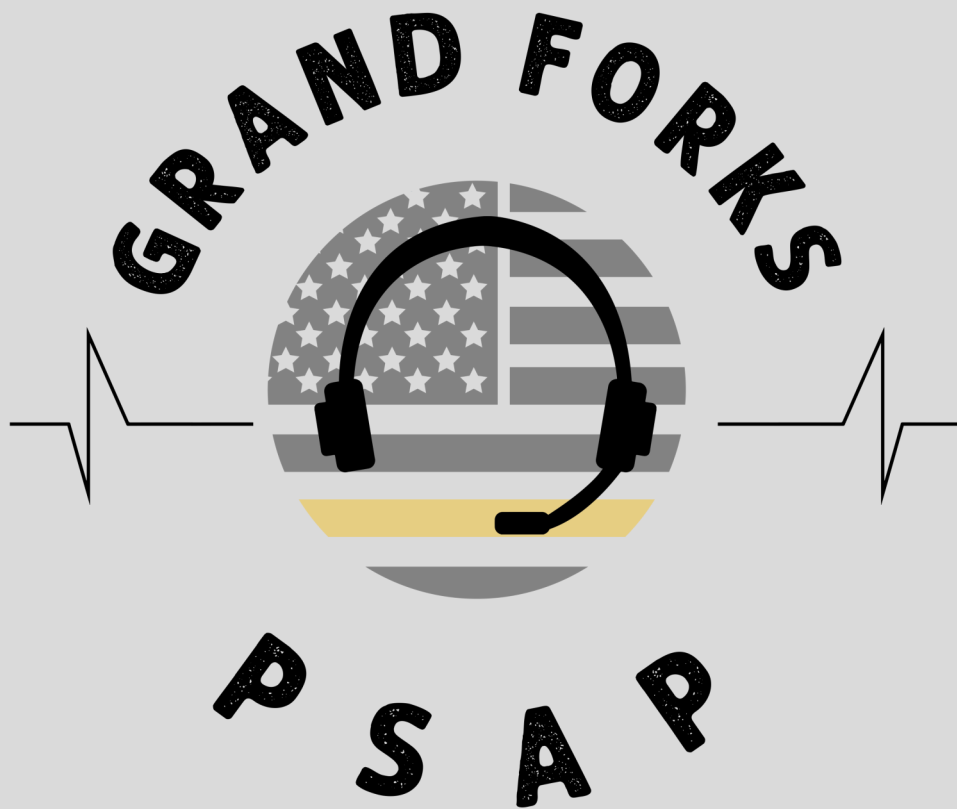


**Grand Forks PSAP
Annual Report 2023**



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Message From the Director

This annual report not only encapsulates the achievements of our center but also celebrates the commitment the PSAP personnel have shown in serving our community.

2023 was a very busy year for Grand Forks PSAP, filled with challenges and opportunities. From unforeseen emergencies to the ongoing demands of our profession, each day presented new obstacles that demanded our profession and expertise. However, through collaboration, resilience, and a shared sense of purpose, we have persevered, ensuring that our community receives the highest standard of care and support in times of need.

Our biggest asset is our employees, and our goal has been and continues to be providing a healthy working environment with the tools and technology to support them and our role in public safety. As our volume grows and response needs adjust, we will continue to meet the needs of our user agencies, ensuring a solid communication and an evolving management strategy.

In closing, I extend my gratitude to all of our staff for your unwavering commitment to our mission, and to our public safety partners for your continued support. We look forward to our future, and take pride in being the 'First to Serve'.

Shannon Lattaise

As a Public Safety Answering Point, our goal is to provide exceptional service in a manner that fosters working relationships, builds trust, and meets our expectations and as a strong pillar of the Emergency Response Team.

We will work to exceed the expectations of our community and agencies we serve by cultivating our mission and values, and accomplishing our goals.

Mission:

Deliver exceptional emergency communications.

Vision:

Our vision is to be recognized for our commitment to deliver quality service and professionalism in the field of emergency communications

Values:

Safety and service are our top priorities, and we are committed to preserving our Mission and Vision by maintaining these core values that guide our work and decisions:

Integrity ~ Leadership ~ Teamwork ~ Stewardship

Authority Board

Under a Joint Powers Agreement, the Grand Forks Public Safety Answering Point (PSAP) is governed by an Authority Board which is organized to direct the operations and is comprised of nine members representing the following:

- ◆ **Member of the Grand Forks County Commission**
- ◆ **Member of the Grand Forks City Council**
- ◆ **Chief of Grand Forks Police Dept., or designee**
- ◆ **Chief of Grand Forks Fire Dept., or designee**
- ◆ **Chief of University of North Dakota Police Dept., or designee**
- ◆ **Grand Forks County Sheriff, or designee**
- ◆ **Citizen of Grand Forks County to be appointed by the Grand Forks County Commission**
- ◆ **Director of Altru Hospital Ambulance Services, or designee, who serves as a non-voting member**
- ◆ **PSAP Director, who serves as a non-voting member**

2023 Authority Board Members

- ◆ Sheriff Andrew Schneider, President
- ◆ GFFD Chief Gary Lorenz, Vice President
- ◆ Danny Weigel, Grand Forks City Council
- ◆ UND PD Chief, Rodney Clark
- ◆ GFPD Chief, Mark Nelson
- ◆ Cynthia Pic, Grand Forks County Commission
- ◆ KC Inman, Member at Large
- ◆ Tim Nesdahl, Altru Hospital Ambulance Services
- ◆ Shannon LaHaise, PSAP Director

Agencies Served

Law Enforcement

- Grand Forks PD
- Grand Forks Sheriff
- UND PD
- Thompson PD
- Emerado PD
- Northwood PD

EMS

- Altru Hospital Ambulance
- Larimore EMS
- Northwood EMS

Fire Departments

- Grand Forks FD
- Airport FD
- Manvel FD
- Thompson FD
- Reynolds FD
- Northwood FD
- Emerado FD
- Gilby FD
- Inkster FD
- Larimore FD
- Niagara FD

Tertiary/Surrounding Agencies

- 9 Fire/EMS Depts

Grand Forks PSAP Proudly Serves

The Grand Forks Public Safety Answering Point (PSAP) began operations in 1986, and now provides service as a combined dispatch center for multiple emergency response agencies in Grand Forks County. The population served is 70,795 with square mile area of 1,436.

The Grand Forks PSAP serves as the primary communications network for citizens, as well as those that travel through, to obtain direct services for law enforcement, fire, and emergency medical services county wide.

We collaborate statewide to ensure needed emergency services are provided to our citizens. In addition, PSAP retains well trained and highly skilled Emergency Communication Team, which:

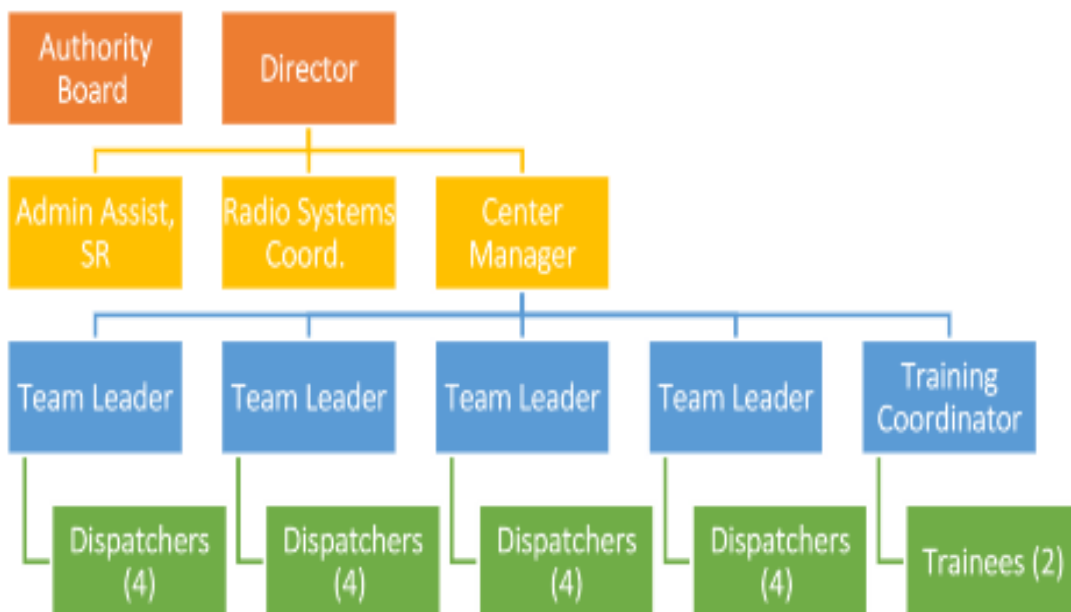
- Answer over 102,000 phone calls,
- Answered 96 text to 911 calls
- Dispatch over 108,000 calls for service for our LE, Fire, and EMS agencies
- Central point of coordination for all county emergency services

The PSAP Center works to build a team that is honest, responsible, accountable, ethical and drive to provide service to the community and safety to all we come in contact with.

PSAP Organization and Structure

Maintaining staffing levels is a critical component of emergency dispatch operations and ensures services are readily provided to responders and citizens in need, including administrative and support staff who support the mission, budget, information technology and communication systems, as well as planning to provide critical services to those we serve.

Our most critical resources are the call-takers and dispatchers who provide the dispatch and communication support for police, fire, emergency and related services. All are fully trained to process incoming calls and provide radio communications with responders allowing each staff personnel to fill a role at any time. Staffing analyses will be completed routinely to ensure adequate staffing according to NENA and APCO Standards. The current staffing org chat is below:



Hiring, Training and Quality Assurance

Recruitment and Hiring

For 2023, Grand Forks PSAP continued to make staffing its number one goal. The agencies continues to hire at the Telecommunicator level while promoting within the ranks to leadership positions.

In addition, a retention bonus was offered to retain existing staff as well.

In 2023, recruitment efforts were the highest ever seen for the department. The recruiting team looked to many avenues including

- Public outreach
- Traditional advertisement
- Social media
- Attended multiple career fairs
- Working with our partner agencies

QA & Training

Providing quality service to callers and responders is at the forefront of all that we do in PSAP. To provide continuous feedback to staff, Our PSAP has teamed up with a third party vendor since 2018, Moetivations, implementing a QA program utilizing national standards and best practices.

Since the implementation, the overall performance of staff has remained steadfast, even when faced with workforce challenges.

- Leading QA's with an average of 95% or better for all disciplines

Staffing and Dispatch on Demand

As the workforce challenges continue for our PSAP, and through the industry as a whole, our Administrative Team looked for 'out-of-the-box' solutions to provide high level communication services and support our personnel by providing a better working condition.

Grand Forks PSAP was the first agency to contract with Moetivations Dispatch on Demand, embarking on a workforce supplement never seen before in our industry.

As staffing began to stabilize at the end of the year, PSAP was able return to utilizing department personnel to meet the needs of operations and eliminate the need for a supplement to our workforce.

2022 Recognition and Awards

Grand Forks PSAP recognizes those for exemplifying excellence in our guiding principles through our Recognition Program. In 2023, the following employees were recognized:

Stork Award

Alesia Terpstra

- ◇ Alesia was only on the phone for about 5 minutes, where she was able to walk the dad through all of the steps of delivering the baby, until she could hear him crying. She did a great job and was able to remain calm, and the paramedics were impressed with how well everything went.

Stork Award

Michael Chesser

- ◇ It was the first call of the shift, and Michael remained calm and focused, providing instructions to deliver the baby. Once the baby was born, Michael ensured the well-being for both the baby and the mother, and provided further instructions until responders arrived.

CPR Star

Courtney Ripolle-McBride

- ◇ Courtney received a call of a 2 year old child that was not breathing; the child's lips were turning blue, skin pale according to the caller. Courtney immediately followed protocols and call processing procedures. She coached the caller through CPR and remained patient, compassionate and empathetic with the caller. After CPR was provide, the caller indicated the child was beginning to breathe and had color returning.

Life Saving Award

Heidi Hillebrand

- ◇ Heidi received a call regarding a male who had collapsed and was unconscious at the Archery Club. The caller had never performed CPR, and Heidi convinced him to start the process. The caller was able to perform CPR compressions until responders arrived and administered an AED shock. The victim was transported to Altru where he received emergency care and survived due to the quick life saving actions.



PSAP Budget 2104 – Dispatch Personnel/Operations

PSAP Budget 2104 Revenues

Revenues consist of rural contracts, Alarm User license fees, Communication Center Fees obtained from our service clients – GF County, UND, GF City, and the E911 Fund, Interest from investments.

Note: Future client costs will be going up as costs increase and cash carryover as well as 911 fee revenue is reduced. Client costs are computed by utilizing percentage of response call volume averaged over a 5 year period for city, county, UND, and 911 fees. Local client costs will increase over time.

PSAP Budget 2105 – Infrastructure

PSAP Budget 2105 Revenue

Revenues in this budget consist of local city and county land line fees and wireless phone fees at \$1.50 per month per phone, a .50 per line for Statewide Interoperable Radio Network Fee (SIRN), as well as interest earned and Cash Carry-over.

PSAP Budget 2104 Expenses

Expenditures consist of such operational costs as

- salaries, fringe benefits,
- materials and supplies (ie office supplies, janitorial supplies), some contract services for advertising and print,
- General office equipment, and other basic operational costs such as postage, dues, and travel.
- New costs for 2023 consisted of contract personnel for Dispatch Services through Motivations– Dispatch on Demand.

This fund was affected by employee turn-over. No capital improvement projects come out of this budget.

PSAP Budget 2105 Expenses

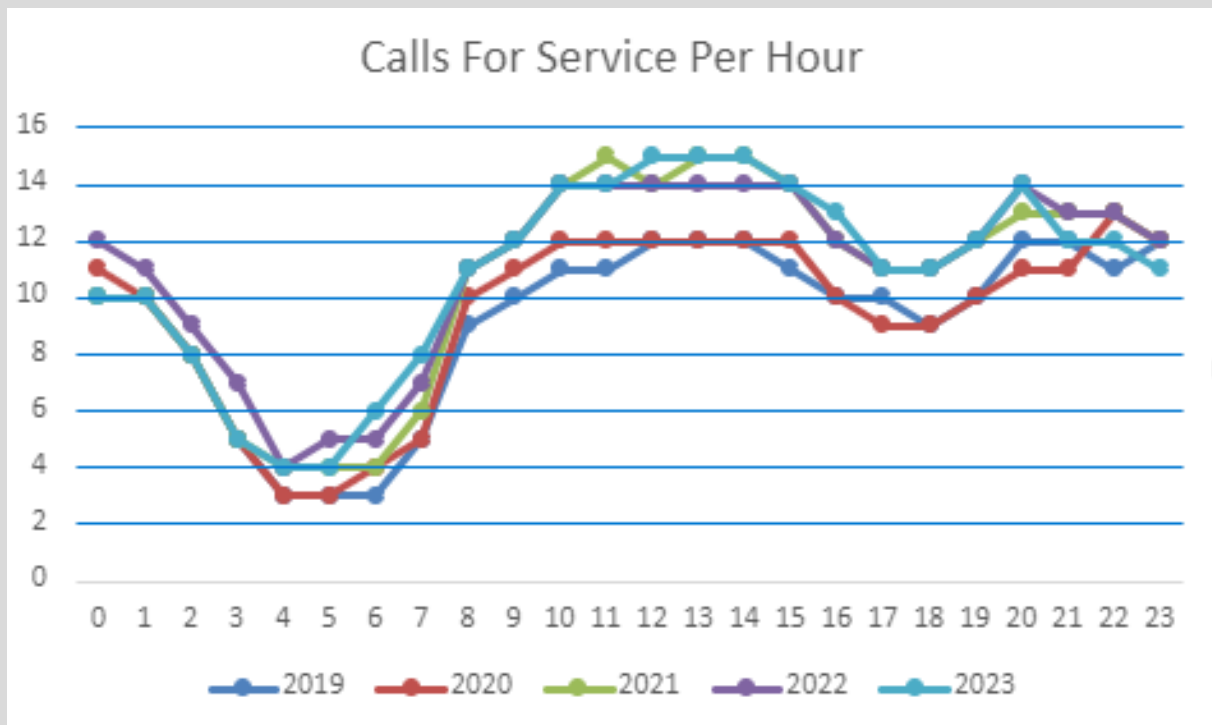
Expenditures consist of hardware and software relating to operational PSAP duties, utilities for PSAP, communication tower costs, consultant fees, equipment maintenance agreements, and JPA costs for EsiNet. Computer Aided Dispatch costs, and other direct 911 operational equipment costs.

Also included is education and training and associated travel, as well as insurance costs. Expenditures also include transfers out to other accounts – the Communication Center fee into 2104, IT Services, and the water fund payback loan for the building project, as well as the SIRN Fee for network of the system.

2023 Operations—Calls For Service

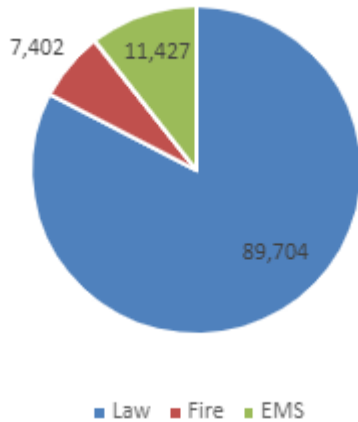
The average calls for service per hour is a core component to determine workload, staffing levels for the roles and responsibilities as Call-Taker and Dispatcher, as well as other operational aspects.

For each call for service, the roles and responsibilities as call-taker and dispatcher play a critical role to maintain the safety of those in need and provide information to responders as they respond and prepare for the incident at hand. As with the phone call stats, the calls for service trend have increased, at time the number of incidents has increased from 10 to 15 per hour on average over the past 5 years.



2023 Operations—Calls For Service

Calls For Service 2023



The following data depicts the number of calls for service responses dispatched by discipline:

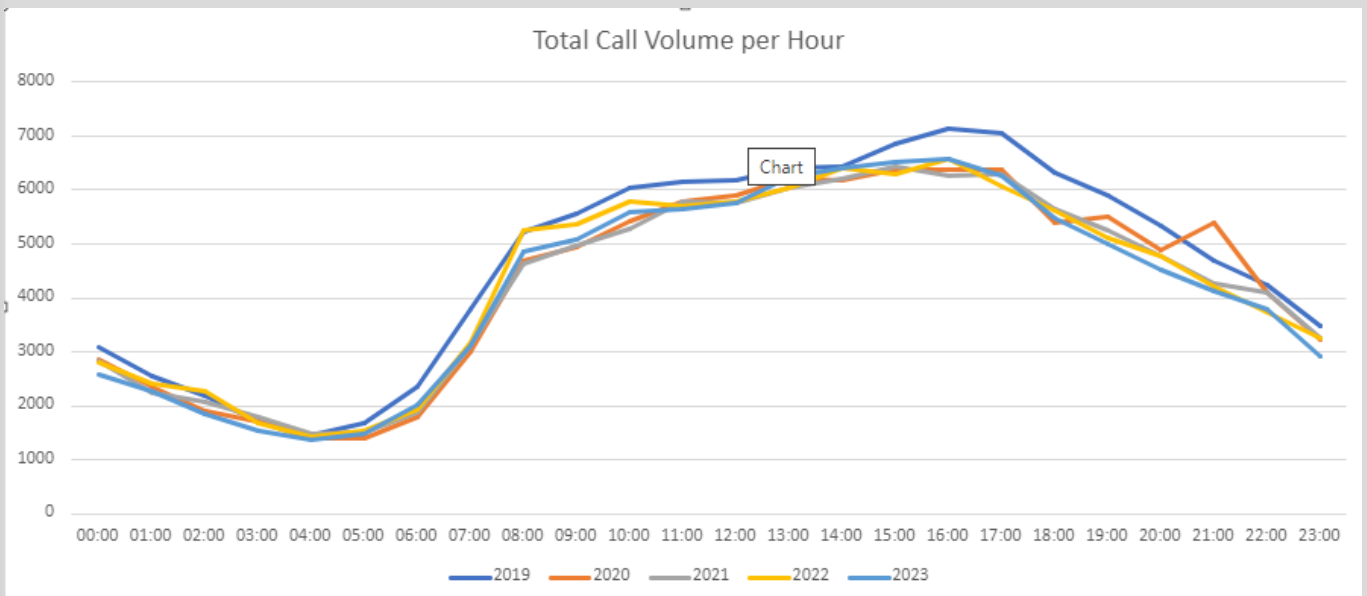
- ⇒ Law Enforcement
- ⇒ Fire/EMS

Law Enforcement Agency Calls For Service 2023														
Agency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	PERCENT
Grand Forks Police Dept.	3,814	3,242	3,612	3,802	4,867	4,441	4,425	5,025	4,849	4,694	5,296	4,986	53,053	48.882%
Grand Forks Sheriff's Office	1,784	1,853	2,162	2,048	2,425	2,032	2,089	2,401	2,316	2,126	1,975	1,824	25,035	23.067%
UND Police Dept.	1,077	868	914	807	804	752	727	948	1,048	1,129	892	840	10,806	9.956%
Emerado Police Dept.	29	28	35	12	46	23	40	33	32	40	19	11	348	0.321%
Northwood Police Dept.	28	22	19	19	28	12	19	32	35	26	15	12	267	0.246%
Thompson Police Dept.	15	8	7	13	34	12	18	23	22	18	14	11	195	0.180%
Total														82.652%
Fire and EMS Agency Calls For Service 2023														
Altru Ambulance	977	875	945	839	952	973	926	906	889	934	893	936	11,045	10.177%
Larimore Ambulance	13	13	14	13	19	24	27	17	19	23	16	23	221	0.204%
Northwood Ambulance	13	5	16	12	23	9	22	12	12	15	10	12	161	0.148%
Grand Forks AFB	-	-	-	-	-	-	1	1	3	-	-	-	5	0.005%
Emerado Fire Dept.	13	8	11	14	10	8	13	9	18	13	11	12	140	0.129%
Fordville Fire Dept.	1	-	-	-	1	-	1	-	-	-	-	-	3	0.003%
Grand Forks Fire Dept.	584	522	540	507	561	613	549	549	536	594	549	575	6,679	6.154%
Hatton Fire Dept.	-	-	-	-	1	-	2	-	-	1	-	-	4	0.004%
Inkster Fire Dept.	-	-	1	-	1	-	-	-	1	-	-	-	3	0.003%
Gilby Fire Dept.	3	2	3	1	4	3	1	2	5	2	2	3	31	0.029%
Michigan Ambulance	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Larimore Fire Dept.	7	10	14	12	19	13	21	9	13	19	11	13	161	0.148%
Manvel Fire Dept.	3	1	7	5	2	6	8	4	5	9	4	6	60	0.055%
Northwood Fire Dept.	9	1	-	7	6	3	7	3	3	7	7	2	55	0.051%
Oslo Fire Dept.	-	-	-	-	1	-	1	-	-	-	1	-	3	0.003%
GF Airport Fire Dept.	1	8	7	4	1	8	5	5	2	4	1	6	52	0.048%
Reynolds Fire Dept.	4	1	6	1	16	-	1	3	2	2	2	3	41	0.038%
Thompson Fire Dept.	13	13	22	15	2	16	7	13	10	10	12	19	152	0.140%
Niagara Fire Dept.	1	1	-	-	-	1	3	1	2	2	2	-	13	0.012%
Dahlen Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Aneta Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Aneta Quick Response	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Michigan Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Total														17.351%

2023 Operations— 911/Admin Phone Call Volume

Grand Forks PSAP processes calls 24 hours per day. During certain times, however, a greater number of incoming calls can be anticipated. This information is used to maintain sufficient staffing levels throughout the 24-hour period. For a number of years, the peak time has consistently been shown to land between the hours of 3:00-5:00pm.

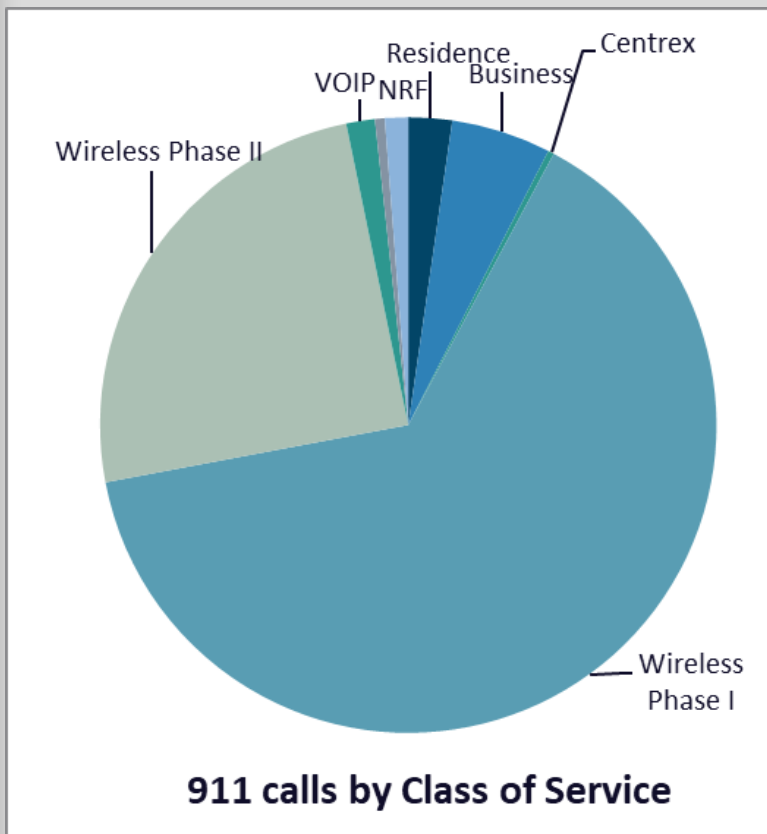
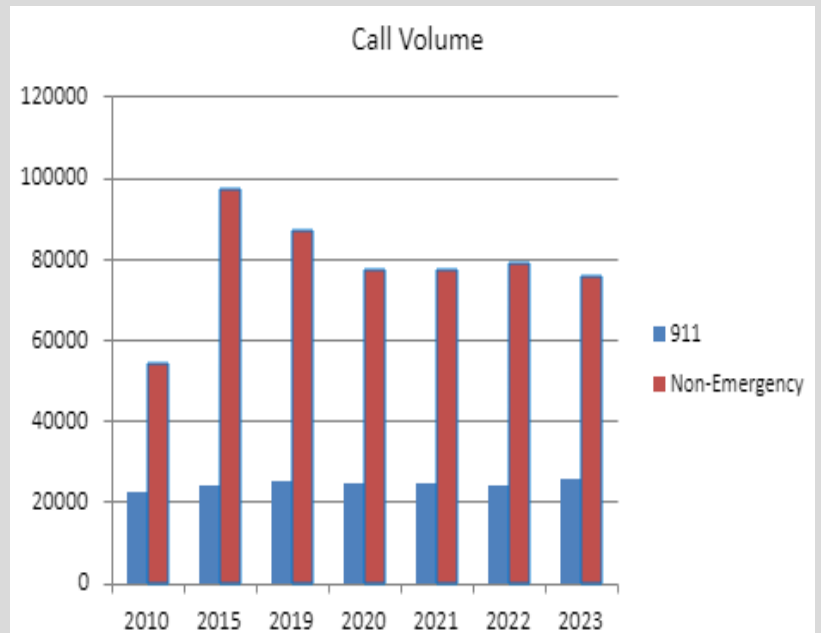
As can be seen below, this remains the peak time, but it has widened to a larger time span, 8:am— 9:00 pm, requiring more staff to process and dispatching incoming calls for service.



2023 Operations—Call Volume

Grand Forks PSAP receives both emergency and non-emergency telephone calls requesting assistance for police, fire and ambulance.

- ◇ Total Incoming calls—100,994
- ◇ 911 Lines —25,361
- ◇ Non-Emergency Lines—75,633
- ◇ Text to 911—96



As technology advances, the ability for citizens to contact the Grand Forks PSAP via 911 changes as well.

A growing number of incoming calls are through wireless phones. Statistically, 90.08% of the 911 calls received were from cell phones.

An additional change is the increase in VOIP service lines for residents and business lines.

2023 Operations—By the Number

2023 Call Statistics

Average Hourly Call Count: 11

Highest Hourly Call Count: 43

Top 20 Hours: 562 calls

Average Call Time: 121.3 seconds

Voice Calls to 911: 25,361

Text to 911: 96

Voice Calls to non-emergency line: 75,633

Number of times using the Language Line:

911 calls answered in 10 seconds or less: 98.90%

**911 calls answered in 20 seconds or less: 100% **

Surpassing the National Standard set by NENA

Calls For Service

Average Hourly CFS Count: 12

Highest Hourly CFS Count: 43

Other Stats

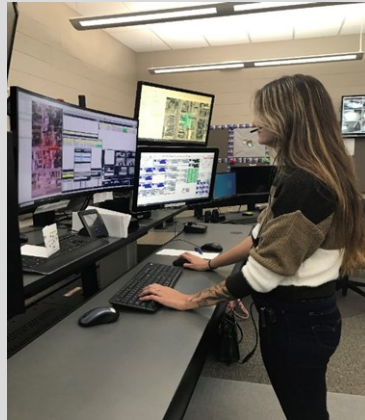
Alarm Permits: 791

Recording Requests: 205

Those who dispatch are fundamental to all emergency activities, making them a strong foundation for emergency services.

In closing, the Grand Forks Public Safety Answering Point continues to get busier with increased call volumes and expectations of citizens and responders due to technology advances.

We are committed to meeting Today's Public Safety Information Needs and Planning for Tomorrow's Challenges!



Grand Forks Public Safety Answering Point Contact Information:

122 South 5th St, Grand Forks, ND 58201

- Shannon LaHaise, Director
slahaise@grandforksgov.com
- Christy Senechal, Assistant Director
csenechal@grandforksgov.com
- Debbie Hoverson, Administrative Specialist, Senior
dhoverson@grandforksgov.com

Grand Forks Public Safety Answering Point Weblink:

<http://www.grandforksgov.com/gfgov/911.nsf/Pages/Home>