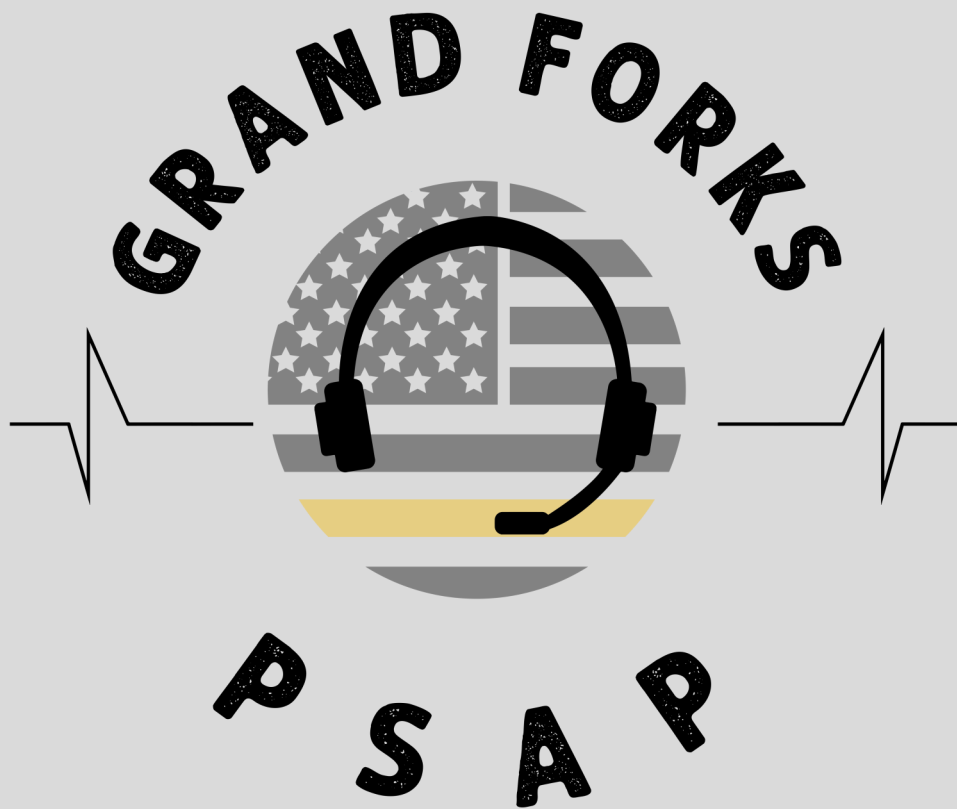


**Grand Forks PSAP  
Annual Report 2023**



# Contents

Director's Message	Page 1
Mission and Values	Page 2
Governance	Page 3
Agencies Served	Page 4
PSAP Organization	Page 5
Training & Quality Assurance	Page 6
Recognition and Awards	Page 7
Financial Report	Page 8
Operations Report	Page 09
Calls For Service	Page 09
Call Volume	Page 11
Radio Communications	Page 13
Contact Information/Links	Page 14

## Message From the Director

Recent times have proven that despite the challenges we faced, our team demonstrated resiliency and commitment to our mission, citizens, and the communities we serve. The past year entailed growth and transition for our staff and leadership, new collaborations, and leaning in to learning new methods to achieve our goals.

While the demand for public safety services continues to grow, our team leaned in to finding ways to adapt and deliver excellence in emergency communications. Whether it was in the recruitment, hiring, training, or operations; The PSAP team found solutions for efficient and effective 911 services.

Grand Forks Public Safety Answering Point (PSAP) continues to benefit from strong support through the Authority Board and our partner agencies who recognize the critical role the PSAP has in the delivery of emergency services. We are grateful for this support and partnership in emergency services.

As someone who has been with the center for over 26 years, I am proud to lead the PSAP Center into the next generation of 911 and public safety services.

The heart and soul of our PSAP continues to be the talented men and women who are here to answer the call and serve as the lifeline for responders. In addition, we have a dedicated team of personnel that provides technical and administrative support to ensure they have the tools and abilities to be 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:**

**Tell us your worst, we'll give your our best.**

### ***Values:***

Safety and service are our top priorities, and we are committed to preserve 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**

## 2022 Authority Board Members

- ◆ GFFD Chief Gary Lorenz, President
- ◆ Sheriff Andrew Schneider, Vice President
- ◆ Danny Weigel, Grand Forks City Council
- ◆ UND PD Chief, Rodney Clark
- ◆ GFFD 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:

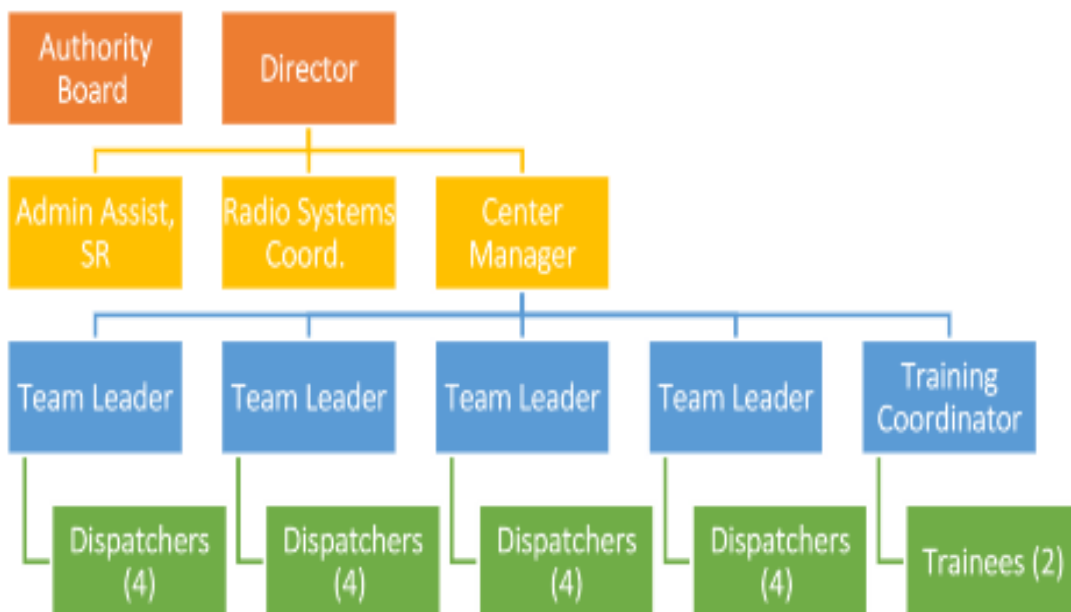
- Answer over 102,000 phone calls,
- Answered 110 text to 911 calls
- Dispatch over 110,000 calls for service for our LE, Fire, and EMS agencies
- With an average yearly increase of 5-8%
- Central point of coordination for all county emergency services

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

With the changing workforce, it was necessary to adapt and find flexibility for those seeking to enter the public safety field.

New recruitment approaches were taken through career fairs, advertising, social media and working with our HR Dept.

In addition, the application and hiring timeline was shortened by several weeks, allowing for interested applicants to learn of the challenging and rewarding position as an Emergency Dispatcher.

This new approach proved successful, allowing interested individuals to learn about the public safety career and join the team in a new successful approach .

## Training and Instruction

As the roles of staff have changed to be both call-takers and dispatchers, the training approach was adjusted to provide a stronger learning environment to build the skills for each role.

The adjustments have proven successful by allowing the trainee to gain the skills, apply the skills, and build confidence in their abilities before adding new skills to learn.

Training is comprised of:

- ⇒ Classroom training
- ⇒ Call-taker Training
- ⇒ Skill building
- ⇒ Radio/Dispatch Training

## Quality Assurance

Providing quality service to callers and responders is at the forefront of all aspects of what we do in PSAP. To provide continuous feedback to staff, Our PSAP has teamed up with Moetivations for the past 4 years, implementing a QA program utilizing national standards and best practices. This program has provided much support to our team in the form of coaching, leadership training, and insight on how to improve and provide consistent level of service.

Since the implementation, the overall performance of staff has remained steadfast, even when faced with workforce challenges at 95% or better for all disciplines.

# 2022 Recognition and Awards

Grand Forks PSAP recognizes those for exemplifying excellence in our guiding principles through our Recognition Program. In 2022, the following employees were recognized:

## CPR Star Award

### Amber Ostgaard

- ◇ Amber performed CPR w/the caller for 10 minutes until help arrived. The victim needing medical attention happened to be the same victim Amber helped during a home invasion 2 months prior to this event.

## Employee Recognition

### Melinda Straub

- ◇ Since the loss of Officer Holte in the line of duty, she started the Fallen Officer Program, where cards of sympathy are sent to each Dispatch Center that has encountered the loss of a Fallen Officer and/or a K-9.

## Award of Excellence

### Heidi Hillebrand

- ◇ Heidi received a 911 Call from a terrified 10yo boy walking home alone that was afraid he would be kidnapped. She was patient and compassionate with him, and reassured him until he arrived safely at home. She spoke with his mom when he arrived and let her know what a brave young man he was for calling 911.

## Award of Excellence—Critical Incident

As a critical event unfolded from a motor vehicle theft to a home invasion, and then quickly turned into an Officer involved shooting, the team demonstrated their resilience and ability to remain calm and provided excellent emergency communication. Not only providing support and direction for the victims and responders, but also notifying other neighboring LE agencies and responders of the situation for support and assistance that was needed. The following are recognized for their exemplary performance that day.

- ◇ Christy Senechal
- ◇ Bobbi Letsinger
- ◇ Melinda Straub
- ◇ Amber Ostgaard



## 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 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.

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

## 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 2105 Expenses

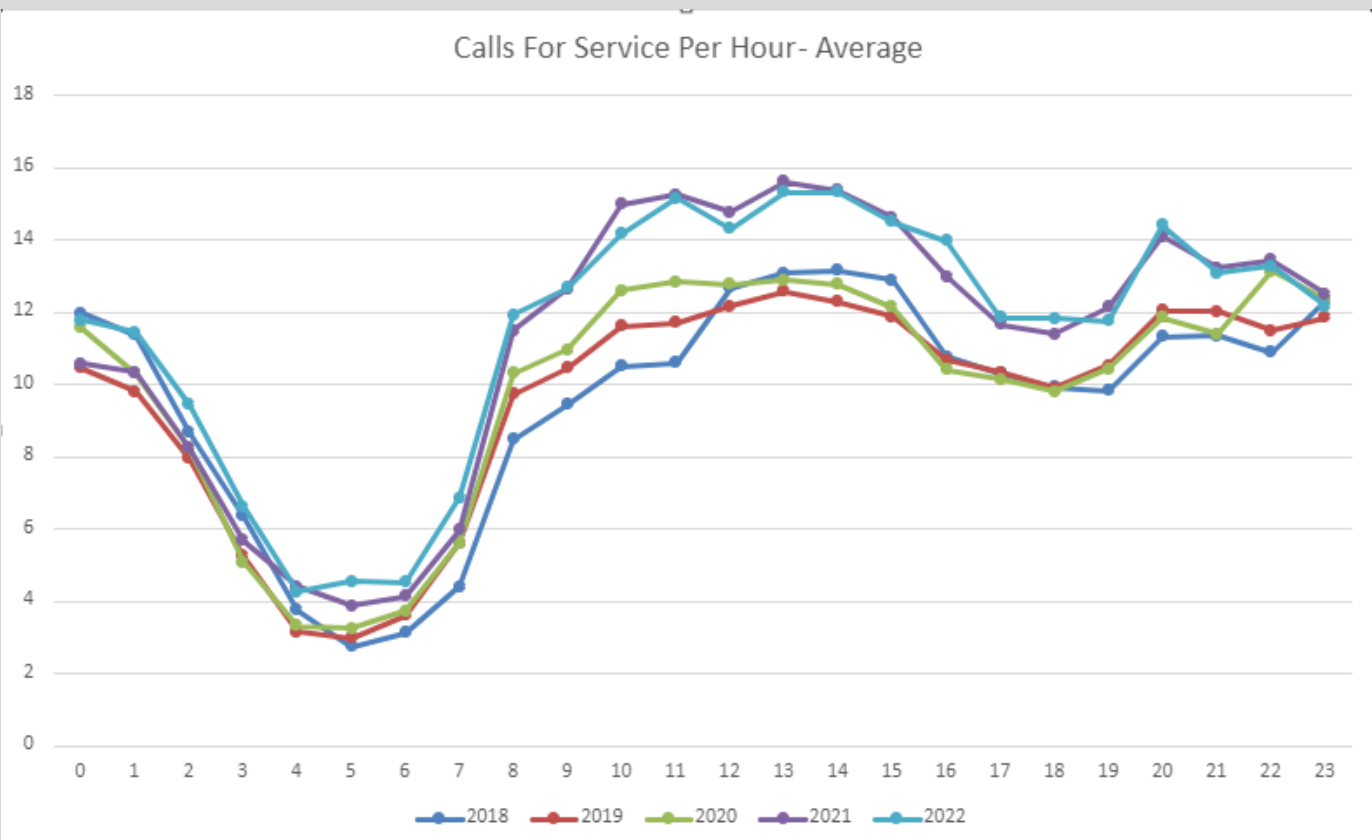
Expenditures consist of hardware and software relating to operational PSAP duties, utilities for PSAP, communication tower costs, consultant fees, equipment maintenance agreements, and JPA costs for EsiNet. Computer Aided Dispatch costs, and other direct 911 operational equipment costs.

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.

# 2022 Operations—Calls For Service

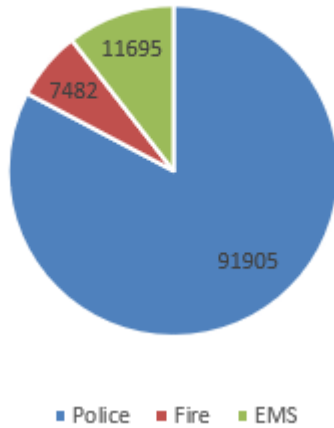
Calls for service can be initiated via phone calls, radio communications, or other forms of reporting methods such as online reporting tools. Those that require response by Law Enforcement, Fire, or EMS are entered into the Computer Aided Dispatch (CAD) system and responders are dispatched.

◇ 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 the victims 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.



# 2022 Operations—Calls For Service

Calls for Service 2022



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

- ⇒ Law Enforcement
- ⇒ Fire/EMS

Law Enforcement Agency Calls For Service Response 2022

Agency ID	January	February	March	April	May	June	July	August	September	October	November	December	Total	Percent
GFPD	4390	3957	4774	4978	5369	4771	4648	4785	4624	4455	3827	3819	54397	49.0%
GFSD	1774	1348	1898	1860	2461	2311	2389	2480	1892	2141	1969	1759	24282	21.9%
EPD	40	28	25	23	48	25	48	38	50	23	35	32	415	0.4%
TPD	3	4	13	18	14	15	8	17	14	12	7	11	136	0.1%
UPD	1037	886	985	871	930	970	1016	1132	1248	1107	1029	1111	12322	11.1%
NPD	24	41	48	63	27	14	17	20	21	24	23	21	343	0.3%

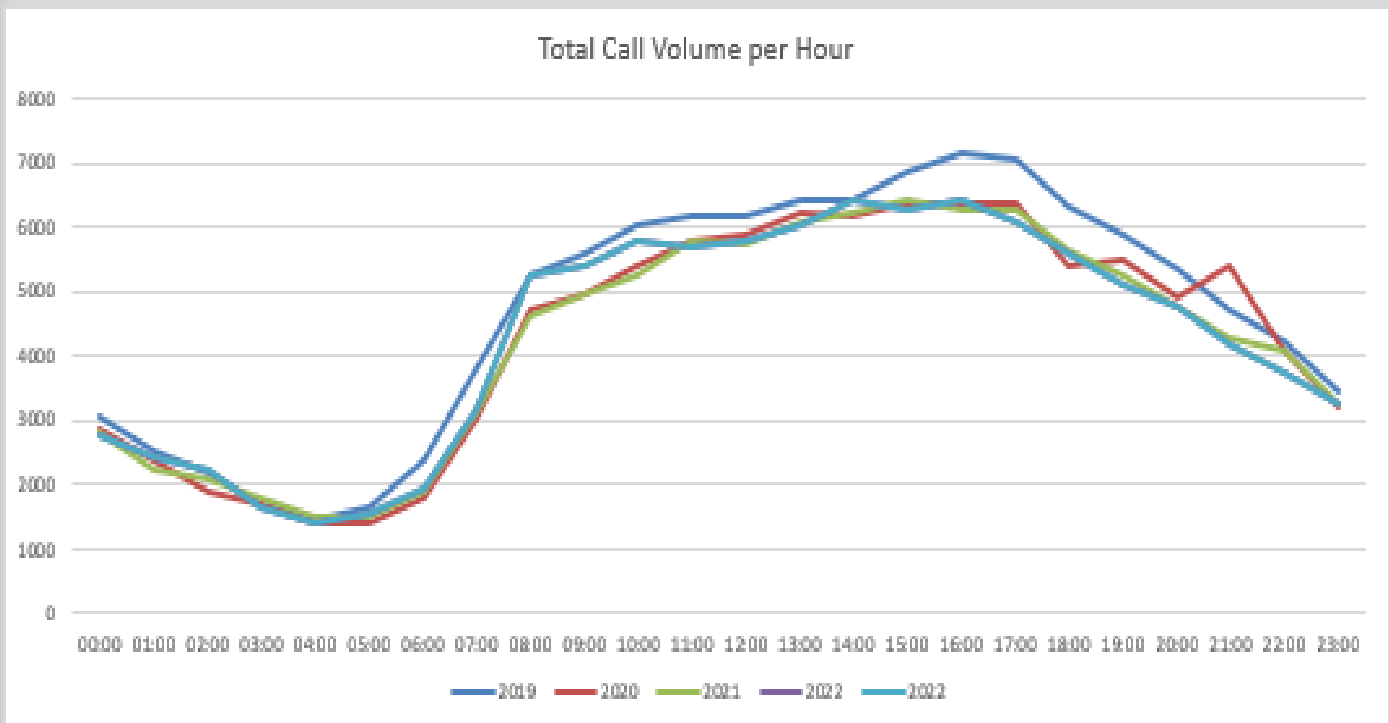
Fire and EMS Agency Calls For Service Response 2022

AFBFD	0	0	1	0	0	1	0	0	0	1	0	0	3	0.010%
AFD	2	0	0	0	0	0	0	1	0	0	0	0	3	0.010%
AIRF	3	6	1	9	6	4	1	2	9	3	3	6	53	0.048%
ALTRU	875	855	901	858	973	932	957	975	1019	984	922	990	11241	10.120%
ANAMB	0	0	1	0	0	0	0	0	0	0	0	0	1	0.010%
EFD	11	5	7	5	13	7	19	8	7	14	8	16	120	0.108%
FFD	0	0	0	0	0	0	0	1	0	0	0	1	2	0.020%
GFAFA	0	0	1	0	1	0	0	0	1	0	0	0	3	0.020%
GFD	1	0	3	4	1	5	3	1	3	5	2	2	30	0.027%
GFFD	567	500	497	520	525	545	560	569	617	627	527	599	6653	5.989%
HFD	0	0	0	0	0	0	0	0	0	1	0	0	1	0.010%
IFD	1	0	1	1	0	1	1	0	0	1	0	0	6	0.010%
LAMB	12	8	25	22	28	18	32	22	29	32	17	15	260	0.234%
LFD	10	6	19	13	23	8	30	15	18	22	12	10	186	0.167%
MFD	7	7	8	5	8	2	6	5	2	9	9	11	79	0.071%
NIFD	1	1	2	4	5	0	5	3	3	2	2	0	28	0.025%
NWAMB	10	16	12	20	19	11	21	13	21	16	21	13	193	0.174%
NWFD	3	7	6	13	10	5	12	6	12	3	11	9	97	0.087%
OFD	0	0	0	0	0	1	0	0	1	0	1	1	4	0.010%
RFD	5	0	1	2	3	1	3	0	4	2	3	0	24	0.022%
TFD	15	20	23	12	17	12	12	13	7	14	16	17	178	0.160%

## 2022 Operations—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.

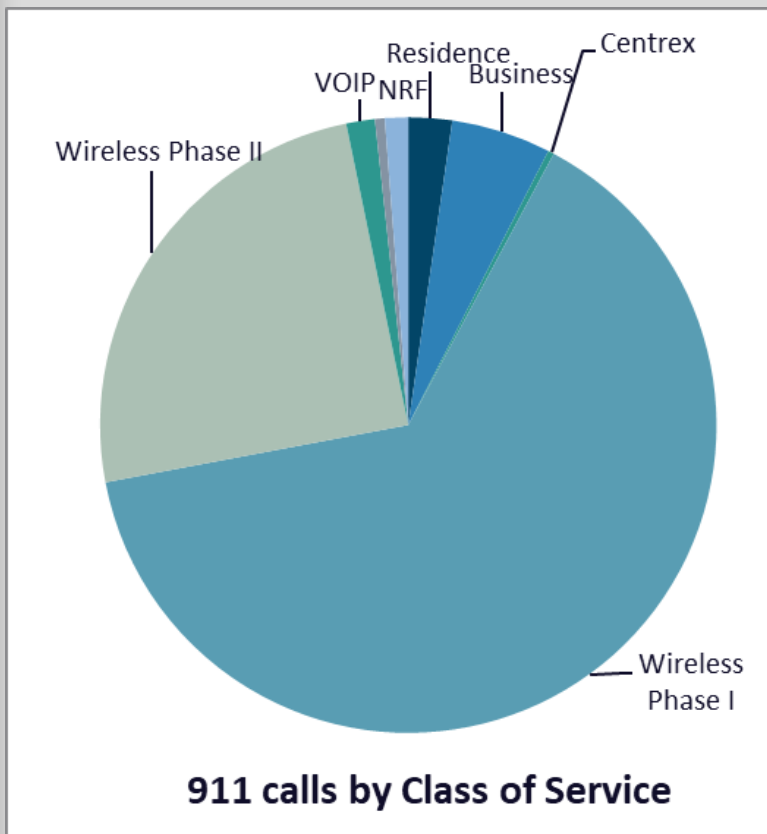
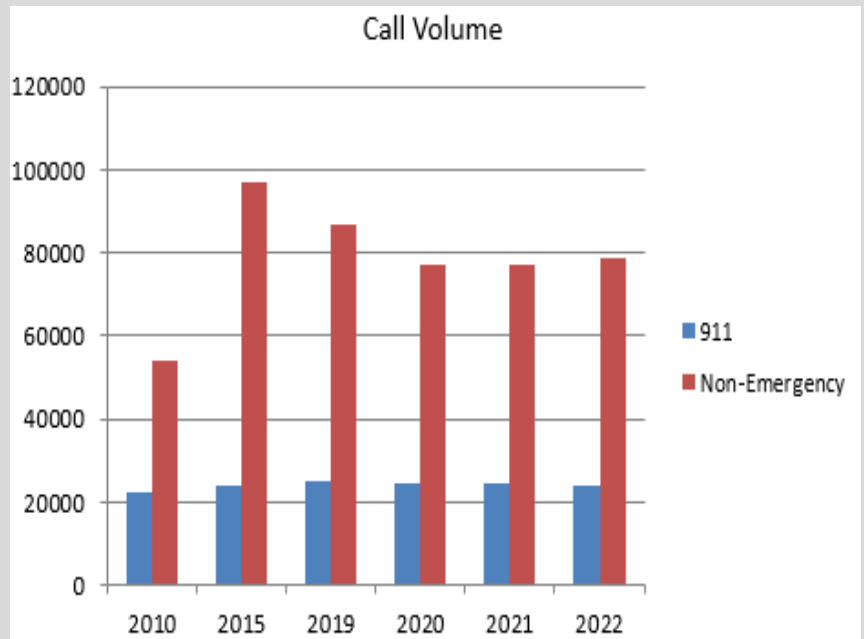
As can be seen below, this remains the peak time, but it has widened to a larger time span, 8:am—9:00 pm, requiring more staff to process and dispatching incoming calls for service.



# 2022 Operations—Call Volume

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

- ◇ Total Incoming calls—102,993
- ◇ 911 Lines —24,021
- ◇ Non-Emergency Lines—78,972
- ◇ Text to 911—110



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

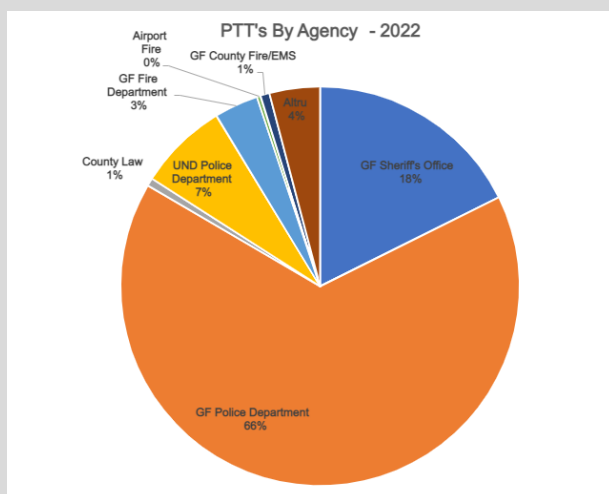
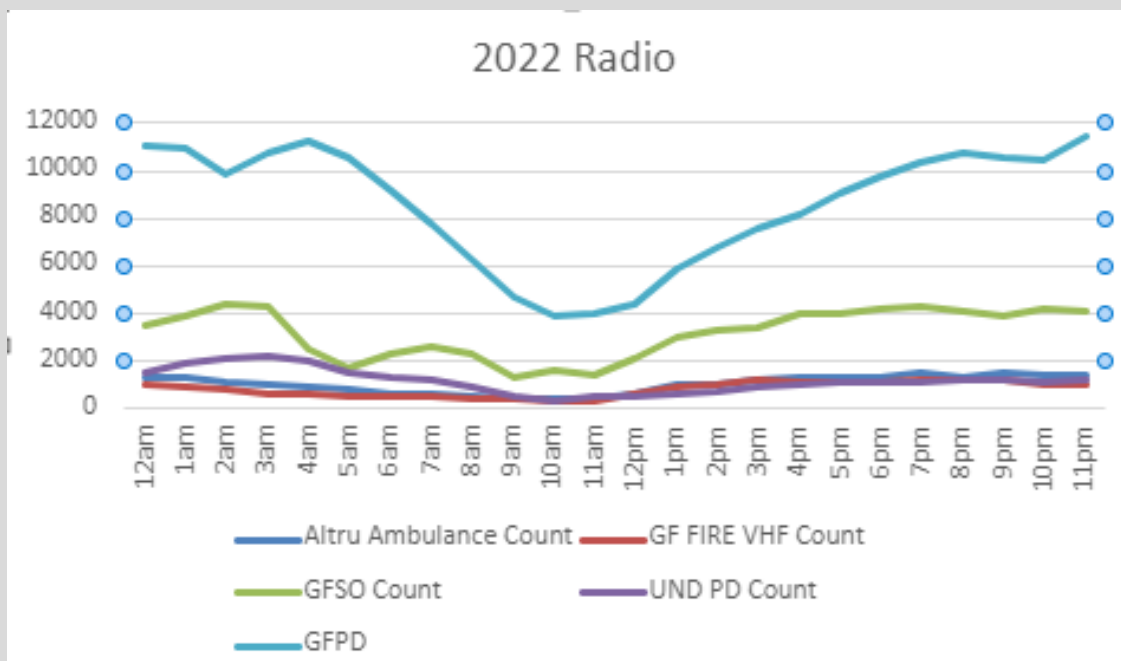
A growing number of incoming calls is through wireless phones. Statistically, 90.08% of the 911 calls received were from cell phones. G

Grand Forks PSAP also receives 911 calls via Text to 911. In total, 110 calls were received via text to 911, an increase from 70 last year.

# 2022 Operations—Radio Communications

With the increase in calls for service, follows an increase in radio traffic, as well. Monitoring the safety of responders is one of the utmost important aspects of the job.

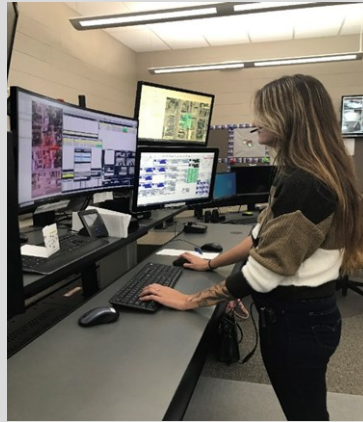
In order to maintain a balanced workload for staff with the increases, console assignments are utilized to monitor the various radio talk-groups. As the trends continue to increase, staffing levels will have to be addressed and roles adjusted to meet the needs of the radio communication trends.



*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](mailto:slahaise@grandforksgov.com)
- Christy Senechal, Center Supervisor  
[csenechal@grandforksgov.com](mailto:csenechal@grandforksgov.com)
- Debbie Hoverson, Administrative Specialist, Senior  
[dhoverson@grandforksgov.com](mailto:dhoverson@grandforksgov.com)

Grand Forks Public Safety Answering Point Weblink:

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