained from the Director or Supervisor of the County Dispatch Center, PSAP, or from the Regional Advisory Committee (RAC).

Section III. ARMER Basics for Dispatchers

State Standard 1.11.3, Training Dispatchers

Dispatch personnel shall have successfully completed appropriate training on the console system installed by the user agency. Appropriate training shall, at a minimum, include formal training either by a qualified factory instructor familiar with the agency's operations or by a dispatch trainer who completed the training from a qualified instructor.

Dispatch personnel shall be familiar with all applicable mutual aid and interop requirements of this standards manual and all established standard operating procedures developed by their agencies.

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.

FEMA/NIMS: The National Incident Management System (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:

<http://www.fema.gov/emergency/nims/NIMSTrainingCourses.shtm>

Section IV: ARMER Console Training

Although Public Safety Answering Points may have different types of dispatch consoles, the ultimate goal remains identical – to obtain details from callers and send appropriate help in a timely manner.

This section contains information about several topics, including which online training will be the most beneficial for dispatchers. Training modules will contain specifics about consoles and control stations used on the ARMER system, along with much more information.

It is important to note that these online training modules are intended to be used for refresher, or pre-hands-on, training. The modules are not expected to take the place of classroom training about how to use equipment.

Online training will include information about CentraComm, MCC7500 dispatch consoles, and Motobridge. The training will cover tasks like Patching/Multi-Select, Encryption, and Paging.

Channel markers are not covered in the online training, but they are designed to provide a short beep over radio channels to notify listeners a “special event” is in progress, and radio transmissions should be kept to a minimum. Special events would involve officer and/or public safety. The beep tone is timed and adjustable. Check with your agency for their policy on the use of channel markers.

This section will also consist of state standards that are most pertinent to your job as a dispatcher. Take the time to become familiar with each of them. While they are written as standards, it is recommended that your agency determine the best way to incorporate these, as well as additional training, into your agency’s program as a way to enhance the information set forth in the Minnesota Dispatchers Communications Best Practice Guide.

Section V: Interoperability

Minnesota Public Safety VHF Interoperability Frequency Plan

The Minnesota VHF Interoperability Frequency plan may be found on the SRB website at <https://dps.mn.gov/entity/SRB>.

Excerpt from the SRB MN VHF Interoperable Frequency Plan – Original Date 12-2-2010

The Statewide VHF Interoperable Frequency Steering Committee established the final revision of the VHF plan on 12-2-2010. This plan describes the primary channel for interagency law enforcement communications in the state as 155.4750 MHz, commonly referred to as MINSEF. The national naming convention for this channel is VLAW 31. Use of this channel is widespread in Minnesota, and permission from the SRB and previous authorities to utilize VLAW 31 outside law enforcement disciplines has been limited. The current standard operational mode for this channel is wideband analog, but this channel is



subject to the FCC mandated narrowbanding deadline.

Dispatch personnel in ARMER PSAPs must be familiar with the very high frequency (VHF) channels that are integrated with their local console equipment and are available to be patched to local, regional, or statewide talkgroups. This is necessary when radio interoperability must be established with responders on Legacy VHF systems.

CH #	Channel Name	Short Name ¹	Mobile TX	Mobile RX	TX/RX Mobile CTCSS ²	TX/RX Base CTCSS ³
1	VCALL10	VCAL10	155.7525	155.7525	156.7/CSQ	156.7/156.7
2	VTAC11	VTAC11	151.1375	151.1375	156.7/CSQ	156.7/156.7
3	VTAC12	VTAC12	154.4525	154.4525	156.7/CSQ	156.7/156.7
4	VTAC13	VTAC13	158.7375	158.7375	156.7/CSQ	156.7/156.7
5	VTAC14	VTAC14	159.4725	159.4725	156.7/CSQ	156.7/156.7
6	MNCOMM	MNCOMM	155.3700	155.3700	156.7/156.7	156.7/156.7
7	VFIRE23	VFIR23	154.2950	154.2950	156.7/156.7	156.7/156.7
8	MNFIRG2	MNFG2	154.0100	154.0100	156.7/156.7	156.7/156.7
9	MNFIRG3	MNFG3	153.8300	153.8300	156.7/156.7	156.7/156.7
10	DNRTAC1	DNRT1	151.4750	151.4750	156.7/156.7	N/A ⁴
11	VLAW31	VLAW31	155.4750	155.4750	156.7/156.7	156.7/156.7
12	VMED28	VMED28	155.3400	155.3400	156.7/156.7	156.7/156.7
13	IR 2	IR 2	165.9625	170.4125	167.9/167.9	167.9/167.9
14	VTAC14R	TAC14R	154.6875	159.4725	156.7/156.7	156.7/156.7
15	NGRPTR*	NGRPTR	Rest.	Rest.	Rest.	Rest.
16	LE 2*	LE 2	162.2625	167.2500	\$68F/\$68F	\$68F/\$68F

Regional Tactical Interoperable Communications Plan (TICP)

Tactical Interoperable Communications Plans are used by jurisdictions to document interoperable communications governance structures, technology resources, and usage policies/procedures. The TICP describes what interoperable communications assets are available in an area, how those assets are shared and prioritized, and the steps that individual agencies should use to request, activate, and deactivate them.

¹ For use with limited character display radios

* Local option channel if not implemented with LOA or MOU for use of federal channels.

² CTCSS or NAC for subscriber radios. For VCALL10, VTAC11, VTAC12, VTAC13, and VTAC14, use receive CTCSS of 156.7 if needed to mitigate interference.

³ CTCSS or NAC for fixed stations.

⁴ There are no permanent, fixed stations on DNRTAC1.



Dispatch personnel should be familiar with the regional communications resources that are available to their jurisdiction, as well as the process they must follow to request them. PSAP managers should consider providing this TICP information to dispatch personnel in a readily accessible format.

State Standard 3.5.0, National/Statewide VHF Interoperability Resources (MINSEF/VLAW31, EMS HEAR/VMED28, Statewide Fire/VFIR23, MIMS/MNCOMM)

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

- VLAW31 (previously MINSEF)
- VFIR23 (previously Statewide Fire Mutual Aid)
- VMED28 (previously Statewide EMS)
- MNCOMM (previously Minnesota Incident Management System - MIMS, or Point-to-Point)

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.

For PSAPs where patching is infrequent, step-by-step procedures in a quick-reference format should be developed so that dispatch staff can perform this function when necessary.

State Standard 3.16.0, 800 MHz Statewide Incident Response Talkgroups: STACs, ETACs, FTACs, & LTACs

Dispatch 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 (1,2,3,4) for emergent events
- Use in reverse order (4, 3, 2, 1) for preplanned and non-emergent events
- Clear speech only - no "10" codes on statewide talkgroups
- Priority of use should be for incidents with responders from multiple regions
- StatusBoard tracking, either locally or through agreement with another agency if the PSAP does not have direct access to a StatusBoard
- Recommendation that dispatchers have reference material available describing where the statewide talkgroups are in responder radios
- Clear the statewide talkgroup verbally when the incident is over and update the StatusBoard

State Standard 3.16.2, Use of Statewide 800MHz STAC 1-4 Talkgroups - Air Ambulance Emergency Landing Zone Coordination

Dispatch personnel should understand the communications procedure for landing an air ambulance at their incident and be prepared to assist the incident commander with the process.

Dispatchers should understand the different resources necessary for this function, depending on whether or not the air ambulance has ARMER radio capabilities.



Reference material should be developed for each PSAP describing the radio capabilities for air ambulances that commonly respond in their jurisdiction.

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 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.

State Standard 3.19.0, Use of Statewide 800 MHz Common Pool Talk Groups LE_TACs & LESIU_TACs

Dispatch centers will not have LE_SIUs.

If a PSAP has LE_TACs, dispatch staff must not patch them to anything.

The StatusBoard must be used to track usage, even for resources the PSAP does not have. PSAPs without access to the StatusBoard should have a cooperative agreement with another center that is equipped with the StatusBoard for making updates.

State Standard 3.31.0, ARMER System StatusBoard

This standard will give guidance to all ARMER dispatch centers 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.

Basic procedures on usage of the StatusBoard should be developed and made readily accessible to dispatchers.

If a PSAP is not directly connected to ARMER and does not have direct access to the StatusBoard, a cooperative agreement with another center should be in place to allow for StatusBoard updates.

A method to input details regarding what a resource is being used for should be provided. This can be done with a directly accessible keyboard or a software keyboard on the workstation.

State Standard 3.32.0, Statewide Interoperable Plain Language Policy

It is recommended that PSAP communications plans be developed, requiring clear speech for day-to-day activities. A limited list of permitted codes should be published for users and be strictly adhered to. This will make it easier to use clear speech only on major events as well.



State Standard 3.44.0, Statewide Pursuit Communications Standard

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

Upon initiating the pursuit on a local TG, the controlling dispatcher will patch the local talkgroup to the first available LTAC and reserve the LTAC via the StatusBoard. Upon placing the patch, the controlling dispatcher will announce the patch and the reason for the patch. If VHF resources are to be involved, VLAW31 will be patched with the local talkgroup and the first available LTAC. If the pursuit is going to extend past the local PSAP's VLAW31 coverage, the nearest Minnesota State Patrol (MSP) PSAP should be contacted to apply the patch outside the local coverage area. Once the pursuit has been completed, the original, controlling dispatcher will announce the removal of the patch, remove the patch, and update the StatusBoard.

National Weather Service Standard (Standard pending)

This standard is being developed and will be included in this document after completion/SRB approval.

Section VI: State Standard 3.33.0, Establishment of Strategic Technology Reserve

The purpose of this standard is to establish an organizational structure for the coordination of and access to public safety communication resources incorporated into Minnesota's Strategic Technology Reserve (STR). The concept of an STR was established as a requirement to the Public Safety Interoperable Communication (PSIC) grant program in 2007, where federal grant funds were specifically earmarked for the establishment of an STR capability in each state. The basic purpose of the STR, as articulated in the PSIC grant, was to provide communication resources that can be deployed in situations where there is a catastrophic loss of the existing public safety communication capabilities. In establishing this STR capability, the Statewide Radio Board seeks to coordinate new and existing resources to address the following requirements:

- 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 than 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.

To accomplish these purposes and objectives, this standard seeks to identify communication resources (existing and new) that will be considered part of Minnesota's STR capability and articulate procedures for the maintenance and deployment of those resources.

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



Section VII: Communications Unit Leader (COML), Communications Unit Technician (COMT), and Incident Management Team (IMT)

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.

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 3.17.1 for more information.

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 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.

Incident Management Team (IMT)

An Incident Management Team, (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 number 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 VIII: Compliance & Conflict Resolution

The suggested method for reporting conflicts noticed by dispatchers 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 or PSAP manager should attempt to obtain a resolution with the other PSAP. 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 dispatch refresher training, 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 the workgroup's best practice recommendation that ARMER online equipment and console training modules be reviewed annually, at a minimum. In addition, the Minnesota Dispatchers Communications 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 may be obtained through the Alexandria Technical & Community College website at <http://www.alextech.edu/static/d2l.html?logout=1>, or by contacting the Statewide Interoperability Program Manager at Tom.M.Johnson@state.mn.us. To obtain user name and password information for the Alexandria Technical & Community College online training, please contact Linda Muchow at 320-762-4539, 1-888-234-1313, or via email at lindac@alextech.edu.

Section X: Other Best Practice Guides

Fire

Emergency Management/Public Health

Dispatch

Public Works

EMS/Hospitals

Minnesota Dispatchers

Communications Best Practice Guide

September 2012



These Guides have been created as a result of diligent work by the groups involved. These Guides provide guidance for their respective public safety disciplines and are available online. Access to completed Best Practice Guides is available at: <https://dps.mn.gov/entity/SRB>

Section XI: Minnesota Emergency Communication Networks Contacts

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Section XII: Regional Radio and Advisory Committee Contacts

Contacts for the Regional Radio Boards (RRB) and Regional Advisory Committees (RAC) can be found on the ARMER website: [Dps.mn.gov/entity/SRB](https://dps.mn.gov/entity/SRB)

Section XIII: Dispatchers Best Practice Workgroup

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Section XIV: Radio Affiliated Acronyms

Link to commonly used radio affiliated acronyms – <https://dps.mn.gov/entity/SRB> , click on ARMER and then click on Acronyms.