



September 27, 2021

Chad Burkitt
100 Rev. Dr. Martin Luther King Jr. Blvd.
Room 55, State Office Building
St. Paul, Minnesota 55155

Dear Chad:

Middle Management Association (MMA) is in strong favor of the 911 telecommunicators and their supervisors to receive an enhanced pension benefit.

The position of a 911 dispatcher is incredibly advanced. While talking with a distressed caller, the State Patrol Dispatcher must navigate multiple software programs, locate and initiate calls for service from a variety of public safety resources to include Police, Fire, EMS, Troopers and the like. At the same time, monitor traffic cameras, enter invaluable information into the call for service and document everything that happens. This has to be done with precision and accuracy in order to preserve evidence for possible future litigation. And before they are done with this call they are on to the next one. Approximately 10,000 telephone transactions per week. These are very important and stressful positions.

Thank You to the work group for looking into this very important concern.

Gary Kloos
Executive Director