



# State of 911

## Webinar Series



**NHTSA NATIONAL 911 PROGRAM**

January 9, 2024



# STATE OF 911 WEBINAR SERIES



## VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.



## EXPERIENCE

Brings Federal, State and local leaders to you!



## REGISTER

Held every other month with opportunity for Q&A. Closed captioning is available.



## FEEDBACK & QUESTIONS

[nhtsa.national911@dot.gov](mailto:nhtsa.national911@dot.gov)

# 911.GOV RESOURCE: DOCS & TOOLS



Categories	
All	
Governance	>
Historical Documents	
Management	>
National 911 Program	>
Operations	>
Post-Crash Care	
Standards and Best Practices	>
Technical	>

Sort By	
Title	
Publish Date	

Have a resource you'd like to share with the community? [Click here to share](#)

Search Documents & Tools

302 results



## NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

Jun 7, 2023 / Technical / GIS

/ National 911 Program / Additional Resources



## What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care

/ National 911 Program / Additional Resources



# NATIONAL TELECOMMUNICATOR TREE OF LIFE



[Home](#) [About](#) [Add a Leaf](#) [Contact](#)

## Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

349

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

## Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community. We invite you to click on the leaf to read the story for the telecommunicator or communications center listed.

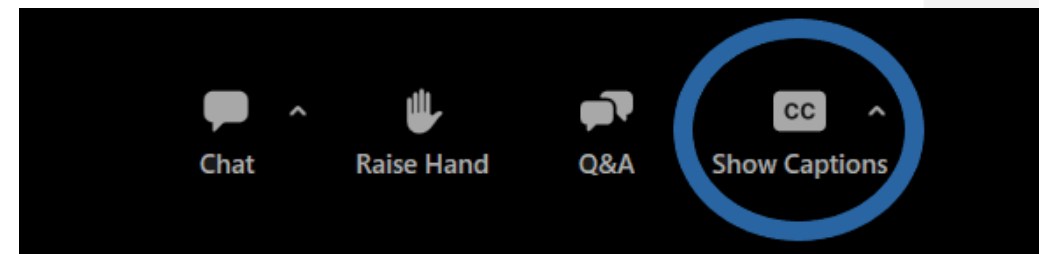
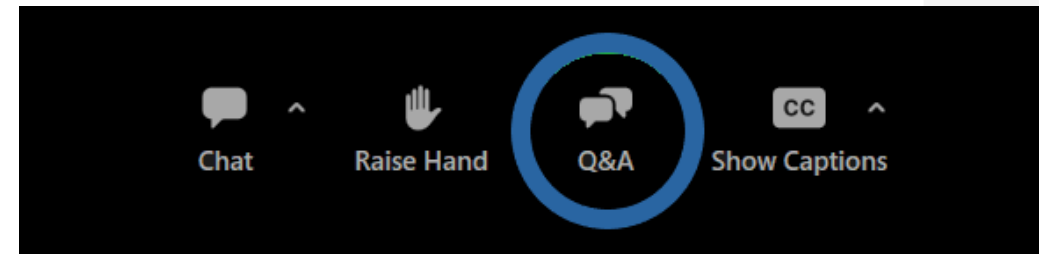
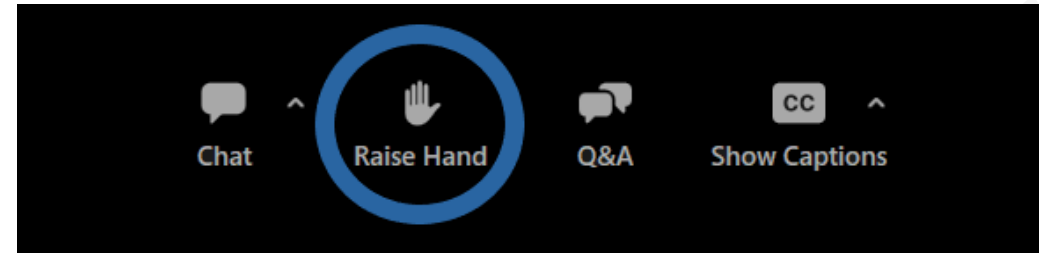
Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.



# ZOOM FUNCTIONS

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- “Raise Hand” - Use this feature to ask your question live. You will be called upon and unmuted
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# AURORA911

Learning from the Past. Creating a New Future.

# 2020 – the spotlight effect.

- Cultural issues in 9-1-1 centers have existed since the beginning of 9-1-1, mostly unaddressed.
- Prior to the pandemic, national average turnover rate in ECC's was 14-17%
  - Prevalent negative culture: “eating our young”, difficult to onboard and retain new talent. Hazing/Bullying/Exclusion.
  - Seniority rules – had to work many years to achieve schedule “normalcy”. Take it or leave it. No flexibility. Choose between having a job and your family.
  - Underdeveloped staff – relying on vacancy savings for potential training. Professional development limited to basic training and certifications.
  - Do what you are told. Hierarchical Command Structure, little to no input or control over your work experience.
  - Majority of 9-1-1 centers led by law enforcement or fire agencies, creating disconnect from first hand knowledge of center management needs (red-headed stepchildren).

# Ripe for Crisis

- Bottom Line? We were already struggling.
- The overall negative culture had never been addressed, resulting in significant coping deficits during crisis.
- The pandemic created massive reassessment of priorities.
- Spotlight on the loyalty bind between job and family.
- The pandemic did not cause the crisis.
- Ineffective overall leadership of ECC's caused the crisis.
- Result was mass exodus from the profession. Reduced service level. Increased wait times.



# Where to begin?

Essential to understand the stress of our people. Check in. Know your people.

Focus on the essential needs of all employees (fair compensation, relatedness/belonging, competency/development, autonomy/input.

Identify a plan to meet those needs.

Set aside “the way it has always been done”. Old methods simply continue or magnify old problems.

**FIND YOUR FLEXIBILITY!**  
(Schedules, hours, circumstances) Stop losing good people for the sake of rigidity. Command and control structure is obsolete.



# Fair Compensation

- Identify current practices for evaluating compensation. Ensure market studies are comparable to your agency.
- Build a career progression structure, to provide all members the opportunity to invest in their growth.
- Establish a compensation structure for laterals. Incentivize experience!
- Create opportunities to take on additional responsibilities and earn additional detail pay (acting supervisor, team lead, CTO)
- Honor and compensate bilingual professionals – celebrate diversity.
- MUST BE ONGOING. Annually or bi-annually. Who is monitoring?
- Maintaining current compensation levels is easier on annual budget than catching up. Neglect is expensive!
- Referral Bonus versus Hiring Bonus

# Relatedness

- Create a culture of inclusion.
  - Establish clear expectations of interpersonal behavior
  - No tolerance for exclusion, incivility, gossip
  - Every person matters. They chose your team. Make sure they don't regret the choice!
- Support the whole person!
  - Peer Support
  - Chaplain
  - Psychological
  - Wellness (LMT, quiet room, ambiance)
- Identify ways to celebrate connection!
  - "My Why" picture frames
  - BBQ's, holiday events, time with family



# Relatedness

- Make it easy to recognize each other!
  - Methods of providing kudos
- Involve the families of your team members:
  - Open houses
  - Holiday get-togethers
  - Ride-alongs
- Celebrate togetherness and team with intention! Tell your story to the community.



# Professional Development

- Ensure all levels of the organization have access to continuing education, regardless of staffing level.
- Create career enrichment opportunities
- Sponsor and incentivize professional certifications!
- Send your line level folks to conferences.
- Establish an annual budget for development.
- INVEST in your people, and they will invest in your team.



# Leadership Development

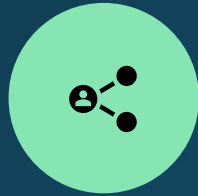
- Promote Leaders who are emotionally (versus technically) proficient
- Invest in ongoing training and development of your supervisors
- Skill versus task – EQ-I, mediation, de-escalation, documentation, coaching
- Don't interfere, but also pay attention
- Transparent documentation systems
- Set clear expectations of leader behavior and enforce them
- Create a cadence of accountability at every level. We are all responsible to one another.



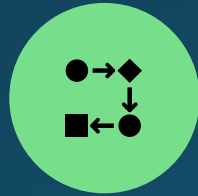
# Team INPUT



PEOPLE DESIRE AND DESERVE TO HAVE INPUT INTO THEIR WORK EXPERIENCE.



TEAMS WHO WELCOME INPUT HAVE HIGHER BUY-IN



THOSE CLOSEST TO THE WORK ARE THE SME'S – INVOLVE THEM IN PLANNING FOR CHANGE



TRANSPARENCY AND COMMUNICATION ARE KEY!



PROVIDE AN OPEN FORUM FOR BRINGING FORWARD IDEAS AND INNOVATION. REWARD TEAM MEMBERS WHO INNOVATE AND CONTRIBUTE. GIVE THEM CREDIT!



RELEVANCE IS THE FOUNDATION. EVERYTHING MUST TIE BACK TO YOUR MISSION AND VALUES.

# In Conclusion

Identify	Identify a dedicated professional development budget and monitor compensation to ensure market equity
Ensure	Ensure all levels of the organization have access to continuing education, professional certifications, career enrichment, and have INPUT and involvement in change.
Create	Create an environment based in emotional intelligence. Celebrate and reward teamwork. Disincentivize toxicity.
Support	Support your people. Find your flexibility. Discontinue rigidity and loyalty binds for your team members.



# THANK YOU!



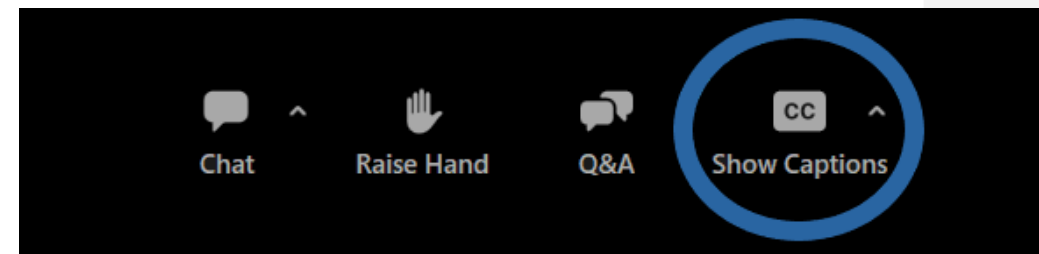
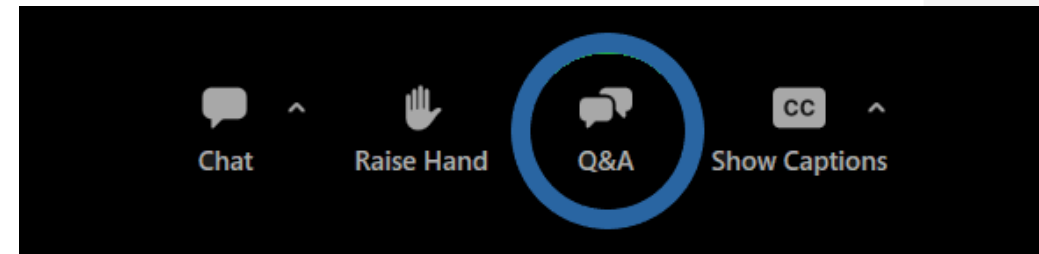
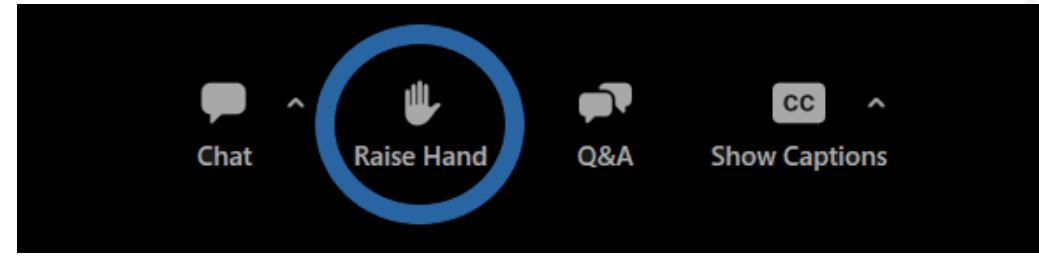
powered by dot.



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# North Carolina 911 Board Telecommunicator Recruitment PSA Campaign

Pokey Harris  
Executive Director, NC 911 Board

Angie Turbeville  
Education and Training Coordinator, NC 911 Board

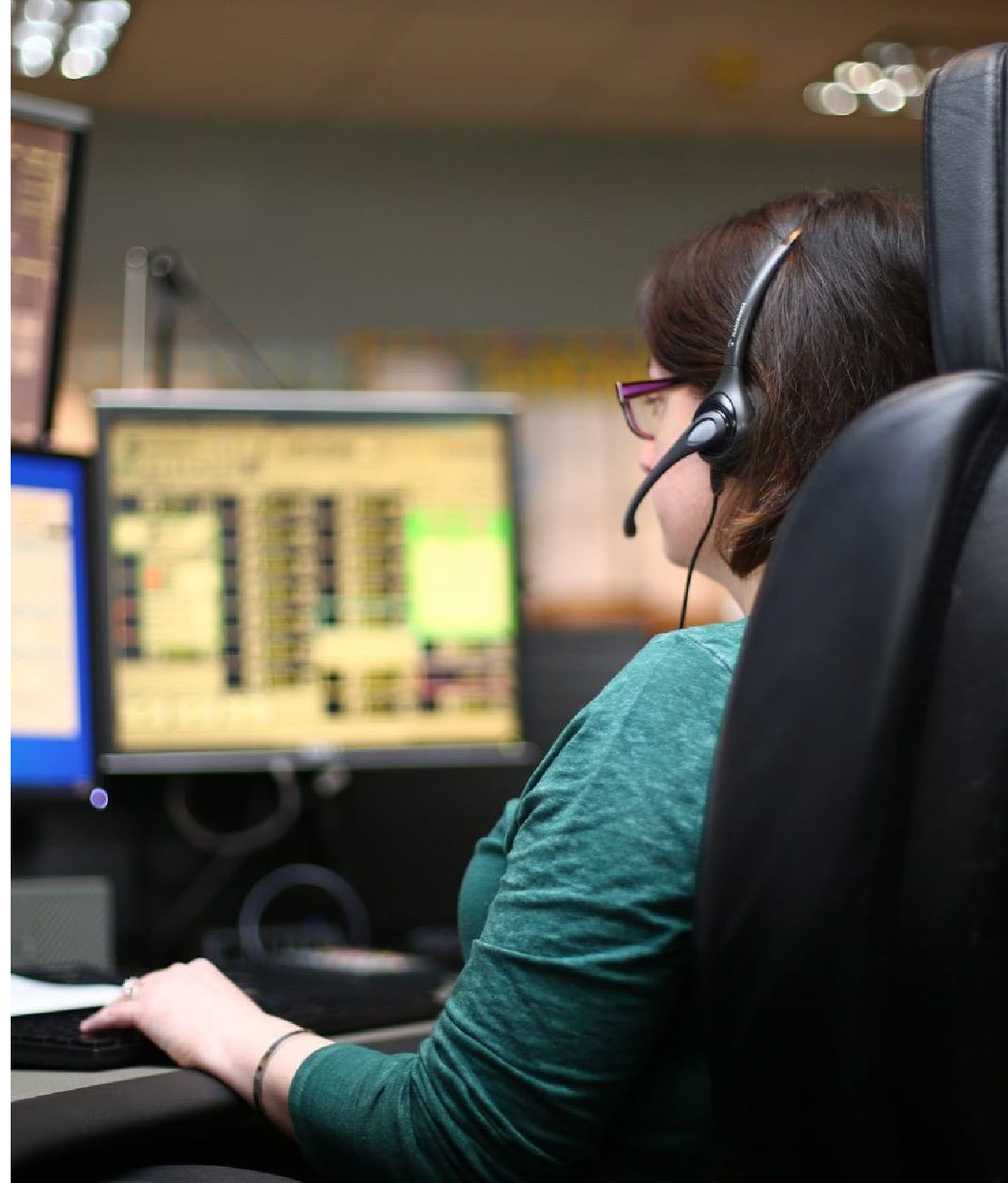




# North Carolina 911 Board Telecommunicator Recruitment PSA Campaign

## CAMPAIGN GOALS

- Recruit more candidates for 911 Telecommunicator job openings
- Increase applicant pool across North Carolina for all PSAP's
- Create awareness of these positions and their contribution to the community



# Recruitment Campaign Strategy

Informed by the most powerful data



## FIND

911 Telecommunicator Candidates



### IDENTIFY YOUR TARGET

Audience Profile for Telecommunicators  
Local and National Research  
TV Viewership Preferences  
Advanced Mapping  
First & Third Party Data

## REACH

Television, Streaming TV and Online



### SHARE YOUR MESSAGE

Multi-Screen Campaign  
Across All Devices  
Layered Targeted Geography  
Continuous Engagement  
Premium Impressions

## MEASURE

Campaign Feedback



### FOCUS ON YOUR CAMPAIGN

Campaign Review  
Advanced Reporting  
Dashboard Access 24/7  
Creative Analysis  
Cross Screen Media Analytics  
Attribution

## AUDIENCE PROFILE

# 911 Telecommunicator

NC 911's target demographic indexed high in respect to **Looking for a New Job in the next 12 months.**

They are a **highly connected audience**, and potential applicants spend significant time across multiple devices.

37

Average Age

\$47k

Median HHI

56%

Not Married

18+

Hours/Week  
Watching TV

88%

Watch  
Cable TV

94%

Watch  
Streaming TV

11+

Hours/Week  
Spent Online

2+

Hours/Week  
Spent on Social

There are over 64,000 911 Telecommunicators currently employed in the United States.

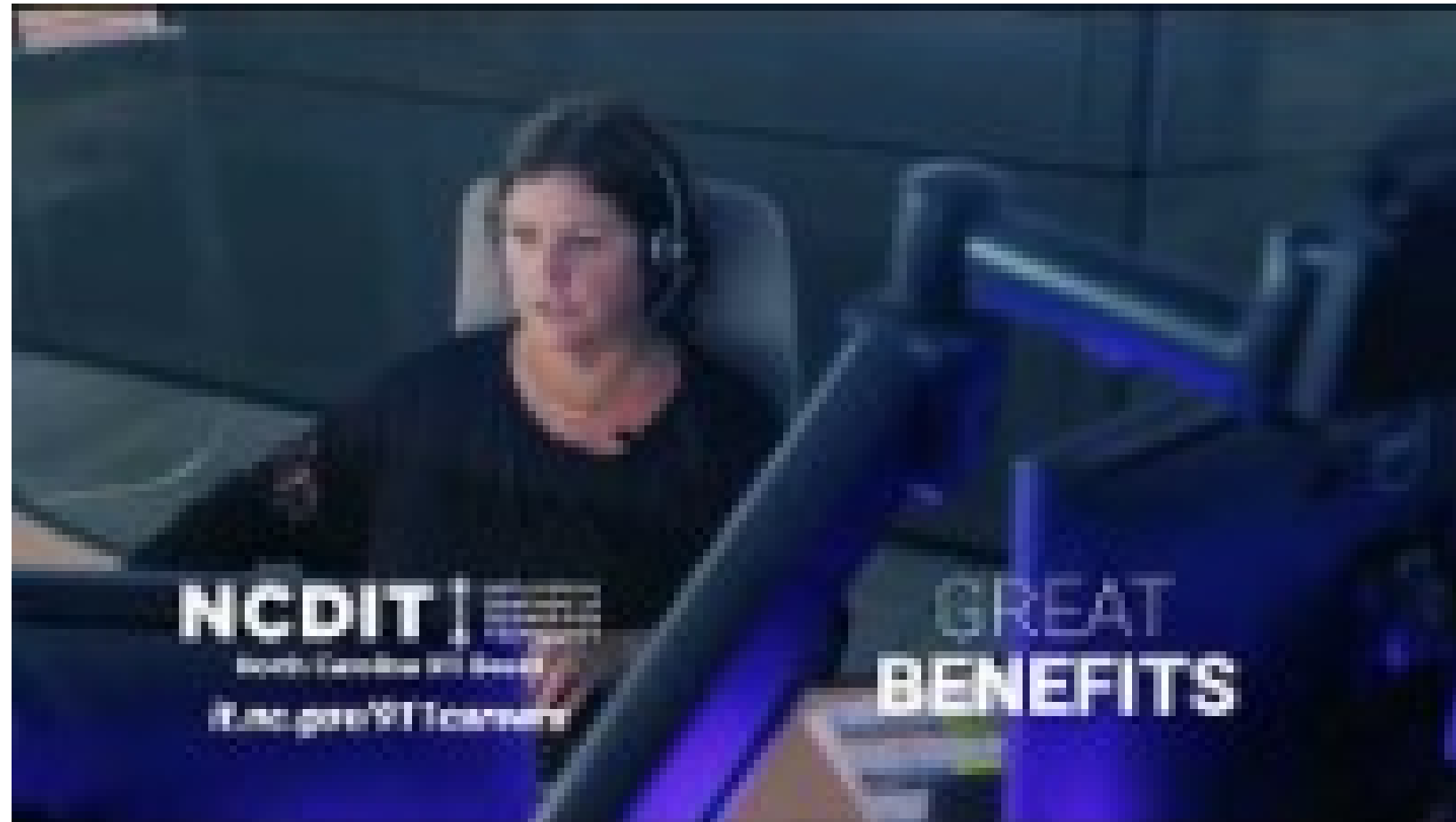
73% of all 911 Emergency Dispatchers are women, and 27% are men.

Source: Scarborough USA + 2022 Release 1. CLT-GBO-RAL- Dec 2020 – April 2022; Target: W25-49; HS Grad or College; HHI 25k-75k. Extrapolated by PrimeLingo. Source: US Statistics. Zippia Careers>Office and Administrative Industry> 911 Emergency Dispatcher> 911 Emergency Dispatcher Demographics. September 9, 2022



# NC 911 Board's Website and Video

<https://it.nc.gov/911careers>



## N.C. 911 Centers

A - C

D - I

J - P

Q - Y

### A

- [Alamance County Central Communications](#)
- [Alexander County Emergency Communications](#)
- [Alleghany County Sheriff's Office Communications](#)
- [Anson County Emergency Communications](#)
- [Ashe County 911 Dispatch](#)
- [Avery County 911 Communications](#)

### B

- [Beaufort County 911](#)
- [Beech Mountain Police Department](#)
- [Bertie County 911 Communications](#)
- [Bladen County 911](#)
- [Brunswick County Sheriff's Office 911 Communications](#)
- [Buncombe County 911](#)
- [Burke County Communications](#)
- [Burlington Police Department](#)

# Pilot Project

## TIMING

### 6-Weeks

- Shorter flight with measurement of results upon completion

## LOCATION

### Durham - Two Zones

- Spectrum and AT&T Uverse zones
- Small portion of the greater Raleigh- Durham-Fayetteville TV Market

## TARGET

### Durham Audience Profile

- Research for the pilot based on a test area made up of 8 counties representing 9 PSAPs

## PLACEMENT

### Durham Advertising

- Based on budget, short flight, and small geography
- Commercial placement was across multiple TV networks



# Statewide Campaign Strategy



SPECTRUM NEWS 1	TELEVISION	STREAMING TV	SOCIAL	ONLINE	SEARCH
<ul style="list-style-type: none"> <li>✓ 24/7 Local News Channels</li> <li>✓ North Carolina's largest markets</li> <li>✓ Sponsorships provide a unique advertising opportunity in a brand-safe, trusted environment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Custom Television Schedule</li> <li>✓ Spectrum TV, Dish, DirecTV Stream</li> <li>✓ Geographic Targeting</li> <li>✓ Over 60 Networks &amp; Programming</li> <li>✓ Audience Based Targeting</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reach all Streaming audiences anywhere, on any screen</li> <li>✓ 450+ Streaming Networks &amp; Publishers</li> <li>✓ Includes Spectrum TV App, Spectrum News App, VOD and OTT</li> </ul>	<ul style="list-style-type: none"> <li>✓ Facebook</li> <li>✓ Generate more reach and awareness with display and video ads</li> <li>✓ Daily optimization to improve campaign performance</li> </ul>	<ul style="list-style-type: none"> <li>✓ Targeted online video and display ads</li> <li>✓ Extend the message across all screens, anywhere</li> <li>✓ Reinforce the TV campaign</li> <li>✓ Connect with job seekers at home, and on the go</li> </ul>	<ul style="list-style-type: none"> <li>✓ Top 3 Search Engines - Google, Yahoo, Bing</li> <li>✓ Drive interested candidates right to the website</li> <li>✓ TV motivates consumers to search for jobs online and drives quality traffic to the website</li> </ul>



# Statewide Campaign At-A-Glance



TELEVISION

**59,089**

commercials

STREAMING TV

**3,068,350**

impressions

ONLINE VIDEO

**1,502,738**

impressions

ONLINE DISPLAY

**3,916,856**

impressions

SEARCH

**98,861**

impressions

SOCIAL

**1,474,249**

impressions

## SPECTRUM REACH | DELIVERY REVIEW | JANUARY 30-MAY 7, 2023

- Television: The campaign delivered 59,089 television commercials across 67 networks. This includes Spectrum News.
- Streaming TV: 3m impressions delivered and 99% of these commercials have been viewed fully. This includes Spectrum News.
- Online Video: 1.5m impressions delivered, resulting in 4,035 site visits and a 61% video completion rate.
- Online Display: 3.9m impressions delivered, resulting in 5,558 site visits and over 67k engagements.
- Search: 98,861 impressions delivered, resulting in 12,709 clicks and a 12.9% click thru rate. Top keywords included 911 dispatch, work for 911, call center jobs, public service jobs and 911 careers.
- Social: 1.4m impressions delivered, resulting in 31,195 clicks and a 2.12% click thru rate.

## WEBSITE PERFORMANCE | JANUARY 30-MAY 22, 2023

- **Google Analytics** was used to monitor the campaign's impact on the Board's website traffic. The campaign was delivered through May 7, 2023, however since the campaign had a residual effect, therefore continued impact through May 22, 2023.
- **The campaign drove interested people to the Board's webpage.** Overall site traffic on [its.nc.gov](https://its.nc.gov) is up by 32%, and new users to the site are up 32%.
- **Traffic to the 911 Telecommunicator Careers pages was up significantly.** There have been over 37k+ page visits in 2023, compared to 1,800 in 2022.
- **People are seeking out the Board's website on Google.** There has been a 13% increase in organic search indicating people are more aware of opportunities.
- **Users are spending more time on your site.** Users are spending an average of 4 minutes on the careers site, up 45% over the previous year.
- **All PSAPs listed on the Board's webpage hiring websites were viewed except for one PSAP during the campaign.**

# Next Steps After Campaign

## Effectiveness

- PSAPS were surveyed for input
- Feedback was overwhelmingly favorable

## Video Tagging

- Spectrum Reach tagged video with PSAP logo and URL
- Display ad was provided

## Next Campaign

- Campaign launched December 17, 2023
- Three 8-week intervals with a 2-week break between each interval
- Ends June 2024



For more information  
[JacksonvilleNC.gov/jobs](https://JacksonvilleNC.gov/jobs)



# Questions?



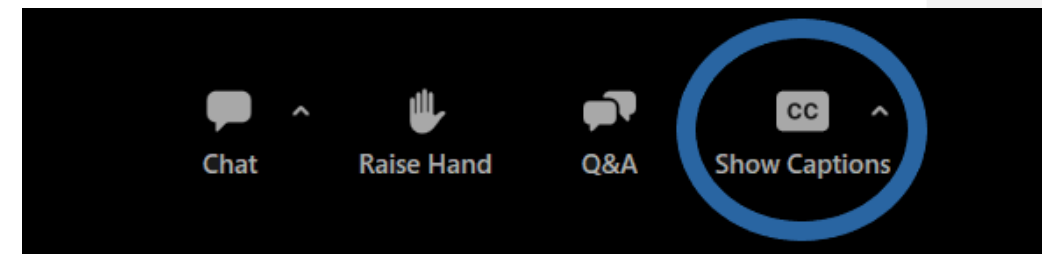
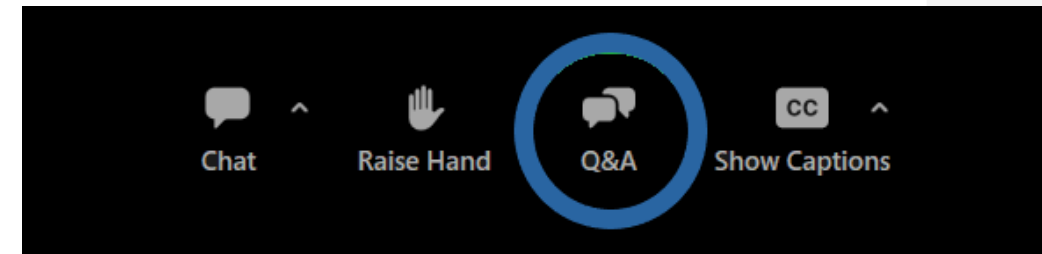
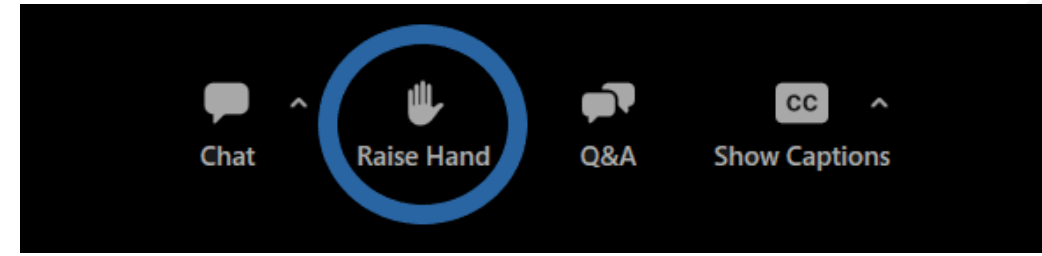
Pokey Harris, ENP  
Executive Director  
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[Pokey.Harris@nc.gov](mailto:Pokey.Harris@nc.gov)  
919-754-6621

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919-754-6162

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# Public Safety Telecommunicator Recruiting & Recognition

Minnesota Department of Public Safety  
Emergency Communication Networks



# PST Recruiting & Recognition



## Recruiting Campaign: Video



# PST Recruiting & Recognition



## Recruiting Campaign: Billboards





# PST Recruiting & Recognition

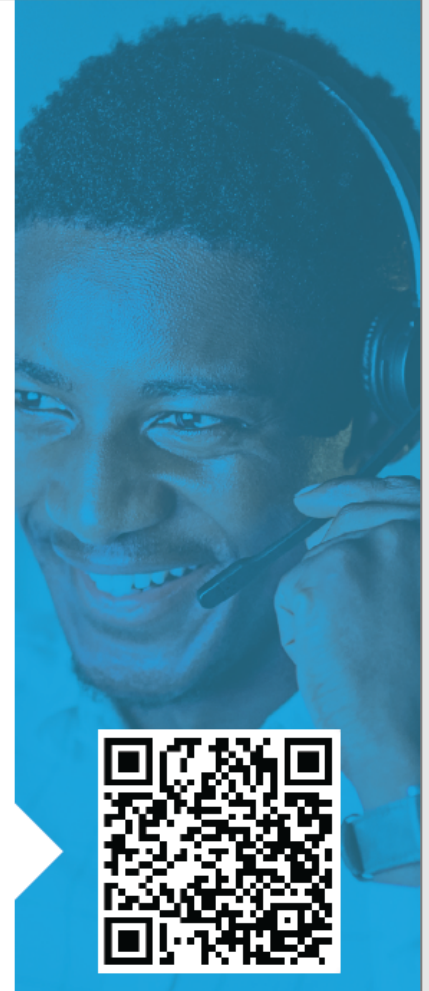


## Recruiting Campaign: Post Cards

**We're hiring 911 dispatchers  
- and we need you.**

You just may be the answer for us. You're detail focused, steady under pressure, a team player, and possess a calm compassion. You have keen listening skills and are a master multi-tasker. So many like you have chosen this career. This isn't a job for everyone. But it could be for everyone like you.

Apply at [911ItsYourCalling.com](http://911ItsYourCalling.com) or:



# PST Recruiting & Recognition

## Recruiting Campaign: Outcomes



Recruitment campaign targeted at people most likely to start a career as a public safety telecommunicator, also known as a 911 dispatcher.



**Digital/Social:**

- \$100k
- 13.1 million impressions
- 159k clicks

(Wins: Google Search, Indeed)

**Streaming:**

- \$60k
- 1.8 million impressions
- 13k hours of video interaction

(Wins: Roku, Pluto TV, Tubi)

**Radio/Pandora:**

- \$192k (\$175k radio, \$17k Pandora)
- 1.1 million impressions
- 945 clicks

(Radio impressions unquantifiable.)

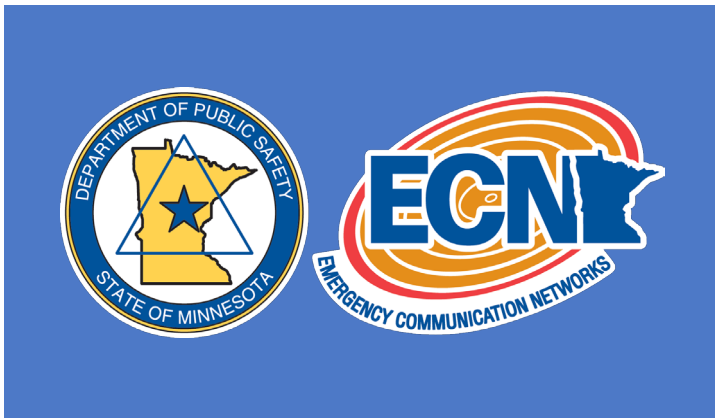
**Billboards:**

- \$102k
- 12.6 million impressions
- 72 digital and static boards throughout the state.

**Website:**

- 60,500 visitors per month.
- 100,000 sessions
- 20,000 clicks on apply page.

- What's Next?**
- Additional future media buys?
  - Future media campaign.
  - Grassroots outreach at high schools/colleges.
  - Feature new hires from initial campaign.
  - Highlight 911 success stories.



# PST Recruiting & Recognition

## Earned Media

NEWS RELEASE

Print

CONTACT:  
Vannona Marshall 612.487.1100

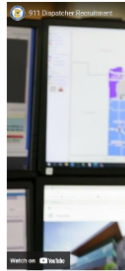
NEWS MINNESOTA

June 08, 2023

Pub:

### 911 dispatch workers needed across Minnesota, with many at half capacity

They talk to people on the phone often called the "first-responders"



### Recruiting 911 dispatchers in Hennepin County

By Leah Beno | Published

### Emergency dispatchers sought across Minnesota; initiative started to promote recruitment and retention

Detroit Lakes, MN, USA / Lakes Area Radio  
Michael Achterling  
Jun 9, 2023 17:04 AM

### 'Difference between life and death': Inside the staffing crisis at 911 dispatch centers

McDonough's approach to improving the perception of 911 professionals to attract and retain candidates is not uncommon. In June, the [Minnesota Department of Public Safety](#) unveiled a new recruiting campaign – "911 Dispatcher: It's Your Calling" – focusing on the importance of public safety telecommunicators.

Who are PSTs?

When someone calls 911, it is usually during one direction over what's unfolding. Just knowing someone is calling, officials say.

By Nick Broadway  
June 01, 2023 at 10:39 PM

(FOX 9) - In an emergency, the 911. Now, we dispatchers o

Share

News reporting

Jesse Duerksen center for m about that... the ability to

CROOKSTON, Minn. — Supervisor Nancy Shafer was asked years, she replied with "I knew this is

Yet Shafer never knows what will be line.



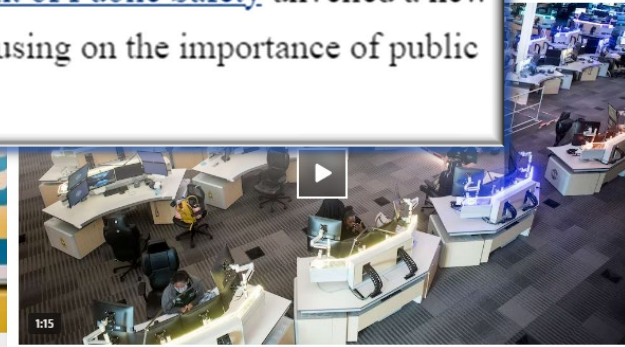
Detroit Lakes, Minn. (KDLM) - The Minnesota Department of Public Safety is launching a new center for m combat the decline of 911 emergency dispatchers across the state.

In a May 8 news release, the state's public safety agency said residents need to be aware th services increase the workload and stress levels of their current employees and can affect

Benton County Sheriff Troy Heck said 911 is a phone number that needs to always be answer

"It's not acceptable for somebody in need to dial 911 and not have somebody there," said He is at full staff, or three-quarters staff, or half-staff, somebody has got to be there to answer people stepping forward and taking up the gauntlet to do this career, it falls on those who

The new initiative is aimed at increasing print and digital advertising, billboards and creati lure more applicants into the profession.



National headlines from ABC News  
Catch up on the developing stories making headlines.

Faced with an ongoing labor shortage, some 911 centers are rethinking how to hire and retain workers.

From increasing base pay to fostering a culture that elevates dispatching as a unique profession, industry leaders told ABC News that they hope the changes can help rebuild their workforces following widespread challenges during and after the pandemic.



# PST Recruiting & Recognition



## Recruiting Resources: Website

This is a screenshot of a recruitment website for 911 dispatchers. At the top, there are navigation links for 'WHY 911 DISPATCH', 'JOBS', and 'LOCATIONS'. The main header features a woman wearing a headset with a microphone, and a speech bubble containing the text '911 DISPATCHER IT'S YOUR CALLING'. Below this is a sub-header: 'YOU MIGHT FIND A PART OF YOURSELF YOU DIDN'T KNOW YOU HAD.' A video player shows a man in a tan uniform sitting at a desk with multiple computer monitors displaying maps and data. Below the video is a paragraph of text: 'We're hiring 911 dispatchers - and we need you. You just may be the answer for us. You're detail focused, steady under pressure, a team player, and possess a calm compassion. You have keen listening skills and are a master multi-tasker. So many like you have chosen this career. This isn't a job for everyone. But it could be for everyone like you.' Below the text is a red 'APPLY TODAY' button. At the bottom, there are three blue navigation buttons: 'WHY 911 DISPATCH', 'JOBS', and 'LOCATIONS'. A small logo and copyright notice 'Copyright © 2023 Minnesota Department of Public Safety' are visible at the very bottom.

# PST Recruiting & Recognition



## Recruiting Resources: Job Board

The screenshot shows a job board page for Public Safety Telecommunicator/Jailer positions. At the top, there is a navigation bar with links for 'WHY 911 DISPATCH', 'JOBS', and 'LOCATIONS'. Below this is a large banner image of a woman wearing a headset, with a speech bubble containing the text '911 DISPATCHER IT'S YOUR CALLING'. The banner also features the ECNE logo. Below the banner, the text reads 'PRIDE. SATISFACTION. CONFIDENCE. ACCOMPLISHMENT.' and provides information about the benefits of being a public safety telecommunicator. A search bar is located below the text, with the text 'Current Openings (10 of 28)' and a 'SEARCH' button. The job listings are organized into a grid of 10 boxes, each containing the job title, location, and posting information. A 'VIEW ALL' button is located at the bottom right of the grid.

**Public Safety Telecommunicator/Jailer**  
Cook County Sheriff's Office  
Grand Marais, MN  
Posted: 11/15/2023 - Closing: Open until filled  
[View job description and apply](#)

**PSAP Supervisor**  
Carver County Sheriff's Office  
Chaska, MN  
Posted: 10/25/2023 - Closing: 11/30/2023  
[View job description and apply](#)

**Public Safety Communications Officer**  
Becker County  
Becker County  
Posted: 9/1/2023 - Closing: Open until filled  
[View job description and apply](#)

**Public Safety Telecommunicator/Jailer**  
Cook County Sheriff's Office  
Grand Marais, MN  
Posted: 8/22/2023 - Closing: Open until filled  
[View job description and apply](#)

**PT 911 Telecommunicator (2 positions)**  
Blue Earth County  
Mankato, MN  
Posted: 8/15/2023 - Closing: Open until filled  
[View job description and apply](#)

**PSAP Supervisor**  
Carver County Sheriff's Office  
Chaska, MN  
Posted: 7/10/2023 - Closing: Open until filled  
[View job description and apply](#)

**911 Telecommunicator**  
Kandiyohi County Sheriff's Office  
Willmar, MN  
Posted: 7/7/2023 - Closing: Continuous  
[View job description and apply](#)

**Dispatcher/Jailer**  
Norman County Sheriff's Office  
Ada, MN  
Posted: 6/24/2023 - Closing: Open until filled  
[View job description and apply](#)

**Dispatchers**  
Winona County Dispatch Center  
Winona, MN  
Posted: 5/16/2023 - Closing: Open until filled  
[View job description and apply](#)

**911 Dispatcher**  
Wilkin County  
Breckenridge, MN  
Posted: 5/15/2023 - Closing: Open until filled  
[View job description and apply](#)

# PST Recruiting & Recognition



## Recognition Campaign: Social Media

 Minnesota Emergency Communication Networks  4d ·  

Professional, caring and thorough. These traits are exactly what you want and need from someone when they're guiding you through an emergency. And that's exactly who Julie Deziel is.

During her 11-years as a public safety telecommunicator (PST) with the Polk County Sheriff's Office, she has helped countless friends, neighbors and strangers through their toughest days. She has shared in their relief when help has been dispatched, loved ones have been located and fears have b... [See more](#)



  
**JULIE DEZIEL**  
PUBLIC SAFETY TELECOMMUNICATOR  
POLK COUNTY SHERIFF'S OFFICE

"She is professional, caring and thorough when behind the radio, ensuring the appropriate help gets to callers and the responders remain safe," said Nancy Shafer, the Telecommunications Supervisor with the Polk County Sheriff's Office.

 **THANK YOU** 

 Minnesota Emergency Communication Networks  November 22 at 1:01 PM ·  

This is the time of year when we think about what we're thankful for. After nearly 30 years of service, we know a lot of people in Freeborn County are thankful for Lisa Rippentrop's calm voice, kindness and dedication to her community. When she puts on her headset, she's ready to guide people through the challenges and crises that caused them to call 911. And when she answers a caller who has dialed 911 by mistake – that same gentleness, patience and understanding is still at the forefront. We're grateful being a public safety telecommunicator is Lisa's calling, and we're thankful she is there to answer our calls.



  
**LISA RIPPENTROP**  
PUBLIC SAFETY TELECOMMUNICATOR  
FREEBORN COUNTY SHERIFF'S OFFICE

"Lisa is always giving from her heart. She will talk to people on the phone until they're calmed down, settled down and get what they need or want from us," said Freeborn County's Dispatch Supervisor Penny Grangruth.

 **THANK YOU** 

# PST Recruiting & Recognition

## Recognition Campaign: Challenge Coin



# Closing Thoughts

Questions?

Comments?



Please feel free to contact:

Dana Wahlberg, Director

E-Mail: [dana.wahlberg@state.mn.us](mailto:dana.wahlberg@state.mn.us)

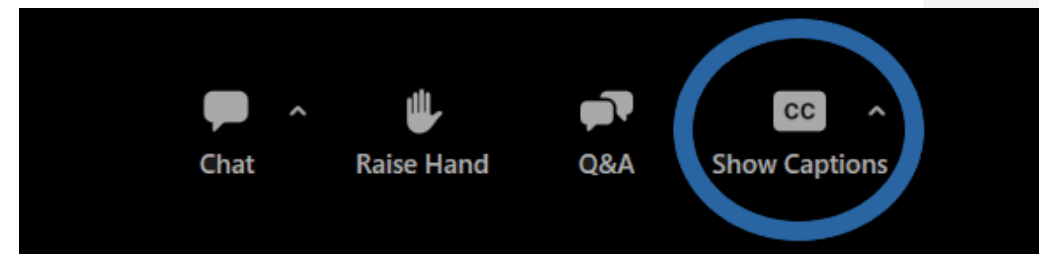
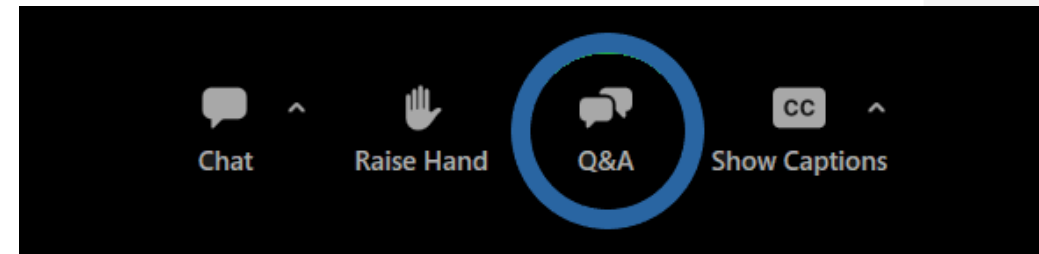
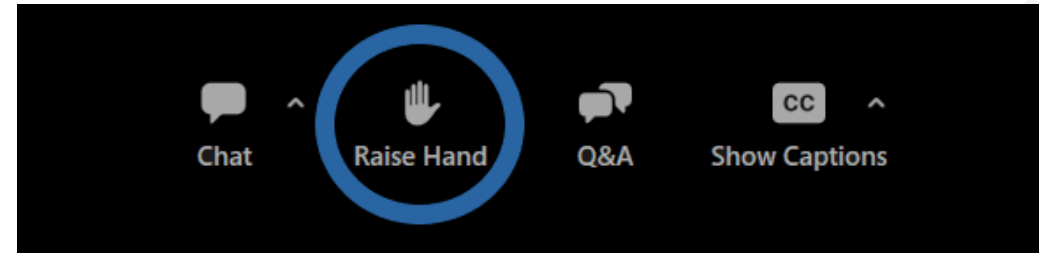




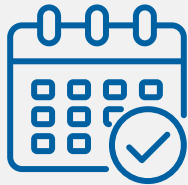
# ZOOM FUNCTIONS

This webinar will utilize three features in the Zoom Meeting controls.

- “Raise Hand” - Use this feature to ask your question live. You will be called upon and unmuted
- “Q&A” - Use this feature to submit your question virtually in a pop-up window/chat box
- “Show Captions” - Use this feature to turn on closed captions at any point during the webinar

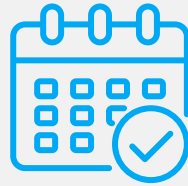


# UPCOMING WEBINARS



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March 12, 2024  
12:00pm ET



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May 14, 2024  
12:00pm ET



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Register & Watch  
Previous Recordings

911.gov

NHTSA

ems.gov



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**Brian Tegtmeyer, ENP**

National 911 Program, Coordinator

**Feedback & Questions**

[nhtsa.national911@dot.gov](mailto:nhtsa.national911@dot.gov)

