
Report of the 911 Telecommunicator Pension Benefits Working Group

Adopted by the Working Group on January 28, 2022

Prepared by Staff of the Legislative Commission on Pensions and Retirement

Submitted to the Commission on February 6, 2022

For assistance with accessibility, please contact any of the LCPR staff at lcpr@lcpr.mn.gov or 651.296.2750.

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I. Overview

The 2021 Legislature included a provision in the omnibus pension and retirement bill that required the formation of a working group to study the pension benefits of 911 telecommunicators.¹ The session law required the working group to report to the Legislative Commission on Pensions and Retirement (Commission or LCPR) on:

...whether changes to the pension plan coverage for 911 telecommunicators are appropriate. If the working group finds that such changes are appropriate, the working group must recommend changes to the pension plan coverage for 911 telecommunicators. The recommended changes may include but are not limited to moving 911 telecommunicators to the correctional plans.²

The 911 Telecommunicator Pension Benefits Working Group (Working Group) was established and held its first meeting on July 30, 2021. The Working Group met through the fall of 2021 to gather information and discuss pension benefits for 911 telecommunicators. The Working Group, however, was unable to come to a consensus on whether changes to pension benefits for 911 telecommunicators are appropriate. This report contains a description of the working group, background information regarding 911 telecommunicator pension benefits, a summary of the Working Group's study of 911 telecommunicator pension benefits, and the Working Group's recommendations to the LCPR.

II. Description of the Working Group

A. Working Group Membership

The 911 Telecommunicators Pension Benefits Working Group was made up of the following members:

Name and Title	Representing
Dar Pankonie (Chair) President of the Minnesota Chapters of APCO and NENA	Minnesota Association of Public Safety Communications Officials (APCO) and the National Emergency Number Association of Minnesota (NENA)
Matt Hilgart (Vice Chair) Govt. Relations Manager	Association of Minnesota Counties (AMC)
Anne Finn Assistant Intergovernmental Relations Director	League of Minnesota Cities (LMC)
Matt Massman Executive Director	Minnesota Inter-County Association (MICA)

¹ Laws of Minnesota 2021, Chapter 22, Article 9, Section 1.

² Laws of Minnesota 2021, Chapter 22, Article 9, Section 1, Subdivision 2.

Name and Title	Representing
Dana Wahlberg ECN Director	Minnesota Department of Public Safety (DPS)
Doug Anderson Executive Director	Public Employees Retirement Association (PERA)
Erin Leonard Executive Director	Minnesota State Retirement System (MSRS)
Mark Lallak Communications Lieutenant, Itasca County Sheriff's Office	911 telecommunicator employed by a county or municipality
Timothy Boyer Statewide Director of Communications, Minnesota State Patrol	911 telecommunicator employed by the state
Heidi Paumen Correctional Officer, Sherburne County	A participant in the PERA Local Government Correctional Service Retirement Plan, designated by the PERA Board of Trustees
Dan Gorman Correctional Officer, Department of Corrections	A participant in the MSRS Correctional Employees Retirement Plan, designated by the MSRS Board of Directors
Jeremy Hanson Emergency 911 Dispatcher, Itasca County Sheriff's Office	Invited by the LCPR Executive Director
Kirk Oswald 911 Telecommunicator, Rice/Steele 911 Center	Invited by the LCPR Executive Director

The Working Group was advised on issues related to the PERA Local Government Correctional Service Retirement Plan by Wade Laszlo, a retired participant in the plan.

The staff of the LCPR established the Working Group, organized its first meeting, and provided ongoing administrative support, including drafting this report.

B. Working Group Meetings

The Working Group met six times between July 2021 and February 2022. At its meetings, the Working Group reviewed data, surveys, position statements, and other information, discussed the appropriateness of changing 911 telecommunicator pension benefits and proposed recommendations, and approved this report. The Working Group met remotely via video conferencing technology because of the COVID-19 pandemic. Meeting materials and video recordings of the meetings are available on the LCPR website (lcpr.mn.gov) or upon request from the office of the LCPR.

III. Background Information on 911 Telecommunicator Pension Benefits

A. 911 Telecommunicators

For the purposes of this report, “911 telecommunicators” is the term used to describe the public employees, including supervisors and managers, who receive or otherwise handle emergency calls made through the 911 service or other communication methods to seek emergency services and who are covered by a Minnesota public pension plan. The term does not include federal employees or tribal employees unless the employee is covered by a Minnesota public pension plan.

There are approximately 1,500 911-telecommunicator positions in Minnesota.³ Except for the 911 telecommunicators employed by the Minnesota Department of Public Safety, all of the 1,500 positions are in county and local governments with most positions at public safety answering points (PSAPs) administered by counties.

B. Current Pension Benefits for 911 Telecommunicators

Most the state’s 1,500 911-telecommunicators are covered by the PERA General Employees Retirement Plan (PERA General Plan). However, three small groups of 911 telecommunicators receive pension benefits from a different retirement plan instead.

The first group is employed by several outstate counties that have 911 telecommunicators who also serve as correctional officers in the counties’ jails. Many of these jailer-dispatchers are covered by the PERA Local Government Correctional Service Retirement Plan (PERA Correctional Plan). A survey of 911 telecommunicators conducted by the Working Group identified 93 jailer-dispatchers currently covered by PERA Correctional Plan.⁴ The actual number may be slightly higher.

The second group is employed by the Minnesota Department of Public Safety, which is authorized to employ about 81 dispatchers and supervisors in two units located in Roseville and Rochester, respectively. These 911 telecommunicators handle 911 calls and other dispatch duties for state troopers, conservation officers, Department of Corrections probation agents, Bureau of Criminal Apprehension special agents, and Department of Transportation field personnel. As employees of the Department of Public Safety, they are state employees and are covered by the MSRS General Employees Retirement Plan (MSRS General Plan).

³ “Overview of 911 telecommunicator positions in Minnesota (state and local government employees) by public safety answering points (PSAP’s),” [Appendix](#) p. A-2, (showing a total of 1,602 positions at PSAPs, statewide, of which 143 positions appear not to qualify for Minnesota public pension coverage; e.g., EMS dispatchers for North Memorial Ambulance Service; the spreadsheet is missing numbers for some outstate PSAPs).

⁴ “Survey of 911 Telecommunicators Employed by the State and Local Governments - Survey Results,” Q6, [Appendix](#) p. B-19.

The third group is employed by Hennepin Health Services, which employs about 25 emergency medical dispatchers. These emergency medical dispatchers are certified emergency medical technicians (EMTs) or paramedics and their job duties include paramedic, EMT, and dispatch duties. These emergency medical dispatchers are covered by the PERA Police and Fire Plan.⁵

The following table contains a comparison of the four different pension plans providing pension benefits to 911 telecommunicators:

	PERA General Plan	MSRS General Plan	PERA Correctional Plan	PERA Police and Fire Plan
Approx. No. of 911 Telecommu- nicators covered by plan	1,300	81	93	25
Retirement Formula (percentage of average salary for each year of covered employment)	1.7%	1.7%	1.9%	3%
Employer Contribution Rate (percentage of salary)	7.5%	6.25%	8.75%	17.7%
Employee Contribution Rate (percentage of salary)	6.5%	6.0%	5.83%	11.8%
Normal Retirement Age	66 years old	66 years old	55 years old	55 years old
Early Retirement Age (age at which a person may retire with a reduction for early retirement) ⁶	55 years old	55 years old	50 years old	50 years old
Vesting period ⁷ for newly hired employees	5 years	5 years	50% at 5 years, increasing 10% each year thereafter until 100% vested	50% at 10 years increasing 5% each year thereafter until 100% vested
Coordinated with Social Security (participants receive both their pension benefit and a Social Security benefit for their employment)	Yes	Yes	Yes	No

⁵ See Minnesota Statutes, Section 353.64, Subdivision 10.

⁶ The MSRS General Plan, PERA General Plan, and PERA Correctional plan each provide for an actuarially equivalent reduction for early retirement. For the PERA and MSRS general plans the reduction for early retirement is greater than 60% for a participant retiring at age 55.

⁷ Here, “vesting period” is the period of time that a participant in the plan must work in covered employment before the participant becomes entitled to an annuity benefit. A participant who is 50% vested is entitled to receive 50% of the annuity they would be entitled to if they were 100% vested.

IV. Summary of the Working Group's Study of 911 Telecommunicator Pension Benefits

The information collected and considered by the Working Group includes detailed survey results, information from agencies, unions, employer associations, and the pension funds, position statements, and testimonials, all of which are included in the appendix to this report (the [Appendix](#)). Four of the topics considered and discussed by the Working Group are also summarized below. The topics are: (A) whether 911 telecommunicator pension benefits should be changed; (B) the cost of changing 911 telecommunicator pension benefits; (C) survey results; and (D) whether 911 telecommunicators should be covered by the PERA Correctional Plan.

A. Whether 911 telecommunicator pension benefits should be changed

The Working Group was directed to recommend whether 911 telecommunicator's pension benefits should be changed. The Working Group was unable to come to a consensus on this issue. The members of the Working Group expressed positions on this issue that were generally consistent depending on whether the members were 911 telecommunicators, represented city and county government organizations, represented PERA or MSRS, or were a participant in a correctional plan. The positions of each group of Working Group members are summarized below.

911 Telecommunicators

Members of the Working Group who are 911 telecommunicators were in favor of changing pension benefits for 911 telecommunicators. They expressed several concerns with the adequacy of current pension benefits, including the following:

- Employers have historically had difficulty recruiting and retaining 911 telecommunicators and have difficulty filling openings for 911 telecommunicators at many of the public safety answering points (PSAPs) around the state. Enhanced pension benefits would help to recruit and retain 911 telecommunicators.
- 911 telecommunicators are essential to providing public safety to Minnesotans. Other workers who are essential to providing public safety services, like police, firefighters, and correctional officers, receive enhanced pension benefits. 911 telecommunicators should likewise be entitled to enhanced pension benefits.
- The work performed by 911 telecommunicators is hazardous. Exposure to traumatic events exposes 911 telecommunicators to high stress levels, thus susceptible to occupational mental and physical impairment. The 911 telecommunicators interface with the public at a higher daily rate than any other public safety responders. Their exposure is further influenced by the nature of not knowing the outcome of many of their interactions. Emotional and mental health resiliency are crucial for the 911 telecommunicator.

- 911 telecommunicator essential functions require technical aptitude, sharp acuity skills, and stable mental and emotional health. As 911 telecommunicators age, these skills decline, causing them to become less effective at their job. The normal retirement age of the PERA and MSRS General Plans is not early enough for aging 911 telecommunicators.

City and County Government Organizations

Members of the Working Group who represent city and county government organizations were not in favor of changing pension benefits for 911 telecommunicators. They expressed several concerns with changing the current benefit arrangement, including the following:

- Employer representatives noted that a significant factor for establishing and providing enhanced pension benefits to police, firefighters, and correctional officers is that there is an element of physical danger inherent in their duties. The duties of 911 telecommunicators do not place them in the same physical danger as correctional officers.
- While the role of 911 telecommunicators often involves unique and stressful work, government employers noted multiple other public employee classifications that also involve mentally and emotionally demanding work. As such, public employers expressed concerns about providing enhanced pension benefits and lowering the retirement age for 911 telecommunicators, but not for employees in similarly stressful careers.
- There is insufficient evidence to substantiate employee group claims that 911 telecommunicators' ability to perform their duties degrades significantly with age.
- Local government groups acknowledged that the recruitment and retention of 911 telecommunicators is challenging while also noting national and statewide trends that point to several employment challenges in a variety of public employment classifications. Government employers noted that pension benefits are one of several forms of employee compensation and may not equitably provide benefits to all those who serve as a 911 telecommunicator. Moreover, employers noted that early retirement may serve to exacerbate workforce shortages. Cities and counties suggested that local governments should be implementing a wide variety of means for increasing recruitment and encouraging retention, including reassessing flexible scheduling options, reviewing compensation schedules, and partnering with the state to provide additional mental health supports.
- Local government employers also questioned what lowering the retirement age and increasing benefits would cost, what mechanisms would be used to pay for a benefit change, and what the ongoing costs would be to maintain a new benefit structure.

Pension Fund Directors

The executive directors of PERA and MSRS provided position statements that are included in the Section D of the Appendix. They did not take a position on whether 911 telecommunicators' pension benefits should change but did express concerns that any changes to pension benefits should be fully funded and that a full scope actuarial study be performed to accurately estimate the costs. Since such a study would be costly, the directors stated that the cost should not be borne by the pension funds but should be funded from an appropriation or another source.

Participants in Correctional Plans

Members of the Working Group who are participants in the MSRS or PERA Correctional Plans were neutral on whether 911 telecommunicator benefits should change. However, they were opposed to 911 telecommunicators becoming covered by a correctional plan. The Minnesota Department of Corrections and Minnesota Department of Human Services also provided position statements (included in the appendix) objecting to 911 telecommunicators being included in the MSRS Correctional Plan.⁸

B. The Cost of Changing 911 Telecommunicator Pension Benefits

The Working Group sought estimates from MSRS and PERA of the costs incurred under two scenarios. The first scenario was the transfer of 911 telecommunicators to the MSRS and PERA Correctional Plans, along with their past service. The second scenario was the establishment of a new plan for 911 telecommunicators with benefit provisions similar to those provided under the PERA Correctional Plan. The Working Group discussed four categories of costs that should be considered under either scenario: (1) the cost of transferring past service; (2) ongoing contributions; (3) administrative expenses; and (4) actuarial fees.

The Working Group struggled with two issues in obtaining estimates for these scenarios. The first issue is that PERA lacks the ability to accurately identify all the 911 telecommunicators currently covered by the PERA General Plan. The second issue is that obtaining an accurate cost estimate requires the services of an actuarial firm, but there was no money appropriated to the Working Group for the payment of actuarial services.

Despite these issues, Doug Anderson, the executive director of PERA, provided a rough estimate of the cost of transferring past service from the PERA General Plan to the PERA Correctional Plan for 911 telecommunicators. He estimated that such a transfer would cost about \$79 million, which is the amount that the PERA Correctional Plan would have to receive

⁸ Position or Policy Statement from the Minnesota Department of Corrections, [Appendix](#) p. D-2; Position or Policy Statement from the Minnesota Department of Human Services, [Appendix](#) p. D-4.

in addition to an amount equal to the present value of the benefit earned by each 911 telecommunicator under the PERA General Plan.⁹

The major driver of the cost is the difference in the normal retirement age between the two plans. The PERA Correctional Plan has a normal retirement age of 55 while the PERA General Plan has a normal retirement age of 66. This would mean that 911 telecommunicators who transferred from the PERA General Plan to the PERA Correctional Plan would be expected to receive their pension while not making contributions to the plan for 11 additional years.

The ongoing contributions for the PERA General Plan and PERA Correctional Plan are set in statute. Under the PERA Correctional Plan, employees currently contribute at a rate of 5.83% of covered salary and employers at a rate of 8.75% of covered salary. Under the PERA General Plan, employees contribute at a rate of 6.5% of covered salary and employers at a rate of 7.5% of covered salary. It is possible that the addition of 911 telecommunicators to the PERA Correctional Plan would necessitate a change in the contribution rate for the PERA Correctional Plan but determining whether a change would be necessary requires a thorough actuarial study. Similarly, a thorough actuarial study is required to determine the ongoing contribution requirements for any new plan that the Legislature might choose to create for 911 telecommunicators.

The pension fund directors noted that administrative expenses are a consideration for the structure of any change going forward. They noted that setting up and administering a new plan would come with more administrative expense than would transferring 911 telecommunicators to an existing plan.

Finally, the Working Group noted that any changes in pension coverage would require extensive actuarial work to ensure that the plans remain properly funded. The fees for the actuarial work could range from tens of thousands to hundreds of thousands of dollars depending on the changes being made. The pension fund directors noted these actuarial costs should be provided for in any legislation making a change to pension coverage for 911 telecommunicators.

C. Survey Results

The Working Group commissioned several surveys to obtain information about 911 telecommunicators and their employers. The Working Group also asked the National Association of State Retirement Administrators (NASRA) to survey its members about national trends for providing pension benefits to emergency dispatchers. The full results of the surveys are available in Section B of the Appendix. Some notable results are summarized below.

⁹ “Public Employees Retirement Association on Transferring 911 Telecommunicators from the PERA General Plan to the PERA Correctional Plan,” [Appendix](#) p. C-2.

911 Telecommunicator Surveys

A statewide survey of 911 telecommunicators received responses from 921 respondents, which represents over half of all the 911 telecommunicators in the state.¹⁰ When asked whether they would prefer coverage by the PERA General Plan or the PERA Correctional Plan, 94% of respondents indicated a preference for the PERA Correctional Plan. Additionally, 65% of respondents indicated that the most important benefit feature was the option to retire with a full pension (no early retirement reduction) at age 55. Respondents were also asked, “Do you feel that your ability to perform your job effectively and efficiently has declined as you age?” 49% of respondents answered “yes,” while 51% of respondents answered “no;” of respondents age 60 or older, 57% answered “yes” and 39% answered “no.”

Employer Surveys

A survey of counties found that separation rates for 911 telecommunicators are higher than for all county employees.¹¹ The reasons given for the higher separation rates for 911 telecommunicators included high turnover rates during the probation or training phases and in the early years of employment due to night and weekend hours or because the employees left to pursue promotions or higher pay in other positions. Mental or emotional stress and the difficulties of the job were also noted as factors. The survey also indicated that 911 telecommunicators are far less likely than correctional employees to file for and receive workers compensation, a conclusion that was supported by information provided by the Minnesota Department of Labor and Industry.¹² The survey also indicated that counties were split on whether hiring 911 telecommunicators is more challenging relative to hiring other classes of employees.

Survey of other States’ Pension Systems (NASRA)

NASRA conducted a survey of its member public pension systems on behalf of the Working Group and received responses from 18 pension systems that administer pension benefits for emergency dispatchers.¹³ Of those 18 systems, one pension system responded that emergency dispatchers are covered by a public safety plan and 17 responded that they are covered by a general employees plan. Three systems also indicated that they had a process through which a particular local government could provide coverage for 911 telecommunicators by a public safety plan instead of by a general employees plan.

¹⁰ “Survey of 911 Telecommunicators Employed by the State and Local Governments - Survey Results,” [Appendix](#) p. B-16.

¹¹ “Survey of county employers on 911 telecommunicator recruitment, retention, other, by Association of Minnesota Counties (AMC) and Minnesota Inter-County Association (MICA),” [Appendix](#) p. B-29.

¹² “Workers Compensation Data,” [Appendix](#) p. A-20; “Emergency dispatcher workers’ compensation claims,” [Appendix](#) p. A-28.

¹³ The term “emergency dispatcher” is used here instead of “911 telecommunicator” because that is the term used in the NASRA survey and because the survey described personnel not located within the state of Minnesota.

D. Whether 911 Telecommunicators Should Be Covered by a Correctional Plan

The Working Group discussed whether 911 telecommunicators should be covered by the PERA Correctional Plan, or in the case of state employees, by the MSRS Correctional Plan. The Working Group decided not to recommend that 911 telecommunicators be placed in the correctional plans. This decision was in response to position statements submitted by groups urging that 911 telecommunicators not be placed in a correctional plan, including from the Minnesota Department of Corrections, the Minnesota Department of Human Services, and the Minnesota Correctional Officer Retirement Association (MNCORA). These position statements are included in the Section D of the Appendix.

V. Recommendations of the Working Group

The legislation directing the formation of the Working Group directed the group to report to the LCPR whether changes to the pension plan coverage for 911 telecommunicators are appropriate and, if so, to recommend changes. The Working Group was unable to come to an agreement on whether changes to pension plan coverage for 911 telecommunicators are appropriate. However, the Working Group agreed to make the following recommendations to the LCPR:

1. The Working Group recommends that public employers of 911 telecommunicators evaluate the wages, compensation schedules, other employee benefits, work scheduling, and work environment of 911 telecommunicators for adequacy and parity.
2. The Working Group recognizes that the nature of 911 telecommunicators' work is stressful and regularly exposes 911 telecommunicators to traumatic situations. The Working Group recommends that the Legislature provide for improved availability of mental health care for 911 telecommunicators.
3. The Working Group did not agree on whether pension benefits for 911 telecommunicators should be changed. However, if the Legislature were to establish a plan providing for enhanced pension benefits for 911 telecommunicators, the Working Group recommends the following:
 - a. The eligibility criteria for the plan should clearly define the employees who are eligible and those who are not by providing a clear definition of "911 telecommunicators". Participation in the plan by eligible employees should be mandatory.
 - b. Third-party certification or licensure as a 911 telecommunicator should not be the sole criteria for determining eligibility to receive enhanced pension benefits.
 - c. The state should provide sufficient funds to ensure that the funding ratio and projected funded status of any existing plan is not negatively impacted by any change in pension benefits for 911 telecommunicators. The state should also provide funds to cover the expenses related to establishing a new plan or tier of benefits, including actuarial fees for evaluating benefit proposals.
 - d. 911 telecommunicators who are state employees should be covered by the same plan as 911 telecommunicators who are local government employees. The plan should be administered by PERA.

Appendix

to the Report of the 911 Telecommunicator Pension Benefits Working Group

All information in this appendix was provided to the working group and posted on the Legislative Commission on Pensions and Retirement (LCPR) website over the summer and fall of 2021. Most of this information was presented and discussed at a meeting of the group.

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Appendix

Section A

Data

**Overview of 911 telecommunicator positions in Minnesota (state and local government employees)
by public safety answering points (PSAPs)**

Region	Operations Staff
<i>Northwest</i>	159
<i>Northeast</i>	159
<i>Central</i>	200
<i>Metro</i>	667
<i>South Central</i>	142
<i>Southwest</i>	123
<i>Southeast</i>	152
Total	1602

Union Legend	
LELS	Law Enforcement Labor Services
AFSME	American Federation of State, County & Municipal Employees
MNPEA	Minnesota Public Employee Association
Teamsters	International Brotherhood of Teamsters
	Saint Paul Police Federation

EMS Only Dispatch+6

EMS Dispatch PSAPs: 6 Secondary							
Jason Bartelt jason.bartelt@mayo.edu Tama Lynn tama.lynn@northmemorial.com		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
		Operations Supervisor Telecommunicator					
PSAP (county)							
Allina Medical Transportation (Ramsey)	Angie Fox 651-241-4451 (angie.fox@allina.com)	• •					
Hennepin Health EMS (Hennepin)	Wade Johnson 612-873-5672 (wade.johnson@hcmcd.org)	• Manager (1) • Supervisors (2.5) • Emergency Medical Dispatcher (22)	25.5				
Mayo Clinic Ambulance Service (Olmsted)	Karen Novak 507-538-4047 (novak.karen@mayo.edu)	• Manager (1) • Systems Manager (1) • Supervisor (1) • Assistant Supervisor (3) • Communications Training Officer (CTO) (2-4) • Emergency Medical Dispatcher-Quality (EMD-Q) (3) • Air Communications Specialist (ACS) (6) • Emergency Medical Dispatcher-Lead (6) • Emergency Medical Dispatcher-Frontline (EMD) (28)	51				
M Health Fairview Transportation (Ramsey) 709 Reaney Ave Saint Paul, MN 55106	Eli Chariff 651-326-1706 (ECharif@healtheast.org) (echarif@fairview.org)	• EMS Chief (1) - entire division • Deputy Chief (1) - entire division • Manager (1) • Comm Supervisor (1) • EMD (20)	22				
North Memorial Health Ambulance Service (Hennepin) 4501 68TH AVE N Brooklyn Center MN 55428	Tama Lynn 763-581-9242 (tama.lynn@northmemorial.com)	• Manager (1) • Supervisor (5) • Emergency Medical Dispatcher (36)	42	• Other - SEIU 113		• \$48,672 - \$74,651	
Ridgeview Ambulance Service (Carver) 201 LAKE AVENUE - SUITE 198 FAIRMONT, MN 56031	Jeff Frederick (jeff.frederick@ridgeviewmedical.org)	• •					
Gundersen Health System (Wisconsin) La Crosse, WI 54601	Darin Wendel 608-775-680 (dlwende1@gundersenhealth.org)	• •					
TOTALS			140.5				

State Patrol-2

State Patrol PSAPs: 2 Primary							
Tim Boyer timothy.boyer@state.mn.us		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
		PSAP (county)					
MN State Patrol (Ramsey) Water's Edge - Room 181 1500 West County Road B2 Roseville, MN 55113	Sheri Stevens, PSAP Manager sheri.stevens@state.mn.us	• Director (1) • Manager (1) • Shift Supervisor (7) • Radio Comms Operators (50.5)	60.5	• Other - MMA • Other - MMA • Other - MMA • AFSME	• MSRS General • MSRS General • MSRS General • ???	• \$71,240 - \$104,499 • \$59,090 - \$85,566 • \$48,984 - \$71,201 • \$47,982 - \$65,626	
MN State Patrol (Olmsted) 2900 48TH ST NW Rochester, MN 55901	Chris Jacobson charles.jacobson@state.mn.us	• Manager (1) • Shift Supervisor (2) • Radio Comms Operators (18)	21				
TOTALS			81.5				

NW REGION-14+1

NORTHWEST REGION (NW) PSAPs: 14 Primary - 1 Tribal							
Nancy Shafer nancy.shafer@co.polk.mn.us Jill Olson jill_o@co.lake-of-the-woods.mn.us		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
Becker CO SO 925 LAKE AVE BOX 702, DETROIT LAKES, MN 56501	Joan Stenger joan.stenger@co.becker.mn.us 218-847-2661	• Chief Deputy (1) • PSAP Supervisor (1) • 911 Telecommunicator (9)	10	• Non-bargaining • LELS • LELS	• PERA Police and Fire • PERA Coordinated • PERA Coordinated	• ?? - ?? • \$70,000 - ? • \$52,000 - ?	
Beltrami CO SO 613 MINNESOTA AVENUE BEMIDJI, MN 56601	Christopher Muller; Emergency Management Director/PSAP Director	• Communications Supervisor (1) • Communications Team Leader (2) • Communications Officer (10) •	13	• Non-bargaining • Teamsters • Teamsters	ALL PERA Coordinated	• \$60,174 - \$76,419 • \$47,632 - \$60,549 • \$44,970 - \$57,158	
Clearwater CO SO COURTHOUSE 213 NO MAIN AVENUE, DEPT 101 BAGLEY, MN 56621	Clarence LaCroix clarence.lacroix@co.clearwater.mn.us	• Jail Administrator/PSAP Coordinator/Office Manager (1) •Programmer-Training Communications Officer (1) •Communications Corrections Officers (8 FT + 4 PT)	14				Personnel in Corrections Retirement Fund
Hubbard CO SO 301 COURT AVENUE PARK RAPIDS, MN 56470	Sharon Blair sblair@co.hubbard.mn.us	• Grade-27 (non-contract) (1) • Grade 22 (10)	11	• Non-bargining • LELS	ALL PERA Coordinated	• \$50,000 - \$55,000 • \$40,000 - \$45,000	
Kittson CO SO 410 5TH ST S SUITE 102 HALLOCK, MN 56728	Kelly Kukowski kkukowski@so.co.kittson.mn.us	• Supervisor (1) • Dispatcher - FT (4) • Dispatcher - PT (4)	9				
Lake of the Woods CO SO COURTHOUSE 206 8TH AVE SE SUITE 300 BAUDETTE, MN 56623	Jill Hasbargen Olson jill_o@co.lotw.mn.us	• PSAP Manager (1) •	4	• Non-bargining	• Corrections	• \$22.14	
Mahnomen CO SO 311 NORTH MAIN ST PO BOX 440 MAHNOMEN, MN 56557	Sandy Johnson sandy.johnson@co.mahnomen.mn.us Josh.guenther@co.mahnomen.mn.us	• •	6				
Marshall CO SO 208 EAST COLVIN AVENUE SUITE 1 WARREN, MN 56762	Mark Ellerbusch mark.ellerbusch@co.marshall.mn.us	• •	10				
Norman CO SO 15 2nd AVENUE EAST PO BOX 313 ADA, MN 56510	Jeremy Thornton, Sheriff jeremy.thornton@co.norman.mn.us	• PSAP Supervisor (1) • PSAP Manager (1) • Dispatcher (4)	6	• Teamsters • Teamsters • Teamsters	• MSRS General • MSRS General • MSRS General	• \$19.19 - \$24.36 • \$19.19 - \$24.36 • \$19.19 - \$24.36	
Pennington CO SO 102 1ST ST W THIEF RIVER FALLS, MN 56701	Shad Cooper scooper@penningtonsheriff.org	• Dispatch Supervisor (1) • 9-1-1 Public Safety Dispatcher (7)	8				
Polk CO SO 600 BRUCE STREET - PO BOX 416 CROOKSTON, MN 56716	Nancy Shafer, Dispatch Supervisor nancy.shafer@co.polk.mn.us	• Supervisor (1) • Dispatcher - FT (8) • Dispatcher - PT (1)	10				
Red Lake Nation (Beltrami) RED LAKE BAND OF CHIPPEWA INDIANS LAW ENFORCEMENT CENTER HIGHWAY 1 RED LAKE, MN 56671	• •	• •					
Red Lake Co SO 124 LANGEVIN AVE RED LAKE FALLS, MN 56750	Paul Carriere pcarriere@sheriff.co.red-lake.mn.us		5				
Red River Regional (Clay, MN-Cass, ND) 300 NP, SUITE 206 FARGO, ND 58102	Mary Phillipi mphillipi@rrrdc.com	• Director (1) • Assistant Director (1) • Radio Systems Coordinatator (1) • Shift Supervisors (7) • Communications Operators (34)	41	• non-bargining • non-barining • non-bargining • non-bargining •non-bargining	• 401k • 401k • 401k • 401k •401k	• \$99,900 - \$130,974 • \$84,379 - \$110,625 • \$84,379 - \$110,625 • \$59,704 - \$82,144 • \$46,630 - \$67,638	
Roseau CO SO 604 5TH AVE SW ROSEAU, MN 56751	Matt Restad matt.restad@co.roseau.mn.us	• Supervisor (??) • Dispatcher - FT (8) • Dispatcher - PT (4)	12				
White Earth (Mahnomen) 3550 EAGLE VIEW RD PO BOX 418 WHITE EARTH MN 56591	• •	• •					
TOTALS			159				

NE REGION-12+1

NORTHEAST REGION (NE) PSAPs: 12 Primary - 1 Tribal							
Steve Olson Steve.Olson@co.lake.mn.us Jason Matthias Matthias.J@StLouisCountyMN.gov		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
PSAP (county)							
Aitkin County Sheriff's Office 217 SECOND ST NW AITKIN, MN 56431	Patrice Erickson patrice.erickson@co.aitkin.mn.us	• Dispatch Supervisor • Dispatch/Jailer	8	• Teamsters • Teamsters	• Corrections • Corrections	• \$25.99 - \$38.66 • \$18.00 - \$26.68	
Carlton County Sheriff's Office 317 WALNUT AVENUE PO BOX 530 CARLTON, MN 55718	Dylan Bridges dylan.bridges@co.carlton.mn.us	• 911 Administrator • 911 Supervisor • Public Saffey Dispatcher	10	• LELS • LELS • LELS	• PERA Coordinated • PERA Coordinated • PERA Coordinated	• \$32.11 - \$40.14 • \$25.70 - \$30.60 • \$22.46 - \$26.74	
Cass County Sheriff's Office 300 MINNESOTA AVENUE COURTHOUSE WALKER, MN 56484	Shanna Conner shanna.conner@co.cass.mn.us	• Chief Dispatcher • Dispatcher	11	• Teamsters • Teamsters	• PERA Coordinated • PERA Coordinated	• ??? - ??? • ??? - ???	
Cook County Sheriff's Office 143 GUNFLINT TRAIL GRAND MARAIS, MN 55604	Gary Fagerman gary.fagerman@co.cook.mn.us	• 911/Jail Administrator • Lead Dispatcher • Jailer/Dispatcher	8	• Non-bargaining • LELS • LELS	• Police and Fire • Corrections • Corrections	• \$75,400 • \$50,315 - \$68,931 • \$40,372 - \$55,328	
Crow Wing County Sheriff's Office 304 LAUREL STREET BOX 314 BRAINERD, MN 56401	Jessica Turner jessica.turner@crowwing.us	• Lieutenant 911 Operations • 911 Operations Supervisor • 911 Communications Officer • Part Time 911 Communication Officer	18	• Non-bargaining • Teamsters • LELS • Non-bargaining	• PERA Coordinated • PERA Coordinated • PERA Coordinated • ???	• \$70,186 - \$105,280 • \$55,952 - \$83,928 • \$44,604 - \$66,906 • ??? - ???	
Itasca County Sheriff's Office COURTHOUSE 440 FIRST AVE. NE GRAND RAPIDS, MN 55744	Mark Lallak mark.lallak@co.itasca.mn.us	• Lieutenant of Communications • Emgerceny Communications Specialist	12	• Other - ICEA • AFSME	• PERA Coordinated • PERA Coordinated	• \$70,000 - \$85,000 • \$50,000 - \$61,000	
Kanabec County Sheriff's Office 100 SOUTH VINE STREET MORA, MN 55051	Kelly Schmitt kelly.schmitt@co.kanabec.mn.us	• PSAP Administrator • Dispatcher	14				
Koochiching County Sheriff's Office 715 4TH STREET INTERNATIONAL FALLS, MN 56649	Carrie Geiss carrie.geiss@co.koochiching.mn.us	• E911/Jail Administrator • E911 Corrections Officers	8				
Lake County Sheriff's Office 613 THIRD AVENUE TWO HARBORS, MN 55616	Steve Olson steve.olson@co.lake.mn.us	• Jail Administrator/PSAP Manager • Sergeant • Jailer/Dispatcher	10	• MNPEA • MNPEA • MNPEA	• Corrections • Corrections • Corrections	• \$55,000 - \$74,000 • \$54,000 - \$61,000 • \$41,000 - 56,000	
Leech Lake Reservation (Cass) - not PSAP 200 Sail Star Drive NE Cass Lake, MN 56633	Michael Reyes michael.reyes@llpolice.org	• Chief Dispatcher • Dispatcher	10				
Pine County Sheriff's Office 635 NORTHRIDGE DR NW #110 PINE CITY, MN 55063	Denise Baran Denise.Baran@co.pine.mn.us	• Confidential Office Manager • Dispatcher	12				
St Louis County Sheriff's Office Duluth-911 COMMUNICATIONS SLC PUBLIC SAFETY BUILDING 2030 N. ARLINGTON AVENUE DULUTH, MN 55811	Brandon Silgjord silgjordb@stlouiscountymn.gov	• Center Supervisors (3) • Lead Emergency Communications Specialist (4) • Emergency Communications Specialist (31)	38	• AFSME • AFSME	• PERA Coordinated • PERA Coordinated	• \$23.68 - \$27.42 • \$22.00 - \$25.49	
TOTALS			159				

CE REGION-18

CENTRAL REGION (CE) PSAPs: 18 Primary							
Jason Karlgaard jkarlgaa@co.ottertail.mn.us Sarah Booker sarah.booker@co.todd.mn.us		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
		9-1-1 Emergency Communications Personnel (authorized numbers)					
PSAP (county)							
Benton CO SO 581 HWY 23 NE - PO BOX 159 FOLEY, MN 56329	Julie Fraley fralj@co.benton.mn.us 320-968-8116	• Divisions Supervisor • Dispatcher	9	• LELS • LELS	• PERA Coordinated • PERA Coordinated	• \$63,586 - \$87,235 • \$46,779 - \$64,168	
Big Stone CO SO (Dispatch by Kandiyohi) 20 SE SECOND STREET ORTONVILLE, MN 56278	Mark Brown markb@bsco.us 320-214-6700 ext 3502	• Chair 1 Dispatcher • Dispatcher					
Douglas CO SO 216 7TH AVENUE WEST ALEXANDRIA, MN 56308	Tom Egan tome@co.douglas.mn.us 320-304-9248	• Communications Supervisor • Lead Dispatcher • Dispatcher	12				
Grant CO SO COURTHOUSE 10 2ND STREET NE - PO BOX 58 ELBOW LAKE, MN 56531	Tina McGrath tina.mcgrath@co.grant.mn.us 218-685-8262	• Dispatch/Record Supervisor • Dispatch	6	• non-bargaining • ???	• PERA Coordinated • ???	• ??? - ??? • ??? - ???	
Kandiyohi CO SO 2201 23RD STREET NE - PO BOX 733 WILLMAR, MN 56201-1595	Julie Wyffels julie.wyffels@kcmn.us 320-214-6700 ext 3302	• Communications Supervisor • Chair 1 Dispatcher • Dispatcher	15				
Meeker CO SO 326 NO RAMSEY AVE LITCHFIELD, MN 55355	Becky Howell becky.howell@co.meeker.mn.us 320-693-1785	• Chief Deputy • Dispatcher Supervisor • Dispatcher	12				
Mille Lacs CO SO 640 THIRD ST SE MILACA, MN 56353	Andy Beckstrom andy.beckstrom@millelacs.mn.gov 320-241-0718	• PSAP Manager (1) • Dispatcher (10)	11	• MNPEA • Teamsters	• PERA Coordinated • PERA Coordinated	• \$60,000 - \$77,000 • \$41,000 - \$52,500	
Morrison CO SO 213 SE FIRST AVE LITTLE FALLS, MN 56345	Victoria Ingram victoriai@co.morrison.mn.us 320-632-1095	• Communications Supervisor (1) • Lead Dispatcher (1) • Dispatcher (10)	12	• non-bargaining • LELS	• PERA Coordinated • PERA Coordinated	• \$23.96 - \$31.54 • \$22.15 - \$29.16	
Otter Tail CO SO 417 SOUTH COURT STREET FERGUS FALLS, MN 56537	Jason Karlgaard jkarlgaa@co.ottertail.mn.us 218-998-8708	• E-911 Communications/Dispatch Supervisor • Communications Officer/E-911 Dispatcher	13	• LELS • LELS	• PERA Coordinated • PERA Coordinated	• \$25.90- \$38.88 • \$20.80 - \$31.20	
Pope CO SO 130 E. MINNESOTA AVE. GLENWOOD, MN 56334	Tim Riley tim.riley@co.pope.mn.us 320-634-7797	• Chief Deputy • Dispatcher	8				
Stearns CO SO 705 COURTHOUSE SQUARE - ROOM 35 ST. CLOUD, MN 56303	Mary Lieser mary.lieser@co.stearns.mn.us 320-293-6751	• Communications Lieutenant • Communications Sergeant • Lead Dispatcher • Dispatcher	36	• LELS • LELS • LELS • LELS	• PERA Coordinated • PERA Coordinated • PERA Coordinated • ???	• \$65,833 - \$96,623 • \$59,713 - \$87,640 • \$51,582 - \$75,706 • \$46,786 - \$68,668	
Stevens CO SO 400 COLORADO AVE, SUITE 401 - PO BOX 245 MORRIS, MN 56267	Brian Koehler briankoehler@co.stevens.mn.us 320-208-6508	• Manager • Dispatcher/Jailer Communications	7				
Swift CO SO COURTHOUSE 301 14TH ST. NO. BENSON, MN 56215	John Holtz john.holtz@co.swift.mn.us 320-843-3133	• PSAP Manager/Jail Administrator (Sheriff) • PSAP Supervisor (1) • Communications/Corrections Officer	10				
Todd CO SO 115 3RD STREET SOUTH LONG PRAIRIE, MN 56347	Sarah Booker sarah.booker@co.todd.mn.us 320-732-7842	• Dispatcher Supervisor/PSAP Manager • Dispatcher	10	• Teamsters • Teamsters	• Corrections • PERA Coordinated	• \$23.1 - \$29.38 • \$20.63 - \$26.14	
Traverse CO SO 702 SECOND AVE NO WHEATON, MN 56296	Brenda Bartz brenda.bartz@co.traverse.mn.us 320-422-7800 ext. 7711	• PSAP Manager/Jail Administrator • Communications/Corrections Officer					
Wadena CO SO COURTHOUSE 415 SO JEFFERSON WADENA, MN 56482	Bryan Savaloja bryan.savaloja@co.wadena.mn.us 218-631-7600	• SGT/Jail Adminstrator/PSAP Supervisor • Dispatcher	10				
Wilkin CO SO 515 DACOTAH AVENUE BRECKENRIDGE, MN 56520	Billy Joe Porter bporter@co.wilkin.mn.us 218-643-8544	• PSAP Manager/Chief Deputy • Dispatcher/Jailer	8				
Wright CO SO 3800 BRADDOCK AVENUE NE BUFFALO, MN 55313	Haley DuBois haley.dubois@co.wright.mn.us 763-682-7605	• PSAP Manager (1) (2018 Civilian) • Communications Shift Lead (3) • Communications Officer (FTE 15, PTE 2)	21	• Manager-none • MNPEA •	• PERA Coordinated • PERA Coordinated • PERA Coordinated	• \$30.03 - \$42.05 • \$26.74 - \$37.42 • \$23.78 - \$33.30	
TOTALS			200				

ME REGION-18+1+6

METRO REGION (ME) PSAPs: 18 Primary (1-Federal) - 6 Secondary (5 EMS+Transit)							
Heidi Hieserich Heidi.Hieserich@mspmac.org Chad Loeffler Chad.Loeffler@metrotransit.org		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
PSAP (county)	9-1-1 Emergency Communications Personnel (authorized numbers)						
Anoka County ANOKA COUNTY COURTHOUSE 325 EAST MAIN STREET ANOKA, MN 55303	Val Sprynczynatyk Director Valerie.Sprynczynatyk@co.anoka.mn.us (763) 324-4773	• Director (1) • Coordinator (1) • CAD Administrator (1) • Supervisor (8) • Dispatchers (44) • Casual Staff (1)	55	• Director - non-bargaining • Communications Coordinator - non-bargaining • Dispatch Supervisor - non-bargaining • Dispatchers - LELS • Office Manager - non-bargaining	ALL PERA Coordinated	• \$90,000 - \$115,000 • \$80,000 - \$100,000 • \$66,000 - \$89,000 • \$42,000 - \$80,000 • \$50,000 - \$60,000	
Bloomington PD (Hennepin) 1800 WEST OLD SHAKOPEE ROAD BLOOMINGTON, MN 55431	LaVae Robinson Dispatch Supervisor lrobinson@bloomingtonmn.gov	• Dispatch Supervisor (1) • Civilian Police and Fire Dispatch (13)	14	• Civilian Services Manager - non-bargaining • Dispatch Supervisor - non-barginin • Dispatcher - IAFF	ALL PERA Coordinated	• \$98,481 - \$131,291 • \$71,033 - \$954,699 • \$28.46 - \$36.00	
Carver County Sheriff's Office 606 EAST 4TH STREET CHASKA, MN 55318	Susan Bowler Communications Services Manager sbowler@co.carver.mn.us (952) 361-1188	• Communications Services Manager (1) • PSAP Supervisor (3) • TAC-Dispatcher (1) • 911 Dispatcher (14)	19	• Manager - non-bargaining • Others - Teamsters #320	All PERA Coordinated	• \$74,401 - \$111,592 • \$29.40 - \$44.10 • \$24.31 - \$36.47 • \$22.47 - \$33.71	RSA = Radio System Administrator TAC = Terminal Access Coordinator
Chisago County Sheriff's Office 111 MAIN ST CENTER CITY, MN 55012	Alicia Stovern Director Alicia.Stovern@chisagocounty.us (651) 213-6481	• Director (1) • Telecommunications Center Sergeant (1) • Program Coordinator (1) • Emergency Telecommunicator (14)	17	• Director - ?? • Others - Teamsters #320	All PERA Coordinated	• ?? - ?? • \$32.26 - ?? • \$27.06 - ?? • \$22.39 - \$26.89	
Dakota Communications (3 zones) 2860 160TH STREET WEST ROSEMOUNT, MN 55068	Cheryl Pritzlaff Operations Director cpritzlaff@mn-dcc.org (651) 322-1902	• Executive Director (1) • Operations Director (1) • Executive Assistant (1) • Quality Assurance Specialist (1) • Administration Supervisor (1) • Information Technology Support (2) • Supervisors (6) • Dispatchers (53)	66	• Executive Director - non-bargaining • Operations Director - non-bargaining • Executive Assistant - non-bargaining • Quality Assurance Specialist - LELS • Administration Supervisor - LELS • Information Technology Support - non-bargaining • Supervisors - LELS • Dispatchers - LELS	All PERA Coordinated	• \$52.82 - \$79.24 • \$39.02 - \$58.52 • \$31.25 - \$39.56 • \$40.62 - \$43.37 • \$40.62 - \$43.37 • \$30.49 - \$38.61 • \$40.62 - \$43.37 • \$25.38 - \$35.41	
Eden Prairie PD (Hennepin) 8080 MITCHELL ROAD EDEN PRAIRIE, MN 55344	Lisa Vik PSAP Supervisor lvik@edenprairie.org (952) 949-6250	• Dispatch Supervisor (1) • 911 Dispatcher (10FT/1PT)	12	• Supervisor - non-bargaining • Public Saftey Telecommunicator - non-bargaining	ALL PERA Coordinated	• \$72,654 - \$87,131 • \$63,045 - \$73,736	
Edina PD (Richfield) (Hennepin) 4801 WEST 50TH STREET EDINA, MN 55424	Janelle Harris PSAP Manager Jharris@edinaMN.gov (952) 833-9523	• Dispatch Supervisor (1) • Dispatch Lead (2) • 911 Dispatcher (9 FT/1 PT)	13	• Supervisor - non-bargaining • Dispatch lead - MNPEA • 911 Dispatcher - MNPEA	ALL PERA Coordinated	• \$95,365 • \$64,147.20 - \$82,243.20 • \$59,987.20 - \$578,083.20	
Hennepin County Sheriff's Office (East, North, South) 1145 SHENANDOAH LANE N PLYMOUTH, MN 55447	Tony Martin Emergency Communications Director (612) 596-1907 tony.martin@hennepin.us	• Director (1) (Civilian 2019) • Operations Manager (1) (Civilian 2019) • Administration Manager (1) (Civilian 2019) • 9-1-1 Telecommunicator Operations Sergeant (8) • Training Supervisor (1) • Administration Supervisor [Tech/QA] (2) • 9-1-1 Telecommunicator (FT-56, PT-3) • Records Clerk [Info/Data] (6)	79	• Director - non-bargaining • Operations Manager - non-bargaining • Administration Manager - non-Bargaining • Operations Supervisor - HC Supervisor Assoc. • Training Supervisor - HC Supervisor Assoc. • Administration Supervisor - HC Supervisor Assoc. • Telecommunicator - MNPEA • Records Clerk - AFSCME	All PERA Coordinated	• \$37.87 - \$60.01 • \$34.31 - \$54.47 • \$34.31 - \$54.47 • \$29.57 - \$44.36 • \$29.57 - \$44.36 • \$29.57 - \$44.36 • \$24.32 - \$36.49 • \$17.71 - \$27.45	
Isanti County Sheriff's Office 509 EIGHTEENTH AVE. SW CAMBRIDGE, MN 55008	Chris Caulk Sheriff chris.caulk@sheriff.co.isanti.mn.us (763) 691-2408	• Communications Supervisor (1) • 9-1-1 Coordinator-Communications Officer (1) • Communications Officer (8)	10	LELS	ALL PERA Coordinated	• \$28.39 - \$33.86 • \$26.73 - \$31.68 • \$25.26 - \$29.87	
Airport-MAC (Hennepin) MSP INTERNATIONAL AIRPORT EMERGENCY COMMUNICATIONS 6920 34TH AVENUE SOUTH MINNEAPOLIS 55450-1116	Manager-TBD (vacant) Lauren Petersen Communications Systems Administrator lauren.petersen@mspmac.org	• Manager (1) • Communications Systems Administrator (1) • Duty supervisors (3) • Emergency Communication Specialist (ECS) (14) • Video Surveillance Specialist (1)	20	ECS are LELS Others are non-Union	ALL PERA Coordinated		
Minneapolis Emergency Communications Center (Hennepin) CITY HALL 350 SOUTH 5TH ST - ROOM B 911 MINNEAPOLIS, MN 55415 1318	Lynn Anderson (Interim), Director Lynn.Anderson@minneapolismn.gov	• Director (1) • Operations Manager (1) • Administrative Analyst (1) • Training and Quality Assurance Manager (1) • Training and Quality Assurance Specialist (1) • Supervisors (9) • Dispatchers (69)	83				
Minneapolis AF Reserve Station Ft Snelling (Hennepin)	Major Ryan Buatala Operations Officer ryan.buatala@us.af.mil (612) 713-1106	• Operations Superintendent (1) • Operations Officer (1) • Flight Sergeant (military) (3) • Assistant shift supervisor (civilian) (3) • Base Defense Operations Control Controller (14)	18				
Ramsey County 388 13TH STREET ST PAUL, MN 55102	Nancie Pass Director Nancie.pass@co.ramsey.mn.us 651-266-7732	• Director of Emergency Communications(1) • ECC Technical Support Manager (1) • Emergency Communications Manager (4) • ECC Technical Support Supervisor (1) • Emergency Communications Shift Supervisor (6) • Dispatcher - Fire (14) • Emergency Communications Shift Supervisor (7) • Geographic Information System Specialist (1) • Dispatcher - Law (1) • 9-1-1 Telecommunicator (3) • ECC Support Technician(5) • Public Safety Dispatcher (46) • Administrative Secretary (1) • Clerk 4 (1) • 9-1-1 Telecommunicator (57) • Clerk/Typist 1 (1)	150	• Non-Bargaining • Non-Bargaining • Non-Bargaining • Non-Bargaining • Saint Paul Police Federation • Saint Paul Police Federation • LELS • AFSCME • Saint Paul Police Federation • Saint Paul Police Federation • AFSCME • LELS • AFCSME • AFCSME • LELS • LELS • AFSC	• PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA • PERA	• \$85,046 - \$126,404 • \$78,676 - \$116,813 • \$71,487 - \$106,108 • \$70,112 - \$103,984 • \$69,576 - \$93,891 • \$62,005 - \$83,491 • \$60,596 - \$89,751 • \$59,981 - \$88,841 • \$58,094 - \$78,187 • \$53,830 - \$72,405 • \$51,313 - \$76,065 • \$50,136 - \$72,525 • \$46,578 - \$73,228 • \$45,761 - \$74,742 • \$44,637 - \$64,570 • \$31,748 - \$43,898	
Saint Louis Park PD (Hennepin) 3015 RALEIGH AVENUE SOUTH SAINT LOUIS PARK, MN 55416-5707	Marvin Solberg msolberg@stlouispark.org	• Lead Dispatcher (1) • Dispatcher (7 FT / 4 PT)	12				
Scott County Sheriff's Office 301 SOUTH FULLER STREET SHAKOPEE, MN 55379	Carrie Bauer 911 Dispatch Supervisor cbauer@co.scott.mn.us (952) 496-8721	• 911 Dispatch Supevisor (4) • 911 Dispatcher (19)	23	• Manager - non-barginng • Supervisor - MNPEA • Dispatcher - MNPEA	ALL PERA Coordinated	• \$73,734 - \$115,209 • \$58,344 - \$87,526 • \$51,937 - \$77,916	

ME REGION-18+1+6

METRO REGION (ME) PSAPs: 18 Primary (1-Federal) - 6 Secondary (5 EMS+Transit)							
Heidi Hieserich Heidi.Hieserich@mspmec.org Chad Loeffler Chad.Loeffler@metrotransit.org		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
PSAP (county)							
Sherburne County Sheriff's Office 13880 HIGHWAY 10 ELK RIVER, MN 55330	Laura Anderson Dispatch Supervisor laura.anderson@co.sherburne.mn.us (763) 765-3595	• Dispatch Supervisor (2) • Dispatcher (13)	15	• Supervisor - LELS • Dispatcher - LELS	ALL PERA Coordinated	• \$58,593.60 - \$82,014.40 • \$49,004.80 - \$68,660.80	
University of MN (Mpls) (Hennepin) 505 WASHINGTON AVE SE MINNEAPOLIS, MN 55455	Jeff Lessard jdlessar@umn.edu	• PSECC Supervisor (1) • Dispatcher (10)	11	• Non-Bargaining • AFSCME	MSRS	• \$67,288 - \$111,009 • \$24.03 - \$28.86	
Washington County Sheriff's Office 15015 – 62nd STREET NORTH STILLWATER, MN 55082	Darlene Pankonie Communications Center Division Manager darlene.pankonie@co.washington.mn.us (651) 430-7833	• Communications Center Division Manager (1) (2008 Civilian) • PSAP Coordinator (6) • 9-1-1 Public Safety Dispatcher (27)	34	• Manager - Supervisor Association • PSAP Coordinators - MNPEA • 911 Public Safety Dispatcher - MNPEA	PERA Coordinated	• \$78,624 - \$107,702 • \$29.44 - \$40.33 • \$23.67 - \$32.92	
Metro Transit (Mpls) (Hennepin) 519 10TH AVE N MINNEAPOLIS, MN 55411	Chad Loeffler Manager chad.loeffler@metrotransit.org (612) 349-7311	• Manager (1) • Assistant Manager (3) • TCC Supervisor (Dispatcher/TC) (27)	31				**New Secondary PSAP as of Nov 13, 2019
TOTALS			682				

SC REGION-11

SOUTH CENTRAL REGION (SC) PSAPs: 11 Primary							
Peggy Reimers preimers@co.nicollet.mn.us Melanie Nelson mnelson@co.le-sueur.mn.us		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
		PSAP (county)					
Blue Earth CO SO 401 CARVER ROAD MANKATO, MN 56001	Tim Peterson tim.peterson@blueearthcountymn.gov	• Administrator • Sergeant • 911 Dispatcher	20	• Non-bargaining • LELS • LELS	• PERA Coordinated • PERA Coordinated • PERA Coordinated	• \$59,800 - \$82,700 • \$45,510 - \$62,982 • \$43,243 - \$56,513	
Brown CO SO 15 SOUTH WASHINGTON - PO BOX 877 NEW ULM, MN 56073	Gina Winter gina.winter@co.brown.mn.us	• Communication Lieutenant • 911 Dispatcher	14				
Faribault CO SO 320 DR. H. RUSS STREET BLUE EARTH, MN 56013	Todd Hanevik toddh@frcsd.org	• Jailer/Dispatcher •	18				
Le Sueur CO SO 435 E Derrynane St LE CENTER, MN 56057	Melanie Nelson mnelson@co.le-sueur.mn.us	• 911 Supervisor • 911 Dispatchers	12	• Non-bargaining • Teamsters	• Corrections • Corrections	• \$56,700.80 - \$75,878.40 • \$44,907.20 - \$60,132.80	
Martin CO SO 201 LAKE AVENUE - SUITE 198 FAIRMONT, MN 56031	JoAnn Russenberger joann.russenberger@co.martin.mn.us	• Chief Communications Officer • Communications Officers	10	• Non-bargaining • LELS	• PERA Coordinated • PERA Coordinated	• \$27.47 - \$37.36 • \$25.74 - \$35.01	
Hutchinson PD (McLeod) 10 FRANKLIN STREET SW HUTCHINSON, MN 55350-2464	Thomas Gifferson tgifferson@ci.hutchinson.mn.us	• Dispatcher •	10				
McLeod CO SO 801 EAST 10TH ST GLENCOE, MN 55336	Jennifer Otto jennifer.otto@co.mcleod.mn.us	• Communications Sergeant • 911 Dispatchers	16				
Nicollet CO SO 501 S Minnesota Ave SAINT PETER, MN 56082	Peggy Reimers peggy.reimers@co.nicollet.mn.us	• Dispatch Sergeant • 911 Coordinator • 911 Dispatcher	12				
Sibley CO SO 419 HARRISON STREET GAYLORD, MN 55334	Aaron Louwagie aaronl@co.sibley.mn.us	• Jailer/Dispatcher	14				
Waseca CO SO 122 THIRD AVE NW WASECA, MN 56093	Dave Melchert Dave.Melchert@co.waseca.mn.us	• 911 Dispatcher •	9				
Watonwan CO SO 715 3RD AVENUE SOUTH - PO BOX 168 SAINT JAMES, MN 56081	Tamara Colon tamara.colon@co.watonwan.mn.us	• Dispatch Supervisor (1) • Dispatcher (5 FT-1 PT)	7				
Totals			142				

SW REGION-13

SOUTHWEST REGION (SW) PSAPs: 13 Primary							
Nancy Veen nveen@co.nobles.mn.us JT Schacherer jschacherer@co.chippewa.mn.us		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
		PSAP (county)					
Chippewa CO SO 629 NORTH 11TH STREET MONTEVIDEO, MN 56265	JT Schacherer JSchacherer@co.chippewa.mn.us	• Jail Administrator/PSAP Manager (1) • 911 telecommunicator (8)	9	• Teamsters • LELS	• Corrections • Corrections	• \$60,000 - \$80,000 • \$42,000 - \$58,000	
Cottonwood CO SO 902 FIFTH AVENUE WINDOM, MN 56101	Jason Rupp jason.rupp@co.cottonwood.mn.us	• Jail/Dispatch Supervisor • Dispatch/Jailer (8 FT & 6 PT)	15				
Jackson CO SO 400 SHERMAN ST. JACKSON, MN 56143	Gary Reif gary.reif@co.jackson.mn.us	• Administrator (1) • Supervisor (1) • Dispatcher/Jailer (11 FT)	13				
Lac Qui Parle CO SO 600 SIXTH STREET MADISON, MN 56256	Brian Benck brian.benck@lqpc.com	• Supervisor (1) • Dispatcher (5 FT & 2 PT)	8	• Non-bargaining • MNPEA	• Police and Fire • Corrections	• 64,230 - \$70,262 • \$39,603 - \$43,2884	
Lincoln CO SO 322 NORTH WALLACE IVANHOE, MN 56142	Chad Meester Cmeester@co.lincoln.mn.us	• Supervisor (1) • Dispatch/Jailers (5 FT & 1 PT)	7				
Lyon CO SO 611 W. MAIN ST - PO BOX 28 MARSHALL, MN 56258	Eric Wallen ericwallen@co.lyon.mn.us	• Supervisor (1) • Dispatcher (8 FT & 1 PT)	10				
Murray CO SO 2558 29TH STREET - PO BOX 57 SLAYTON, MN 56172	Steve Telkamp stelkamp@murraycountysheriff.org	• Supervisor (1) • Dispatch/Jailer (4 FT & 2 PT)	7				
Nobles CO SO 1530 AIRPORT RD, SUITE 300 - PO BOX 757 WORTHINGTON, MN 56187 0757	Nancy Veen nveen@co.nobles.mn.us	• Supervisor (1) • Dispatcher (5)	6				
Pipestone CO SO 416 SOUTH HIAWATHA PIPESTONE, MN 56164	Mike Hamann mike.hamann@co.pipestone.mn.us	• Jail Administrator (1) • Dispatcher/Jailer (9 FT & 2 PT)	12				
Redwood CO SO 303 E. THIRD STREET - PO Box 47 REDWOOD FALLS, MN 56283	Julie Senst julie_s@co.redwood.mn.us	• Lead Dispatcher/TAC • Dispatcher (5 FT & 1 PT)	7	• ??? • LELS	• Corrections • Corrections	• \$41,121.60 - \$58,864 • \$39,332.80 - \$56,326.40	
Renville CO SO COURTHOUSE ANNEX 105 5th STREET SOUTH - SUITE 210 OLIVIA, MN 56277	Scott Hable scotth@renvillecountymn.com	• Dispatch Coordinator (1) • Dispatcher (4 FT & 1 PT)	6	• LELS • LELS	• PERA Coordinated • PERA Coordinated	• 42,348 -\$58,760 • \$39,956 - \$55,411	
Rock CO SO 1000 NORTH BLUE MOUND AVE - PO BOX 613 LUVERNE, MN 56156	Aaron Blank Aaron.blank@co.rock.mn.us	• Dispatch Lead (1) • Dispatcher (4 FT & 1 PT)	6				
Yellow Medicine CO SO 960 FOURTH STREET, SUITE 1 GRANITE FALLS, MN 56241-1459	Steve Gagnon steve.gagnon@co.ym.mn.gov	• Supervisor (1) • Dispatcher (4 FT & 6 PT)	11	• Non-bargaining • Teamsters	• Corrections • Corrections	• \$22.73 - \$31.47 • \$21.44 - \$29.69	
TOTALS			117				

SE REGION-10+1+1

SOUTHEAST REGION (SE) PSAPs: 10 Primary - 1 State - 1 Secondary							
Wayne Betcher wayne.betcher@co.goodhue.mn.us Faith Evers fevers@rochestermn.gov		Personnel					Notes
		Frontline Titles	Total Staffing	Union(s)	Pension Fund(s)	Salary Range	
Dodge County Sheriff's Office 22 E. SIXTH ST. DEPARTMENT 201 MANTORVILLE, MN 55955	Matt Maas matt.maas@co.dodge.mn.us	• PSAP Director (1) • Lead Dispatcher (1) • Dispatchers (12)	14	• non-bargaining • Teamsters • Teamsters	• PERA Coordinatated • PERA Coordinated • PERA Coordinated	• \$83,000 • \$55,000 • \$54,000	
Fillmore County Sheriff's Office 901 HOUSTON - PO BOX 525 PRESTON, MN 55965	Leroy Eickhoff leickhoff@co.fillmore.mn.us	• 9-1-1 Dispatcher/Supervisor (1) • 9-1-1 Public Safety Dispatcher (3 FT & 3 PT)	7				
Freeborn CO LEC 411 S. BROADWAY ALBERT LEA, MN 56007	Penny Gangruth penny.grangruth@co.freeborn.mn.us	• 9-1-1 Dispatcher/Supervisor (1) • 9-1-1 Public Safety Dispatcher (9)	10	• ??? • LELS	• PERA Coordinated • PERA Coordinated	• \$80,000 • \$62,000	
Goodhue County Sheriff's Office 430 WEST SIXTH STREET RED WING, MN 55066	Chad Steffen chad.steffen@co.goodhue.mn.us	• 9-1-1 Dispatcher/Supervisors (4) • 9-1-1 Public Safety Dispatcher (8)	12				
Houston County Sheriff's Office 304 SOUTH MARSHALL - PO BOX 106 CALEDONIA, MN 55921	Mark Olson mark.olson@co.houston.mn.us	• PSAP Coordinator (1) • Dispatchers (16)	17				
Mower CO LEC AUSTIN POLICE DEPARTMENT 201 NE 1ST STREET AUSTIN, MN 55912	Rick Eggert ricke@co.mower.mn.us	• 9-1-1 Dispatch Supervisor (1) • 9-1-1 Dispatcher/Records (4) • 9-1-1 Dispatcher (11)	16	• non-bargaining • LELS • ???	• PERA Coordinated • PERA Coordinated • ???	• \$52,865 - \$78,147 • \$45,333 - \$61,999 • ???	
Olmsted CO Law EC (& Backup) 101 4TH STREET SE ROCHESTER, MN 55904	Melissa Burns mjburns@rochestermn.gov	• Communications manager (1) • 911 Supervisor (4) • 911 Public Safety Dispatcher (22)	27	• Other - RSA • Other - RSA • Other - IAFF	• PERA Coordinated • PERA Coordinated • PERA Coordinated	• \$73,341 - \$107,856 • \$64,786 - \$91,464 • \$53,622 - \$68,432	
Rice/Steele (Pearl ST 911 Center, Steele) 204 EAST PEARL STREET OWATONNA, MN 55060	Jill Bondhus jbondhus@rsc-psap.org	• Supervisor (5) • Dispatchers (20)	25				
Wabasha County Sheriff's Office 848 17th STREET EAST - SUITE 1 WABASHA, MN 55981	Greg (Eugene) Jensen ejensen@co.wabasha.mn.us	• 9-1-1 Supervisor (1) • 9-1-1 Dispatchers (10)	11				
Winona County Sheriff's Office 201 W. THIRD STREET WINONA, MN 55987	Jennifer Lavalla jlavalla@co.winona.mn.us	• PSAP Supervisor (1) • Public Safety Dispatchers (12)	13				
TOTALS			152				

Average salaries of state and local government 911 telecommunicators

Comparing 911 Telecommunicator Salary for State Employees and Local Government Employees

State Patrol or Region	No. of Dispatchers Positions (not including supervisors)	No. of Dispatchers Positions with Salary Information available	Average (mean) bottom of salary range by position	Average (mean) top of salary range by position
State Patrol	68	68	\$47,982	\$65,626
Metro Region	487	421	\$49,890	\$71,516
NW Region	141	58	\$44,738	\$60,758
NE Region	136	86	\$44,694	\$57,344
CE Region	172	97	\$45,789	\$64,115
SC Region	136	38	\$46,163	\$61,423
SE Region	124	22	\$53,622	\$68,432

911 Telecommunicators in the MSRS General Plan

Date: December 3, 2021

To: 911 Telecommunicator Pension Benefits Working Group

From: Susan Lenczewski, Executive Director, LCPR

Subject: MSRS Data on Members Who Are Current or Former 911 Telecommunicators

The following was provided to the LCPR, via email dated November 16, 2021, from Erin Leonard, Executive Director of the Minnesota State Retirement System:

Here is a summary of the data you requested for MSRS Plan members that are current or former telecommunicators.

Total Count of 911 Dispatchers	330
---------------------------------------	------------

Count of Members by Status

Current Active Dispatchers	61
Active Former Dispatchers	42
Inactive Vested & Non-Vested	68
Refunded	66
Retired/Disabled Dispatchers	73
Transferred to Another Retirement Fund	20

Age Stats

Average Age of Current Active	40
Average Age at Retirement	59
Average Age at Retirement /w Disability	49

MSRS GERP Retirees_Average Age at Retirement*	64
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**Retirees who retired in 2020 (Rule of 90 may apply)*

There are 8 individuals that received a total and permanent disability. The range of dates they were approved is from 1995 to 2021. Of the 8, all were approved due to physical disabilities except one.

911 Calls from 2016 to 2021 to Local Government PSAPs

Date: August 26, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

*From: Dana Wahlberg, Director, Emergency Communication Networks,
Minnesota Department of Public Safety*

Subject: PSAP (Public Safety Answering Point) call data

I only have data back to 2016, but you will be able to see a consistent trend fluctuating by fewer than 100,000 calls throughout these six years. Text to 9-1-1 was implemented statewide in December 2017. We do not have statewide reporting for text but was able to get statistics from a vendor that is relatively close.

Minnesota 9-1-1 calls in total per year

2016 = 2,988,355

2017 = 2,914,620

2018 = 2,924,330

2019 = 3,067,055

2020 = 2,948,550

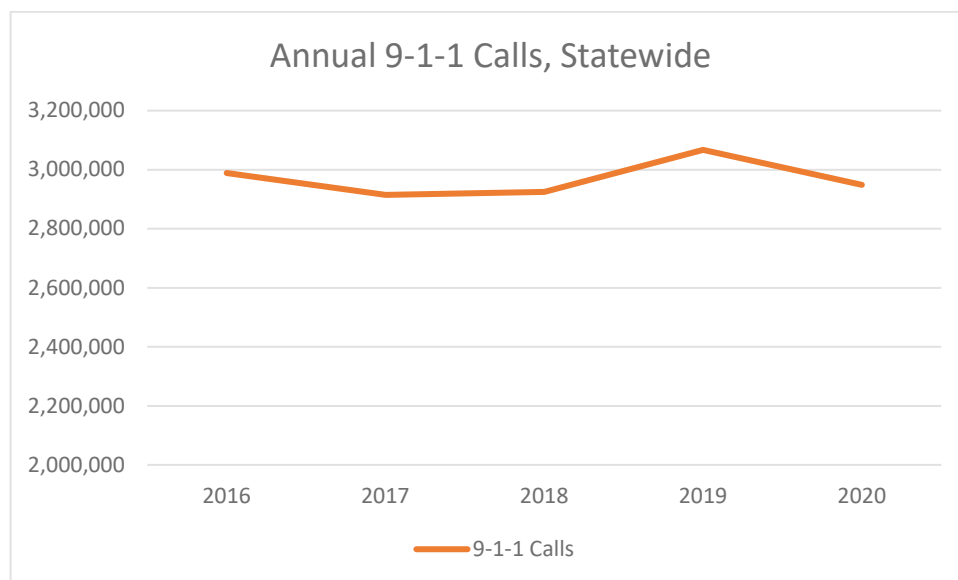
2021 = *933,247

Text to 9-1-1 implemented

Additionally approximately 7,000 text to 9-1-1 calls

Additionally approximately 7,000 text to 9-1-1 calls

*This is for January through May only



NOTE: LCPR staff created the above line graph using the data provided by Dana Wahlberg.

911 Calls During 2021 to State Patrol PSAPs

From: [Boyer Timothy \(DPS\)](#)
To: [Lisa Diesslin](#)
Subject: information for the group specific to State Patrol PSAP Operations 2021 to date
Date: Monday, September 13, 2021 9:34:20 AM
Attachments: [image001.png](#)
[image003.png](#)
[image002.png](#)

Good Moring Lisa;

Last week it was discussed at length the ability to gather call volume data at individual PSAP's.

Below is a snapshot of the to date call volumes for the two primary PSAP's as well as the Capitol Security PSAP (all State Patrol).

This report includes all:

- incoming 911 calls / administrative calls

Outgoing Administrative calls placed by the Dispatchers for things such as :

- Calling tow trucks
- Reports
- Allied partner agencies
- Ambulances
- Fire departments
- MNDOT
- Etc...

368,041 total, this breaks down to approximately 1,446 telephone transactions per day (24 hours per day)

- **153,922** incoming **911** calls
- 213,212 administrative calls
 - o 115,347 incoming
 - o 87,894 outgoing
 - o 9,881 abandoned (not answered before disconnect)

If you have questions or would like a more detailed report please do not hesitate to ask

Call Summary

Capitol Security
Minnesota State Police - Roseville
Southern Regional Communications Center

Year: 2021

Report Date: 09/13/2021 09:18:06
Report Date From: 01/01/2021
Report Date To: 09/13/2021
Period Group: Month
Days Of Week: All
Call Type: All
Abandoned Filters: Include Abandoned
NSI Filters: NSI Included in 911 Totals
Agency Affiliation: All

		January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	Total
911	Inbound	14,794	16,346	15,910	17,100	20,966	19,400	19,006	18,247	6,787	148,556
	Abandoned	620	613	695	750	752	603	545	564	224	5,366
	Abandoned %	4.02%	3.61%	4.19%	4.20%	3.46%	3.01%	2.79%	3.00%	3.19%	3.49%
	Unparsed	0	0	0	0	0	0	0	0	0	0
	Total	15,414	16,959	16,605	17,850	21,718	20,003	19,551	18,811	7,011	153,922
10-Digit Emergency	Inbound	55	88	80	35	34	33	24	64	7	420
	Abandoned	5	14	6	1	8	4	4	6	377	425
	Outbound	11	7	6	6	5	8	5	5	9	62
	Unparsed	0	0	0	0	0	0	0	0	0	0
	Total	71	109	92	42	47	45	33	75	393	907
Administrative	Inbound	12,649	12,292	11,654	13,914	14,321	15,224	14,714	15,088	5,491	115,347
	Abandoned	290	441	249	1,807	1,467	3,176	1,263	347	841	9,881
	Outbound	10,811	11,692	9,616	8,359	10,390	10,855	10,926	11,034	4,301	87,984
	Unparsed	0	0	0	0	0	0	0	0	0	0
	Total	23,750	24,425	21,519	24,080	26,178	29,255	26,903	26,469	10,633	213,212
	Avg Call Duration	78.1	77.0	79.7	73.2	79.1	79.6	81.5	81.2	78.5	78.7
	Total	39,235	41,493	38,216	41,972	47,943	49,303	46,487	45,355	18,037	368,041

Page 1 of 1

Timothy Boyer
Statewide Director of Communications
Minnesota State Patrol
651-757-1980
timothy.boyer@state.mn.us
[Website](#) [Facebook](#) [Twitter](#)

Turnover in State Patrol 911 Telecommunicators

Date: August 9, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

From: Timothy Boyer, Statewide Director of Communications, Minnesota State Patrol

Subject: Turnover in the State Patrol Communications Section

The State Patrol Communications Section full complement is 81.5. This includes:

- 1 Director
- 2 PSAP Managers
- 9 Radio Supervisors
- 69.5 Radio Communications Operator positions

I currently have the following vacancies:

- 1 Supervisor Roseville
- 15 Radio Operators in Roseville - RTMC
- 2 Radio Operators in Rochester – SRCC

In terms of turnover: we have 11 individuals at the RTMC in Roseville that have left or were not certified since this time in 2020 to present.

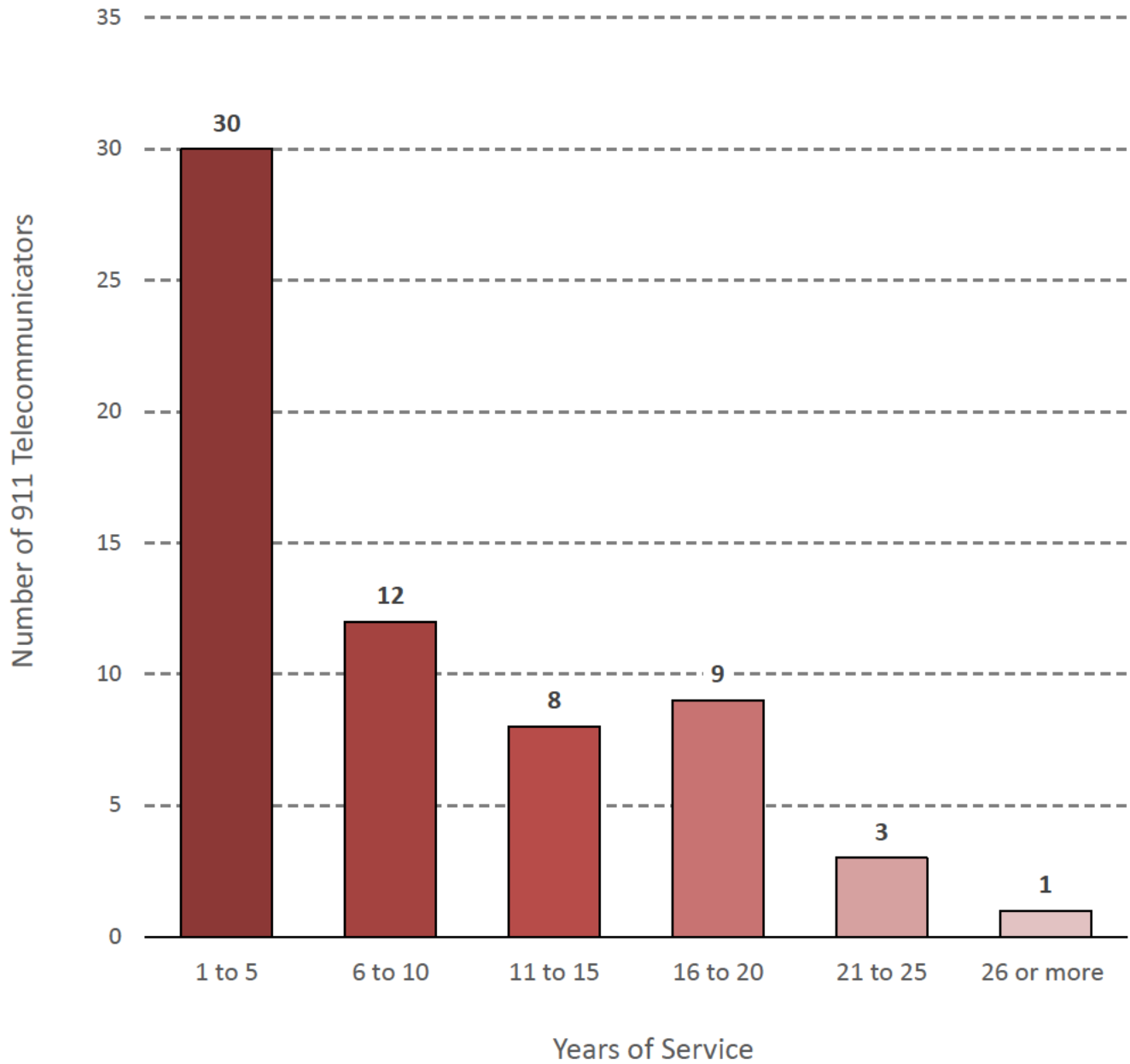
We currently have 15 vacancies for a variety of reasons.

- 3 people moved out of state
- 1 retired (24.5 years of service)
- 1 completed a college degree and moved into the field of choice
- 1 left to run his own non-profit
- 1 went to be a licensed police officer
- A number of individuals left for other agencies, Anoka County Dispatch, U of M PD Dispatch, Minnesota Department of Corrections

The SRCC in Rochester had:

- 1 move out of state
- 1 Retire 24 years of service (plus previous experience with Goodhue County)
- 1 go to the DOC
- 1 leave the field.

Years of Service for State Patrol 911 Telecommunicators
(63 Employees)



Workers' Compensation Data

9/22/2021

Minnesota Department of Labor and Industry
Research and Statistics

Claim acceptance for indemnity benefits

2020 claims with injury dates through Sept. 25.

Claim count

Claim percentage

Worker/ organization	Injury years	Claim count				Claim percentage				Percentage accepted among claims with determinations
		Not determined or not lost time	Not accepted	Accepted	Total	Not determined or not lost time	Not accepted	Accepted	Total	
Dispatchers	2003-5	1	5	13	19	5%	26%	68%	100%	72%
	2006-8	1	2	21	24	4%	8%	88%	100%	91%
	2009-11	0	2	9	11	0%	18%	82%	100%	82%
	2012-14	0	6	4	10	0%	60%	40%	100%	40%
	2015-17	1	3	10	14	7%	21%	71%	100%	77%
	2018-20	1	4	9	14	7%	29%	64%	100%	69%
	Total	4	22	66	92	4%	24%	72%	100%	75%
Corrections	2003-5	11	74	328	413	3%	18%	79%	100%	82%
	2006-8	20	69	334	423	5%	16%	79%	100%	83%
	2009-11	8	65	311	384	2%	17%	81%	100%	83%
	2012-14	18	93	309	420	4%	22%	74%	100%	77%
	2015-17	25	89	247	361	7%	25%	68%	100%	74%
	2018-20	45	142	422	609	7%	23%	69%	100%	75%
	Total	127	532	1,951	2,610	5%	20%	75%	100%	79%
All other public workers	2003-5	192	393	2,513	3,098	6%	13%	81%	100%	87%
	2006-8	133	278	2,293	2,704	5%	10%	85%	100%	89%
	2009-11	154	242	2,375	2,771	6%	9%	86%	100%	91%
	2012-14	180	300	2,534	3,014	6%	10%	84%	100%	89%
	2015-17	202	367	2,659	3,228	6%	11%	82%	100%	88%
	2018-20	226	545	2,694	3,465	7%	16%	78%	100%	83%
	Total	1,087	2,125	15,068	18,280	6%	12%	82%	100%	88%
Total	2003-5	204	472	2,854	3,530	6%	13%	81%	100%	86%
	2006-8	154	349	2,648	3,151	5%	11%	84%	100%	88%
	2009-11	162	309	2,695	3,166	5%	10%	85%	100%	90%
	2012-14	198	399	2,847	3,444	6%	12%	83%	100%	88%
	2015-17	228	459	2,916	3,603	6%	13%	81%	100%	86%
	2018-20	272	691	3,125	4,088	7%	17%	76%	100%	82%
	Total	1,218	2,679	17,085	20,982	6%	13%	81%	100%	86%

Source: Minnesota workers' compensation claims database, downloaded Oct. 1, 2020.

Discussion

1. Indemnity claims require more than three days of disability, including the date of injury, in order to qualify for wage loss benefits. Claims are not accepted for indemnity benefits (denied) when the insurer or self-insured employer determines that the injury or illness is not work-related or not otherwise eligible for workers' compensation benefits.
2. Primary liability determinations are generally received about two to three weeks after the claim is initially reported to the Department of Labor and Industry. Some reported claims do not qualify for indemnity benefits when it is determined that the worker has not experienced more than three days of work disability.

9/22/2021

Minnesota Department of Labor and Industry
Research and Statistics

Nature of injury for claims accepted for indemnity benefits, 2012-2020

Source: Minnesota workers' compensation claims database

2020 indemnity claims determined by Sept. 30, 2020

Only includes claims with nature of injury code.

Worker/ organization	Injury years	Contusions	Open wounds	Fractures	Sprains/strains/tears	Pain	Multiple traumatic injuries	Diseases	Mental disorders and syndromes	All other	Total	Number of codable indemnity claims
Dispatchers	2012-14	0%	0%	0%	75%	0%	0%	0%	0%	25%	100%	4
	2015-17	10%	0%	10%	30%	10%	0%	0%	0%	40%	100%	10
	2018-20	0%	0%	0%	33%	22%	0%	0%	22%	22%	100%	9
	Total	4%	0%	4%	39%	13%	0%	0%	9%	30%	100%	23
Corrections	2012-14	12%	4%	5%	51%	14%	4%	2%	0%	7%	100%	297
	2015-17	20%	4%	7%	50%	8%	5%	0%	2%	5%	100%	220
	2018-20	17%	4%	4%	28%	11%	5%	28%	1%	2%	100%	378
	Total	16%	4%	5%	41%	11%	4%	13%	1%	5%	100%	895
All other public workers	2012-14	5%	4%	6%	51%	17%	3%	2%	1%	11%	100%	2,416
	2015-17	8%	5%	7%	57%	9%	4%	1%	2%	7%	100%	2,463
	2018-20	9%	5%	6%	42%	19%	4%	7%	2%	6%	100%	2,503
	Total	7%	5%	6%	50%	15%	4%	3%	2%	8%	100%	7,382
Total	2012-14	6%	4%	6%	51%	16%	3%	2%	1%	11%	100%	2,717
	2015-17	9%	4%	7%	57%	9%	4%	1%	2%	7%	100%	2,693
	2018-20	10%	5%	6%	40%	18%	4%	10%	2%	6%	100%	2,890
	Total	8%	5%	6%	49%	14%	4%	4%	2%	8%	100%	8,300

Source: Minnesota workers' compensation claims database, downloaded Oct. 1, 2020.

Discussion

1. Results are restricted to workers injured in 2012 and later because their injuries are coded using the OIICS version 2 system, which is not strictly compatible with claims coded using OIICS version 1.
2. The yellow-shaded cells highlight the effects of the COVID-19 pandemic on claims. The number of COVID-19 indemnity claims among corrections workers is high because many corrections workers are covered by the presumption statute for COVID-19 claims. The first responders among the "All other public workers" group are also covered by the presumption.
3. Sprains, strains and tears account for the largest number of injuries for all three worker groups.

Dept of L&I dispatcher work comp comparison tables.xlsx / Nature of injury

9/22/2021

Minnesota Department of Labor and Industry
Research and Statistics

Event or exposure for claims accepted for indemnity benefits, 2012-2020

Source: Minnesota workers' compensation claims database

2020 indemnity claims determined by Sept. 30, 2020

Only includes claims with event or exposure code.

Worker/ organization	Injury years	Violence	Transportation incidents	Fires, explosions	Falls, slips, trips	Exposure	Contact with objects and equipment	Overexertion and bodily reaction	Total	Number of codable indemnity claims
Dispatchers	2012-14	0%	0%	0%	25%	0%	0%	75%	100%	4
	2015-17	0%	0%	0%	22%	11%	0%	67%	100%	9
	2018-20	0%	0%	0%	11%	11%	0%	78%	100%	9
	Total	0%	0%	0%	18%	9%	0%	73%	100%	22
Corrections	2012-14	37%	1%	0%	22%	1%	9%	30%	100%	290
	2015-17	40%	3%	1%	22%	2%	7%	25%	100%	241
	2018-20	35%	1%	0%	18%	23%	5%	18%	100%	406
	Total	37%	1%	0%	21%	11%	7%	23%	100%	937
All other public workers	2012-14	12%	7%	0%	32%	2%	9%	38%	100%	2,421
	2015-17	12%	7%	0%	28%	1%	10%	42%	100%	2,532
	2018-20	10%	6%	0%	31%	6%	10%	37%	100%	2,571
	Total	11%	6%	0%	30%	3%	10%	39%	100%	7,524
Total	2012-14	15%	6%	0%	31%	2%	9%	37%	100%	2,715
	2015-17	14%	7%	0%	27%	2%	9%	41%	100%	2,782
	2018-20	14%	5%	0%	29%	8%	10%	34%	100%	2,986
	Total	14%	6%	0%	29%	4%	9%	37%	100%	8,483

Source: Minnesota workers' compensation claims database, downloaded Oct. 1, 2020.

Discussion

1. Overexertion and bodily reaction is the most common event leading to accepted indemnity claims for dispatchers and all other public workers. For corrections workers, violence is the most common event. Exposure is elevated among corrections workers for the 2018-2020 period because of COVID-19 claims. Overexertion is often due to lifting, carrying, pulling or pushing objects or bodily movements such as twisting and reaching.

9/22/2021

Minnesota Department of Labor and Industry
Research and Statistics

Characteristics of workers with indemnity claims

Source: Minnesota workers' compensation claims database

Gender

Claim count				Percentage within worker group				
			All other public workers				All other public workers	
Gender	Dispatchers	Corrections		Total	Dispatchers	Corrections		Total
blank	0	3	8	11	0%	0%	0%	0%
Female	53	695	3,884	4,632	80%	36%	26%	27%
Male	13	1,253	11,176	12,442	20%	64%	74%	73%
Total	66	1,951	15,068	17,085	100%	100%	100%	100%

Worker age at injury

Claim count				Percentage within worker group				
Age group	Dispatchers	Corrections	All other public workers	Total	Dispatchers	Corrections	All other public workers	Total
15-24 years	2	76	634	712	3%	4%	4%	4%
25-34 years	11	428	2,589	3,028	17%	22%	17%	18%
35-44 years	14	584	4,066	4,664	21%	30%	27%	28%
45-54 years	26	607	4,726	5,359	39%	31%	32%	32%
55 years and older	13	244	2,966	3,223	20%	13%	20%	19%
Total	66	1,939	14,981	16,986	100%	100%	100%	100%

Job tenure

Claim count				Percentage within worker group				
			All other public workers				All other public workers	
Job tenure	Dispatchers	Corrections		Total	Dispatchers	Corrections		Total
Less than 3 months	1	45	541	587	2%	3%	4%	4%
3-11 months	4	99	729	832	7%	5%	5%	5%
1-5 years	8	488	2,967	3,463	13%	27%	21%	22%
More than 5 years	47	1,198	9,684	10,929	78%	66%	70%	69%
Total	60	1,830	13,921	15,811	100%	100%	100%	100%

Worker location

Claim count				Percentage within worker group					
Employee residence region			All other public workers				All other public workers		
	Dispatchers	Corrections		Total	Dispatchers	Corrections		Total	
	Non-TC metro MN	27	992	6,596	7,615	42%	51%	44%	45%
	TC metro	36	778	7,989	8,803	55%	40%	53%	52%
	non-MN	2	168	375	545	3%	9%	3%	3%
Total	65	1,938	14,960	16,963	100%	100%	100%	100%	

Discussion

1. The majority of the dispatchers were female, unlike the injured workers in the other two groups.
2. The dispatcher age distribution was similar to the distribution for all other public workers. There was a lower percentage of Corrections workers age 55 or older.
3. Job tenure was similar for all three groups, with the majority of workers having more than five years of job tenure.
4. The dispatcher worker residence distribution was similar to the distribution for all other public workers., with a majority living in the Twin Cities metropolitan area. Corrections workers were more likely to live outside the Twin Cities metropolitan area.

Dept of L&I dispatcher work comp comparison tables.xlsx / Worker demographics

9/23/2021

Minnesota Department of Labor and Industry
Research and Statistics

Job tenure by worker group, indemnity claims 2012-2020

Claim count				Percentage within worker group				
			All other public workers				All other public workers	
Job tenure [1]	Dispatchers	Corrections		Total	Dispatchers	Corrections		Total
Less than 5 years	13	630	4,195	4,838	22%	35%	30%	31%
5-9 years	8	461	2,657	3,126	13%	25%	19%	20%
10-14 years	12	295	2,345	2,652	20%	16%	17%	17%
15-19 years	13	234	1,995	2,242	22%	13%	14%	14%
20-25 years	5	104	1,312	1,421	8%	6%	10%	9%
25 years or longer	9	104	1,375	1,488	15%	6%	10%	9%
Total	60	1,828	13,879	15,767	100%	100%	100%	100%

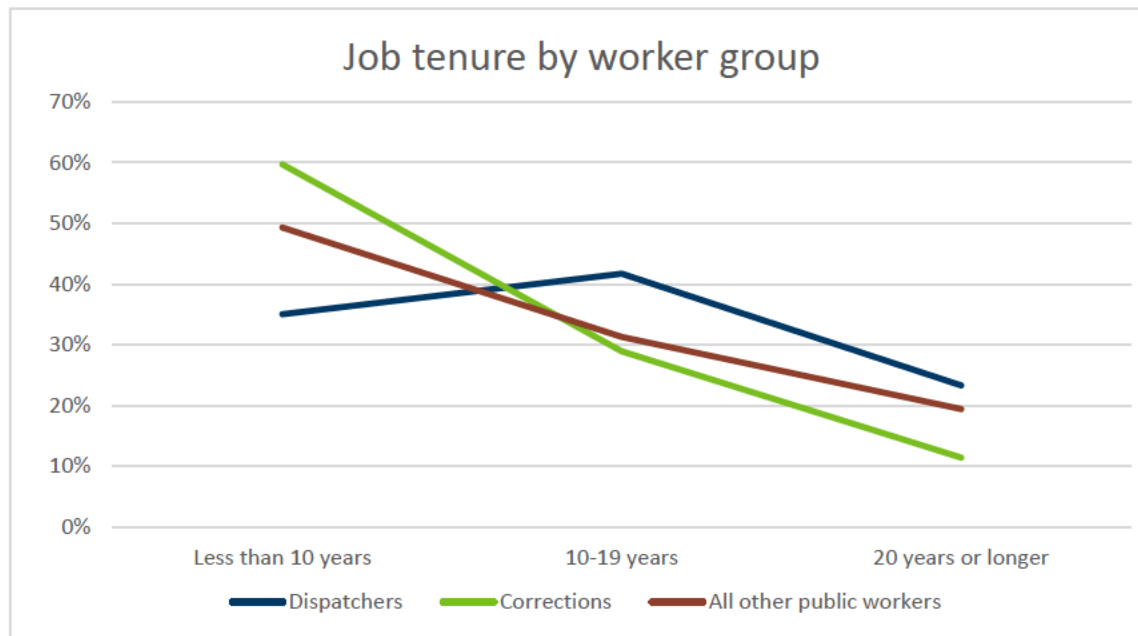
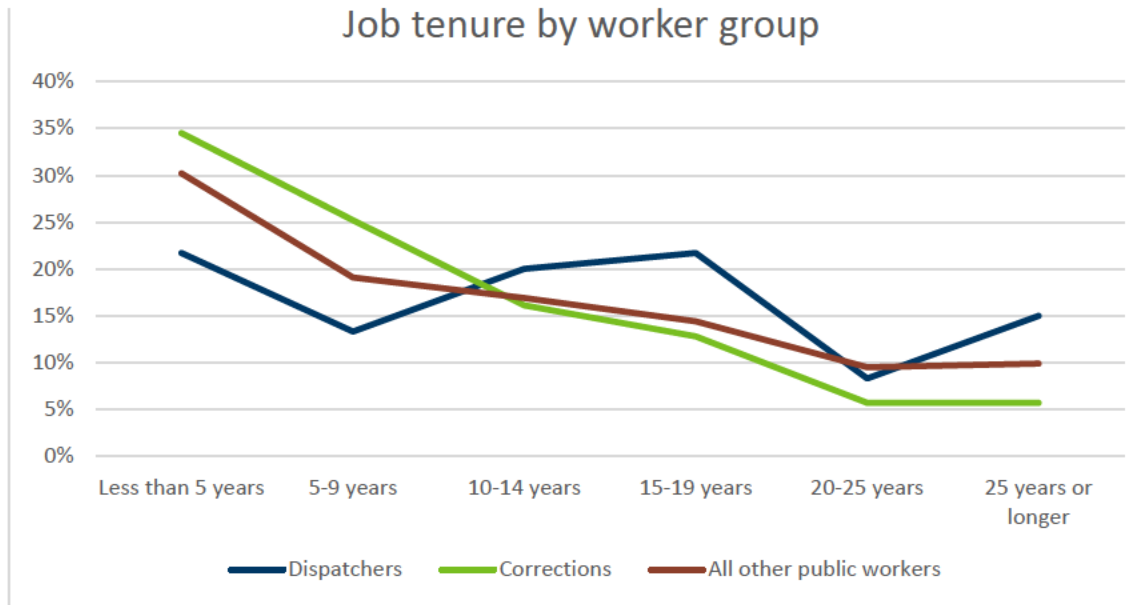
1. Categories include all decimal values up to next 5-year group. Example: 14.99 years is included in 10-14 years group.

Discussion

1. Dispatchers show a different distribution of job tenure than the comparison groups. Dispatchers have lower percentages of claims among workers with less than 10 years of job tenure, then have higher percentages among workers in the 10-19 year tenure groups and among workers with at least 25 years of job tenure. The percentage of indemnity claims among workers with 20 or more years of tenure is also higher than for the comparison groups.

Job tenure	Dispatchers	Corrections	All other public workers
Less than 10 years	35%	60%	49%
10-19 years	42%	29%	31%
20 years or longer	23%	11%	19%

Dept of L&I dispatcher work comp comparison tables.xlsx / Tenure expanded



Dept of L&I dispatcher work comp comparison tables.xlsx / Tenure expanded

9/22/2021

Minnesota Department of Labor and Industry
Research and Statistics

Weeks of temporary total disability (TTD) by year of claim closure

Upper limit of TTD duration is 130 weeks, after which TTD becomes permanent total disability (PTD)

One dispatcher claim was classified as PTD

2020 closures through Sept. 30

Worker/ organization	Claim closure years	Mean weeks of TTD	Median weeks of TTD	Number of claims
Dispatchers	2006-8	6.8	3.2	8
	2009-11	15.1	5.6	11
	2012-14	7.5	5.6	9
	2015-17	7.5	4.2	4
	2018-20	16.3	6.4	9
	Total	11.3	5.4	41
Corrections	2006-8	8.9	2.2	255
	2009-11	9.5	2.4	275
	2012-14	10.8	2.8	281
	2015-17	12.6	3.4	241
	2018-20	9.8	3.0	359
	Total	10.3	2.8	1,411
All other public workers	2006-8	6.6	2.4	1,845
	2009-11	7.2	2.4	1,994
	2012-14	7.7	2.4	2,101
	2015-17	9.5	2.9	2,333
	2018-20	10.9	3.2	2,708
	Total	8.6	2.6	10,981
Total	2006-8	6.8	2.4	2,108
	2009-11	7.5	2.4	2,280
	2012-14	8.1	2.6	2,391
	2015-17	9.8	3.0	2,578
	2018-20	10.8	3.2	3,076
	Total	8.8	2.8	12,433

Source: Minnesota workers' compensation claims database, downloaded Oct. 1, 2020.

Discussion

1. Statistics are not shown for closure years 2003-2005 because the claims from 2003-2005 are not of sufficient
2. Increases in claim maturity also contribute to increases in mean and median values for later closure years.
3. Total mean and median weeks of TTD benefits were higher for dispatchers than for the comparison groups. This could result from dispatchers reporting, on average, more serious injuries than workers in the other groups because they are not opportunities and practices. However, dispatchers only had noticeably higher TTD durations for two of the five time periods.

Dept of L&I dispatcher work comp comparison tables.xlsx / Disability duration

9/22/2021

Minnesota Department of Labor and Industry
Research and Statistics

Frequency of permanent partial disability (PPD)

Some workers who are otherwise determined to have a PPD or who are involved in disputes about the presence or amount of PPD benefits receive payment in a settlement agreement. In this table, workers with settlements of at least \$5,000 and who did not receive any PPD benefits paid without a settlement are counted in the "Settlement-no PPD paid" column.

2020 closures through Sept. 30

Worker/ organization	Claim closure years	Claim count				Claim percentage			
		No PPD or settlement	PPD paid	Settlement- no PPD paid	Total	No PPD or settlement	PPD paid	Settlement- no PPD paid	Total
Dispatchers	2006-8	9	1	2	12	75%	8%	17%	100%
	2009-11	8	4	1	13	62%	31%	8%	100%
	2012-14	6	3	2	11	55%	27%	18%	100%
	2015-17	5	1	1	7	71%	14%	14%	100%
	2018-20	8	0	4	12	67%	0%	33%	100%
	Total	36	9	10	55	66%	16%	18%	100%
Corrections	2006-8	204	66	18	288	71%	23%	6%	100%
	2009-11	213	81	11	305	70%	27%	4%	100%
	2012-14	219	68	42	329	67%	21%	13%	100%
	2015-17	181	71	31	283	64%	25%	11%	100%
	2018-20	320	60	30	410	78%	15%	7%	100%
	Total	1,137	346	132	1,615	70%	21%	8%	100%
All other public workers	2006-8	1,417	606	109	2,132	67%	28%	5%	100%
	2009-11	1,486	702	105	2,293	65%	31%	5%	100%
	2012-14	1,617	689	142	2,448	66%	28%	6%	100%
	2015-17	1,805	658	229	2,692	67%	24%	9%	100%
	2018-20	2,129	729	275	3,133	68%	23%	9%	100%
	Total	8,454	3,384	860	12,698	67%	27%	7%	100%
Total	2006-8	1,630	673	129	2,432	67%	28%	5%	100%
	2009-11	1,707	787	117	2,611	65%	30%	5%	100%
	2012-14	1,842	760	186	2,788	66%	27%	7%	100%
	2015-17	1,991	730	261	2,982	67%	25%	9%	100%
	2018-20	2,457	789	309	3,555	69%	22%	9%	100%
	Total	9,627	3,739	1,002	14,368	67%	26%	7%	100%

Source: Minnesota workers' compensation claims database, downloaded Oct. 1, 2020.

Discussion

1. Statistics are not shown for closure years 2003-2005 because the claims from 2003-2005 are not of sufficient maturity.
2. The three worker groups have very similar percentages of claims without a PPD or settlement.
3. Compared to the comparison groups, dispatchers are more likely to receive a settlement and less likely to be paid PPD benefits. Dispatchers were the only group with a higher percentage of claims receiving a settlement instead of PPD benefits.



Emergency dispatcher workers' compensation claims

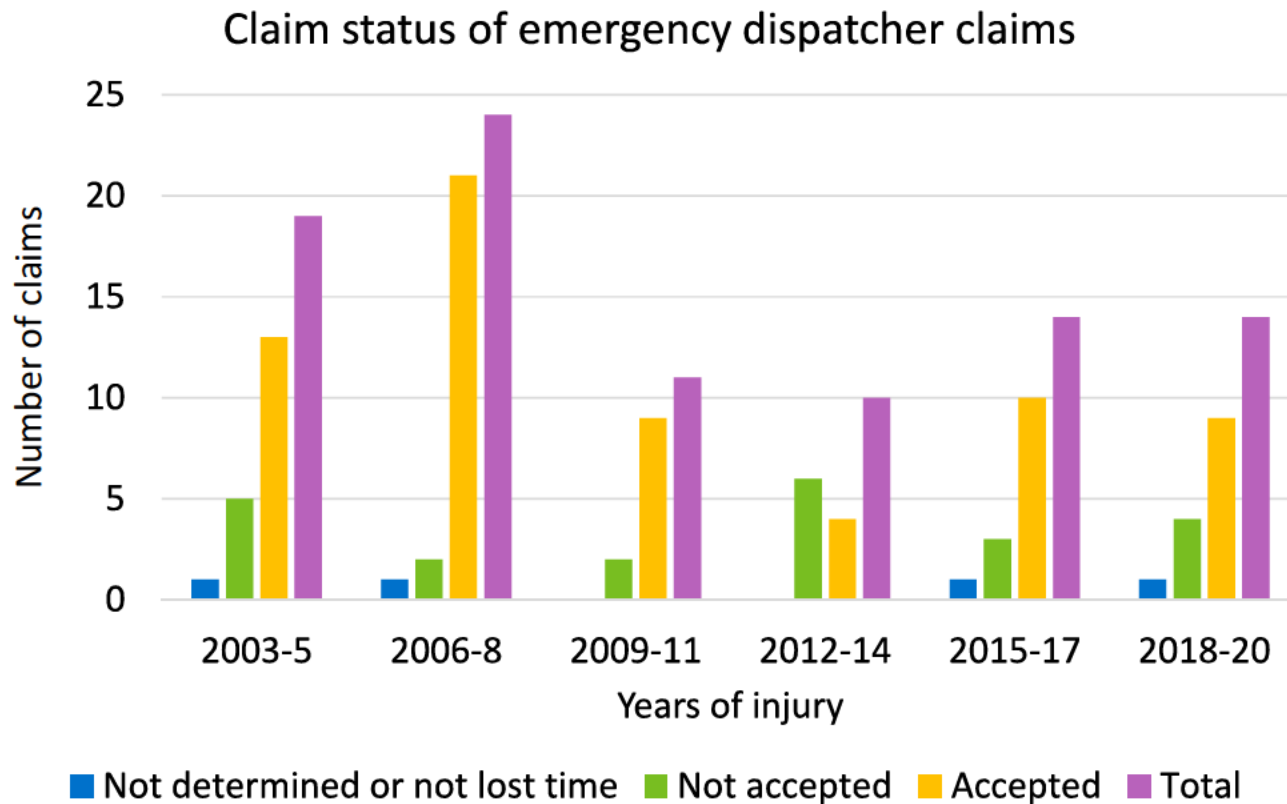
Presentation to 911 Telecommunicator Pension Benefits Working Group

Brian Zaidman, Senior research analyst
November 9, 2021

Workers' compensation background

- Indemnity claims require more than three days of disability, including the date of injury, in order to qualify for wage loss benefits.
 - Indemnity claims include claims resulting in permanent disabilities. Workers qualifying for indemnity benefits also have full medical coverage and maybe eligible for vocational rehabilitation benefits.
 - Only 24% of claims are indemnity claims; the remainder of the claims are medical-only claims. Only claims for indemnity benefits are required to be reported to DLI.
- Claims are not accepted for indemnity benefits (denied) when the insurer or self-insured employer determines that the injury or illness is not work-related or not otherwise eligible for workers' compensation benefits.
- Primary liability determinations are generally received about two to three weeks after the claim is initially reported to the Department of Labor and Industry. Some reported claims do not qualify for indemnity benefits when it is determined that the worker has not experienced more than three days of work disability.
- Small number of 911 dispatcher claims affects stability of all statistics presented.

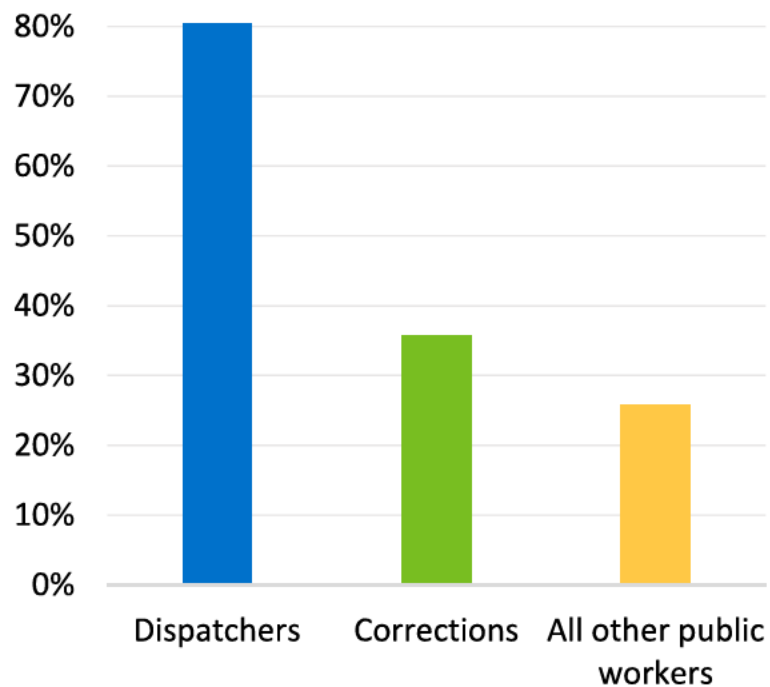
Emergency dispatchers reported 92 claims for indemnity benefits since 2003



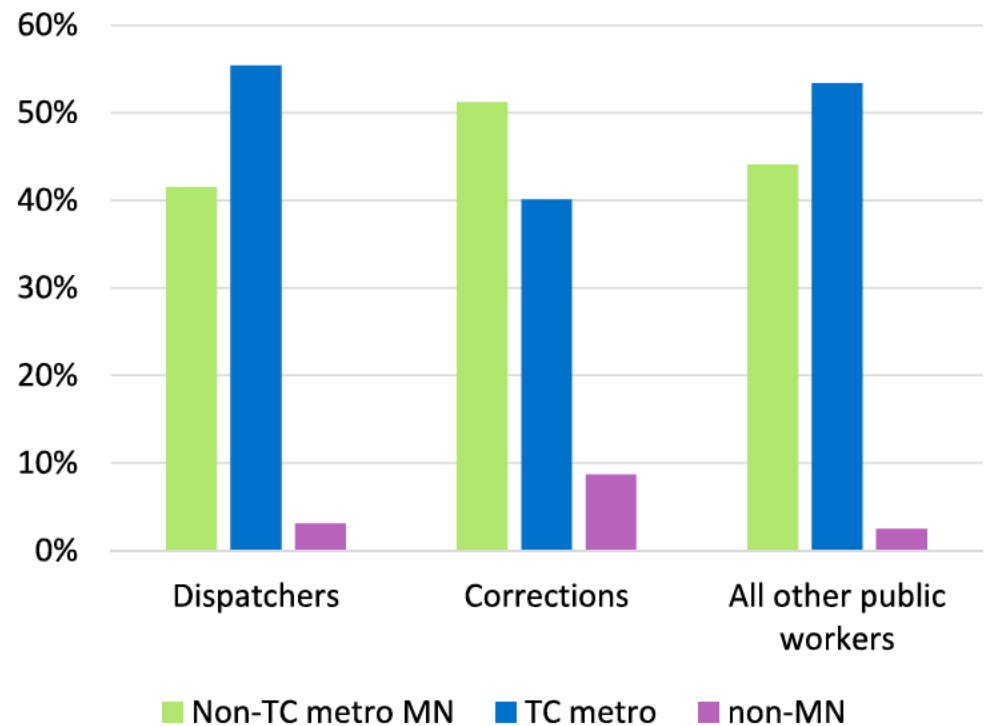
- Percentage of claims accepted or paid over the 2003-2020 period, among claims with payments or determinations
- Emergency dispatchers: 75%
- Corrections: 79%
- All other public workers: 88%

Injured 911 dispatchers mostly female, majority live in TC metro area

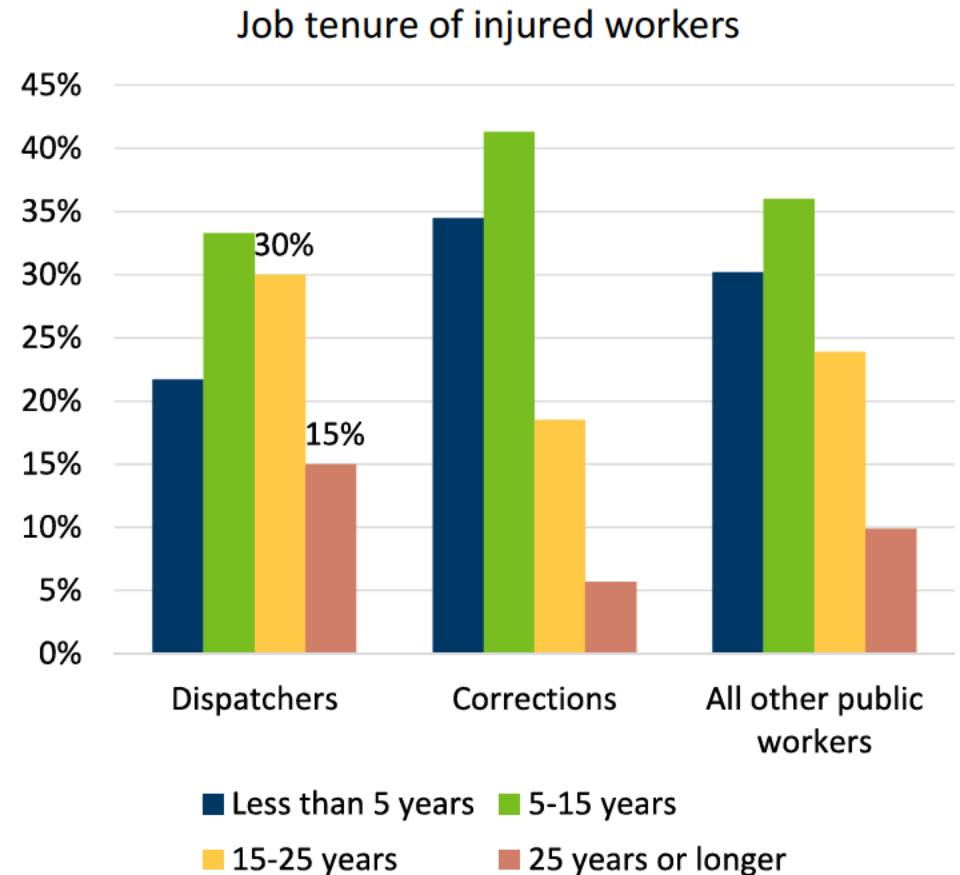
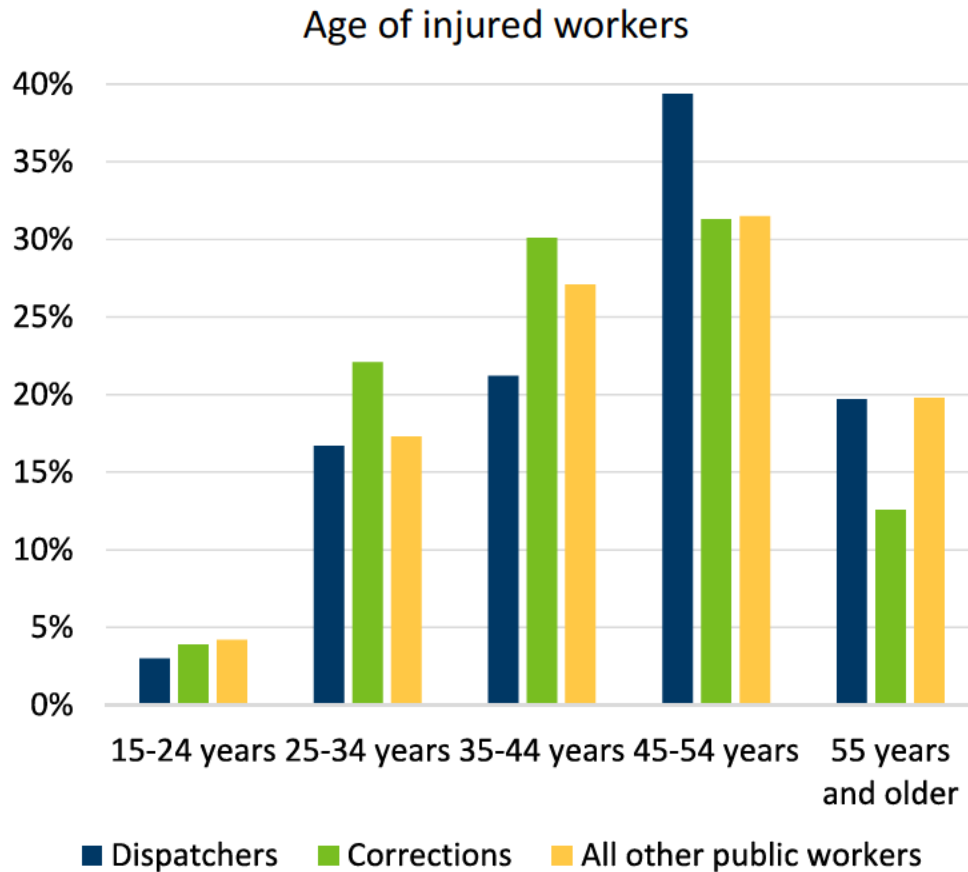
Percentage of claims from female workers



Residence of injured workers

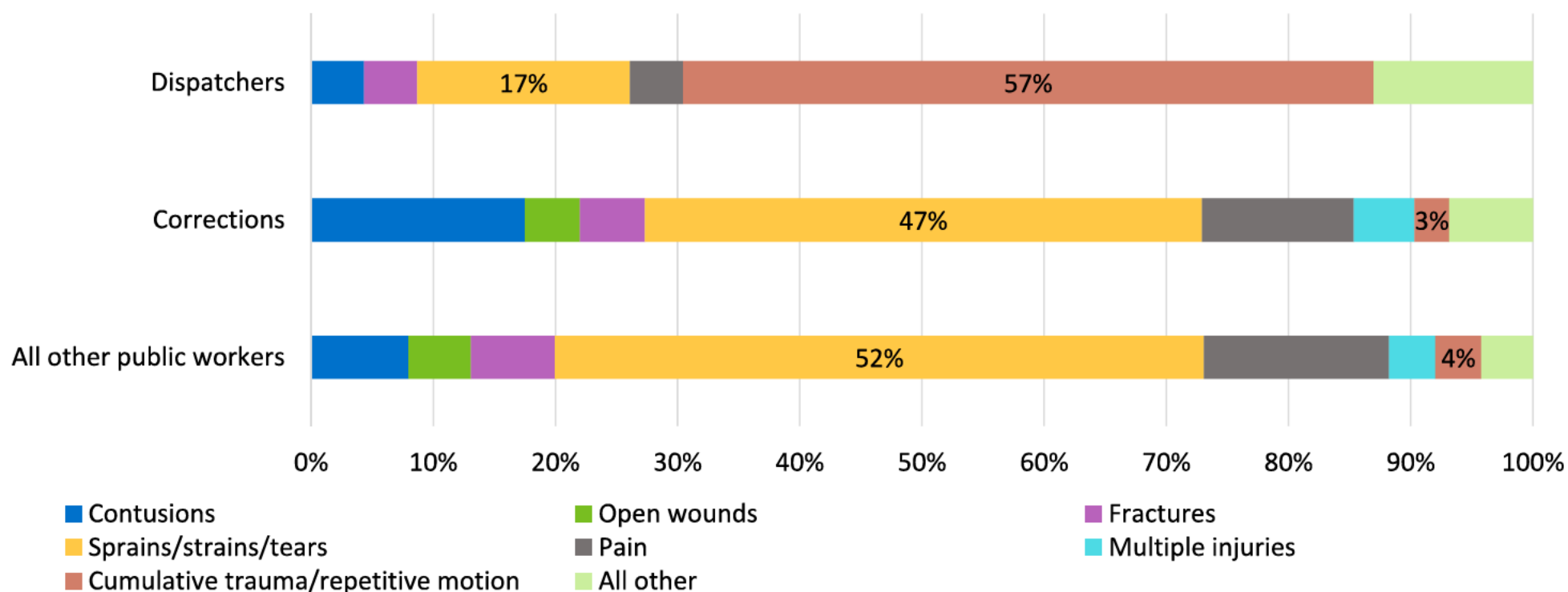


Injured 911 dispatchers are older and longer-tenured

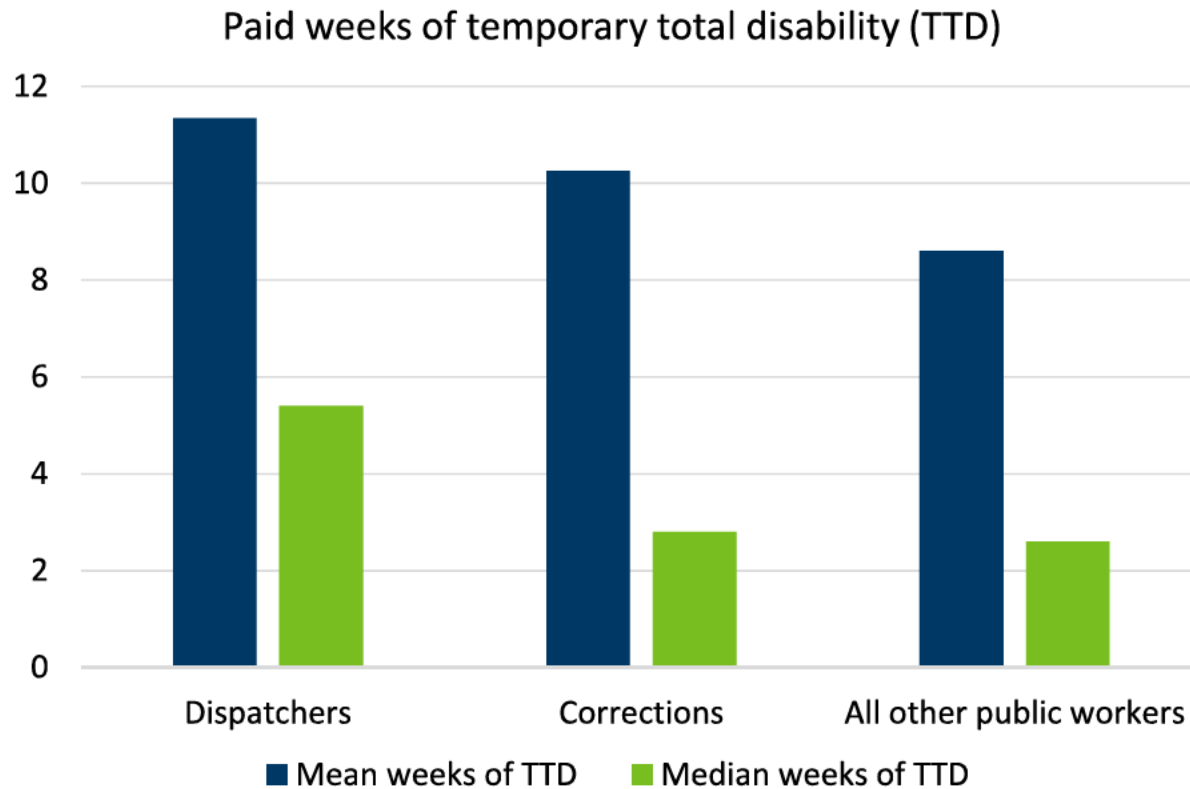


Cumulative trauma and repetitive motion injuries dominate the 911 dispatcher claims

Types of injuries* among claims paid indemnity benefits, 2012-2020

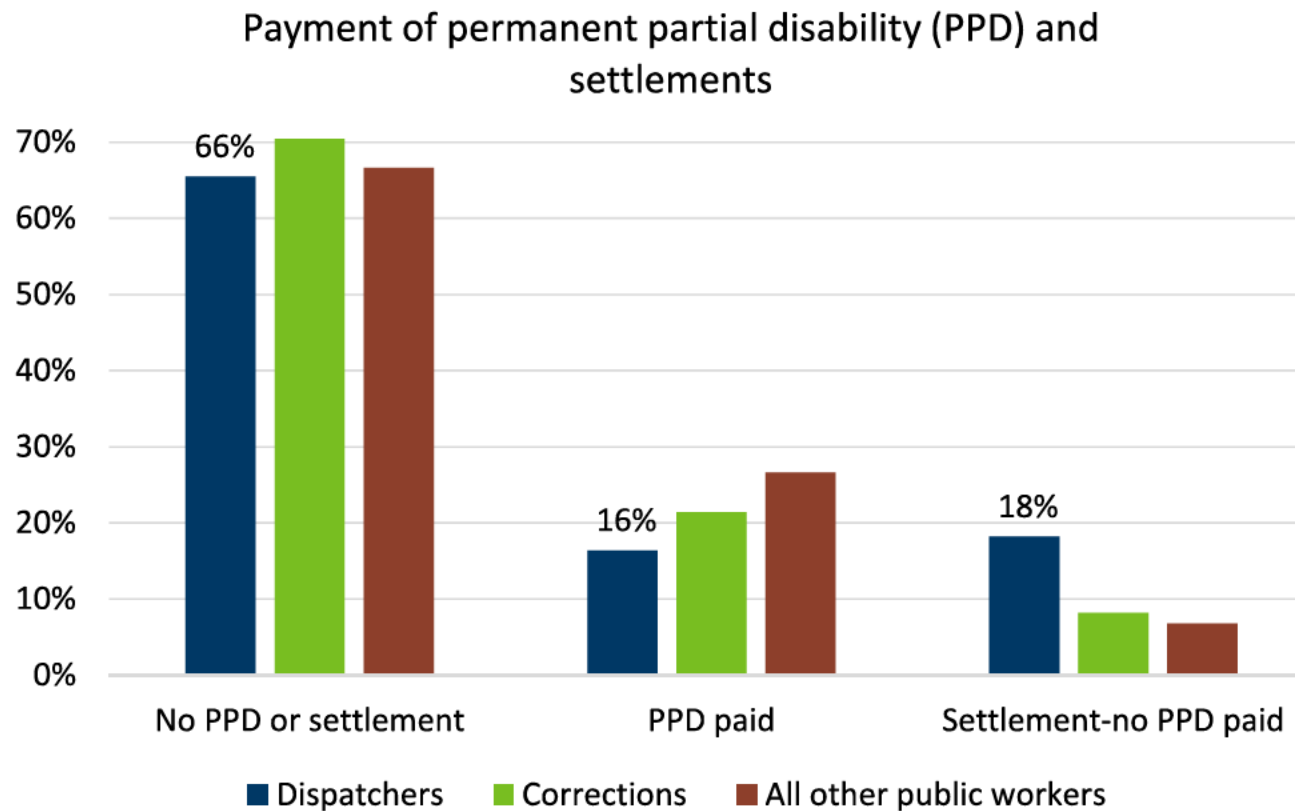


911 dispatchers had longer temporary total disability duration



- TTD paid at 2/3 of weekly wage, subject to minimum and maximum levels
- Mean weekly wages for claims closed in 2015 and later:
 - Dispatchers--\$1,250
 - Corrections--\$1,070
 - All other public workers--\$1,230
- Statistics based on claims closed between 2006 and Sept. 2020
 - 41 dispatcher claims, 1,411 corrections claims and 10,981 other public worker claims

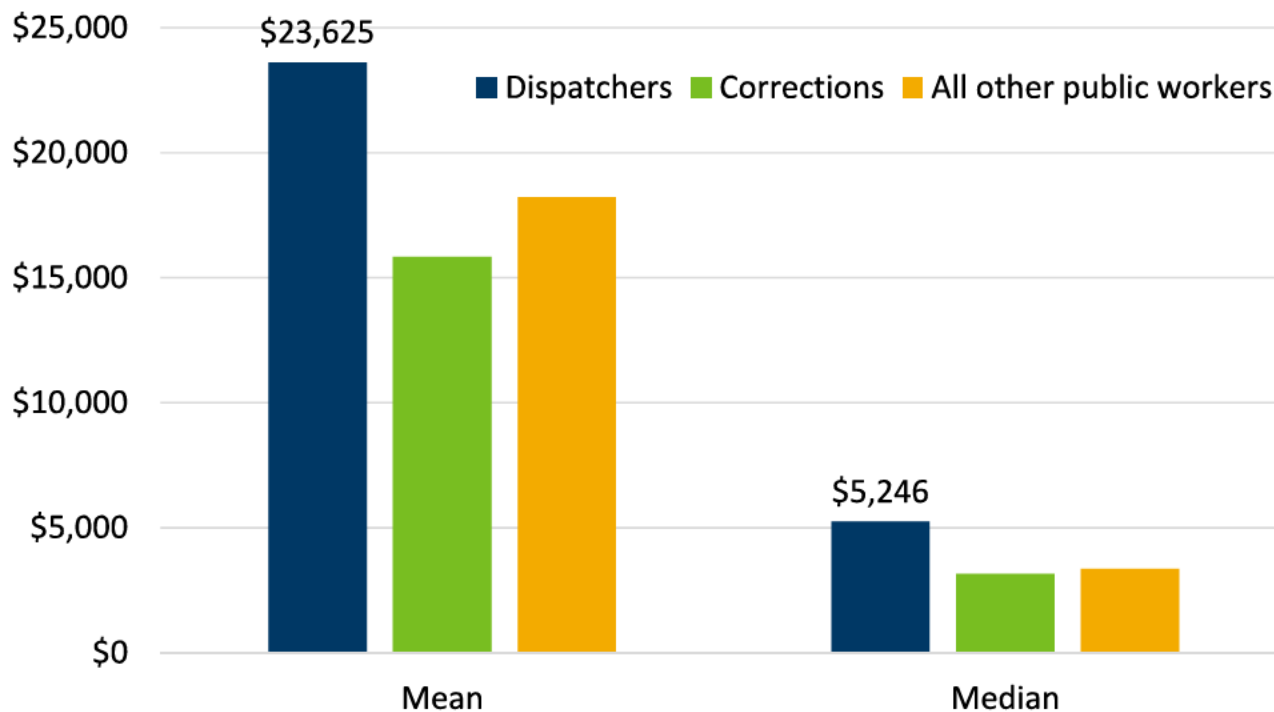
911 dispatchers paid PPD benefits less often than settlements, unlike other public worker groups



- Many workers choose to receive a lump sum settlement instead of receiving weekly or biweekly benefit payments
- Groups had similar percentages without either PPD or settlement
- Statistics based on claims closed between 2006 and Sept. 2020
 - 55 dispatcher claims, 1,615 corrections claims and 12,698 other public worker claims

911 dispatchers paid higher average indemnity benefits for work injuries

Mean and median indemnity benefits paid, claims closed
2015 and later for injuries 2009 and later



- Higher benefits generally indicate more severe injuries
- Benefit values are not adjusted for inflation
- A few very high benefit claims affected the mean for all three groups
- Statistics based on claims closed between 2015 and Sept. 2020
 - 18 dispatcher claims, 605 corrections claims and 5,608 other public worker claims

Thank you

Brian Zaidman
brian.zaidman@state.mn.us

Date: October 14, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

From: Susan Lenczewski, Executive Director, LCPR

Subject: Workers' compensation data for 911 dispatchers from the Minnesota Department of Labor and Industry

Attachment: [DoLI Dispatcher Work Comp Comparison Tables.pdf](#) (Set of seven spreadsheets, tabbed as Claim status, Nature of injury, Event or exposure, Worker demographics, Tenure expanded, Disability duration, Permanent disability)

Brian Zaidman, Senior Research Analyst, Research and Statistics, Minnesota Department of Labor and Industry, responded to my request for data on workers compensation claims filed by job category, specifically, for the categories of 911 telecommunicators, correctional officers, and all other public employees, over at least a 10-year period, if possible, to determine if there are any trends.

Brian responded with an email that attached an Excel file with tabs comparing workers' compensation claims filed by dispatchers, corrections workers, and all other public workers in a variety of ways, over differing periods, depending on the data available. Brian noted in his email:

The results need to be treated as tentative because of the very small number of dispatcher claims. I have included a discussion of the results on each sheet below the table. Also note that it is quite possible that some corrections workers at the city and county level are included in the "all other public worker" group instead of the corrections group because they were not properly identified as corrections workers on their injury report.

Please keep in mind that this data was compiled from claims filed, so none of the percentages in the spreadsheets are percentages of all 911 telecommunicators, correctional officers, or other public employees. The Department does not collect data on total numbers of employees in these categories, so it was not possible for Brian to run percentages such as, for example, the number of claims filed by dispatchers as a percentage of the total number of dispatchers. To illustrate this with another example: The spreadsheet showing "Job tenure" or "Tenure expanded" shows job tenure of dispatchers, correctional employees, and all other public employees who filed workers' compensation claims (not of all dispatchers, correctional employees, and others).

For convenience, the following are excerpts of notes or discussion provided by Brian below each spreadsheet. These are helpful because they provide Brian's analysis of the data presented and, in some cases, offer conclusions that can be drawn from the data. (The yellow highlighting in the spreadsheets were added by Brian and are referred to in his notes.)

For the spreadsheet at the tab labeled “Nature of injury”:

Sprains, strains and tears account for the largest number of injuries for all three worker groups.

For the spreadsheet at the tab labeled “Event or exposure”:

Overexertion and bodily reaction is the most common event leading to accepted indemnity claims for dispatchers and all other public workers. For corrections workers, violence is the most common event. Exposure is elevated among corrections workers for the 2018-2020 period because of COVID-19 claims. Overexertion is often due to lifting, carrying, pulling or pushing objects or bodily movements such as twisting and reaching.

For the spreadsheet at the tab labeled “Worker demographics”:

- 1. The majority of the dispatchers were female, unlike the injured workers in the other two groups.*
- 2. The dispatcher age distribution was similar to the distribution for all other public workers. There was a lower percentage of corrections workers age 55 or older.*
- 3. Job tenure was similar for all three groups, with the majority of workers having more than five years of job tenure.*
- 4. The dispatcher worker residence distribution was similar to the distribution for all other public workers, with a majority living in the Twin Cities metropolitan area. Corrections workers were more likely to live outside the Twin Cities metropolitan area.*

For the spreadsheet at the tab labeled “Tenure expanded”:

Dispatchers show a different distribution of job tenure than the comparison groups. Dispatchers have lower percentages of claims among workers with less than 10 years of job tenure, then have higher percentages among workers in the 10-19 year tenure groups and among workers with at least 25 years of job tenure. The percentage of indemnity claims among workers with 20 or more years of tenure is also higher than for the comparison groups.

For the spreadsheet at the tab labeled “Disability duration”:

Total mean and median weeks of TTD benefits were higher for dispatchers than for the comparison groups. This could result from dispatchers reporting, on average, more serious injuries than workers in the other groups because they are not making claims for relatively minor injuries. It could also result from differences among the groups in return-to-work opportunities and practices. However, dispatchers only had noticeably higher TTD (temporary total disability) durations for two of the five time periods.

For the spreadsheet at the tab labeled “Permanent disability”:

The three worker groups have very similar percentages of claims without a PPD (permanent partial disability) or settlement. Compared to the comparison groups, dispatchers are more likely to receive a settlement and less likely to be paid PPD benefits. Dispatchers were the only group with a higher percentage of claims receiving a settlement instead of PPD benefits.

Section B

Surveys

Survey of 911 Telecommunicators Employed by the State
on the Importance of Pension Features and Transfer to the MSRS Correctional Plan

Please provide this information about yourself:

Your age: _____

Your position: _____

How many years of service: _____

1. Rank in order of importance to you, 1 = most important; 10 = not at all important:
 - ___ Option to retire with a full pension at age 55
 - ___ Legislative involvement to seek more pay
 - ___ Legislative involvement to seek more mental health and other medical benefits
 - ___ Legislative involvement to seek approval for more staff to share workload
 - ___ Bigger pension in terms of monthly payments after retirement
 - ___ Other: _____
2. Compare the features of the MSRS General Plan to the MSRS Correctional Plan and indicate which **plan** you prefer and indicate why on the last bullet.

___ General Plan:

- Pension: **1.7%** X years of service X high five salary
- **100% vested at 5 years** of service
- Employee contribution rate: **6%** of salary
- Normal retirement age (full pension age): **65** (or **66** if hired after 1989)
- Annual cost of living increase for retirees: **1%**
- Why I prefer the General Plan:

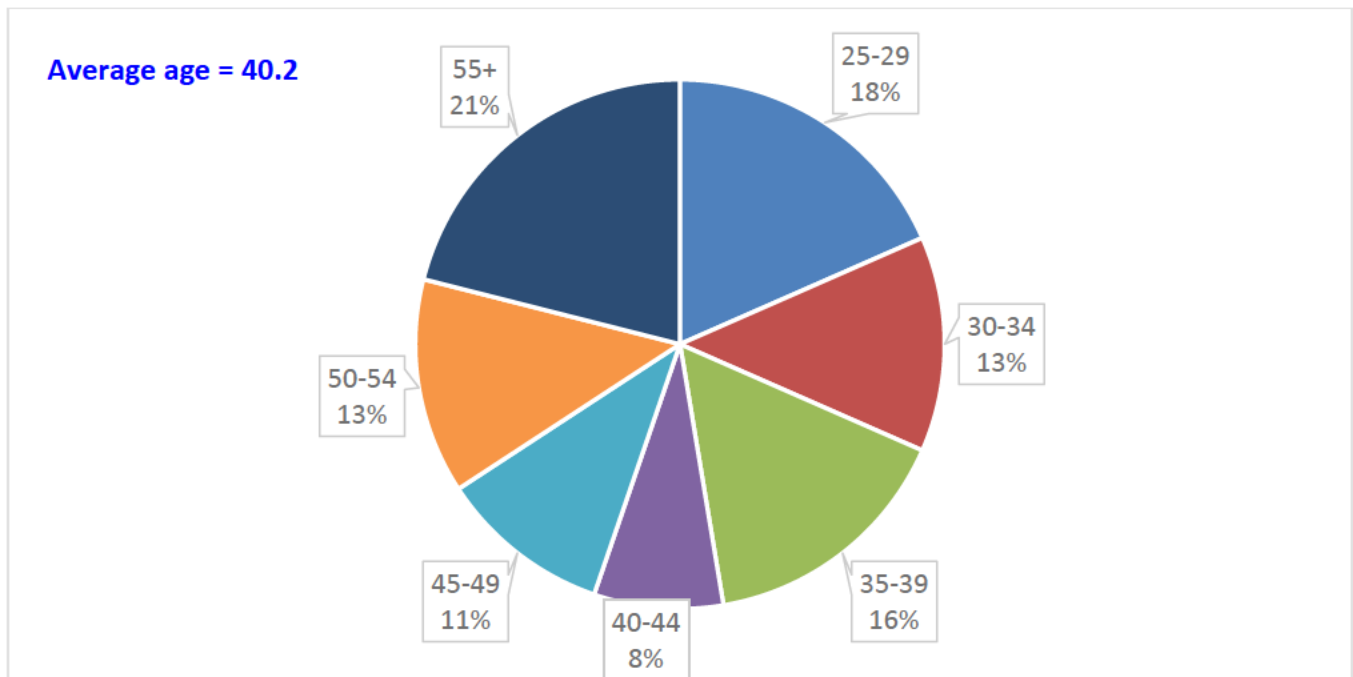
___ Correctional Plan:

- Pension: **2.2%** X years of service X high five salary
- 50% vested at 5 years of service, increasing by 10% each year, until **100% vested at 10 years** of service
- Employee contribution rate: **9.6%** of salary
- Normal retirement age (full pension age): **55**
- Annual cost of living increase for retirees: **1.5%**
- Why I prefer the Correctional Plan:

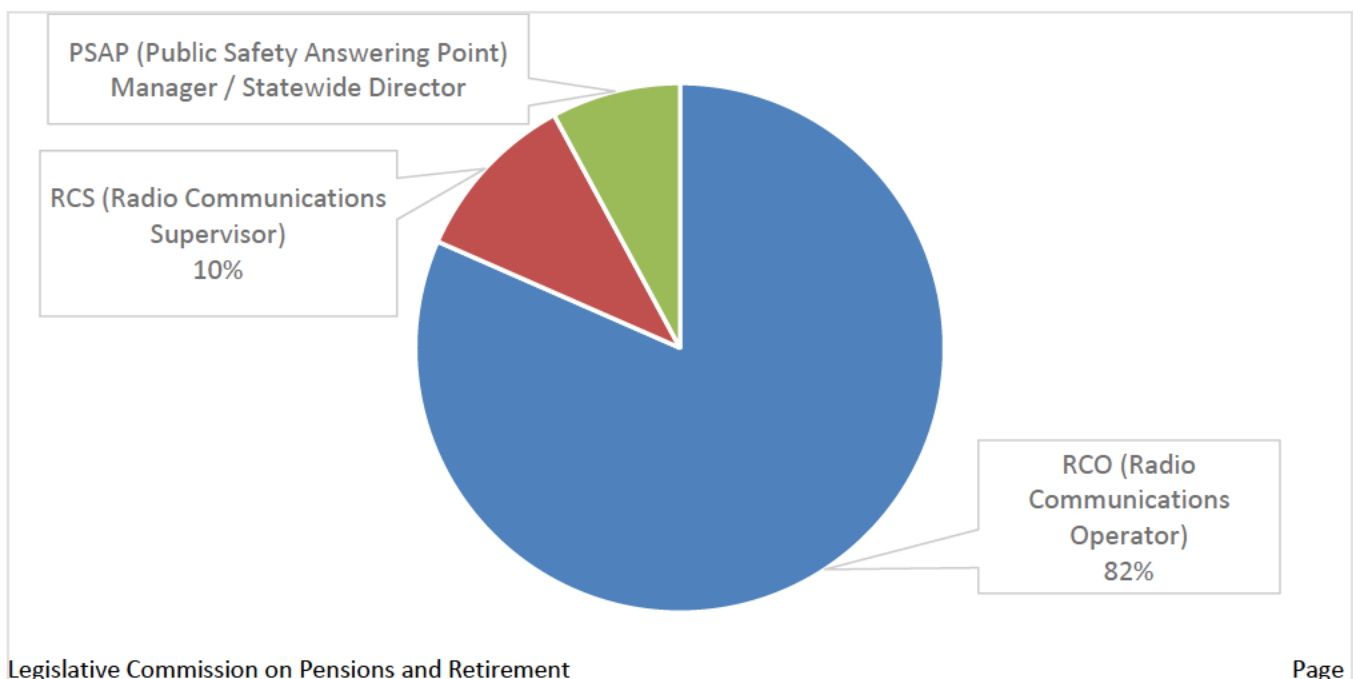
Survey of 911 Telecommunicators Employed by the State

Survey Results

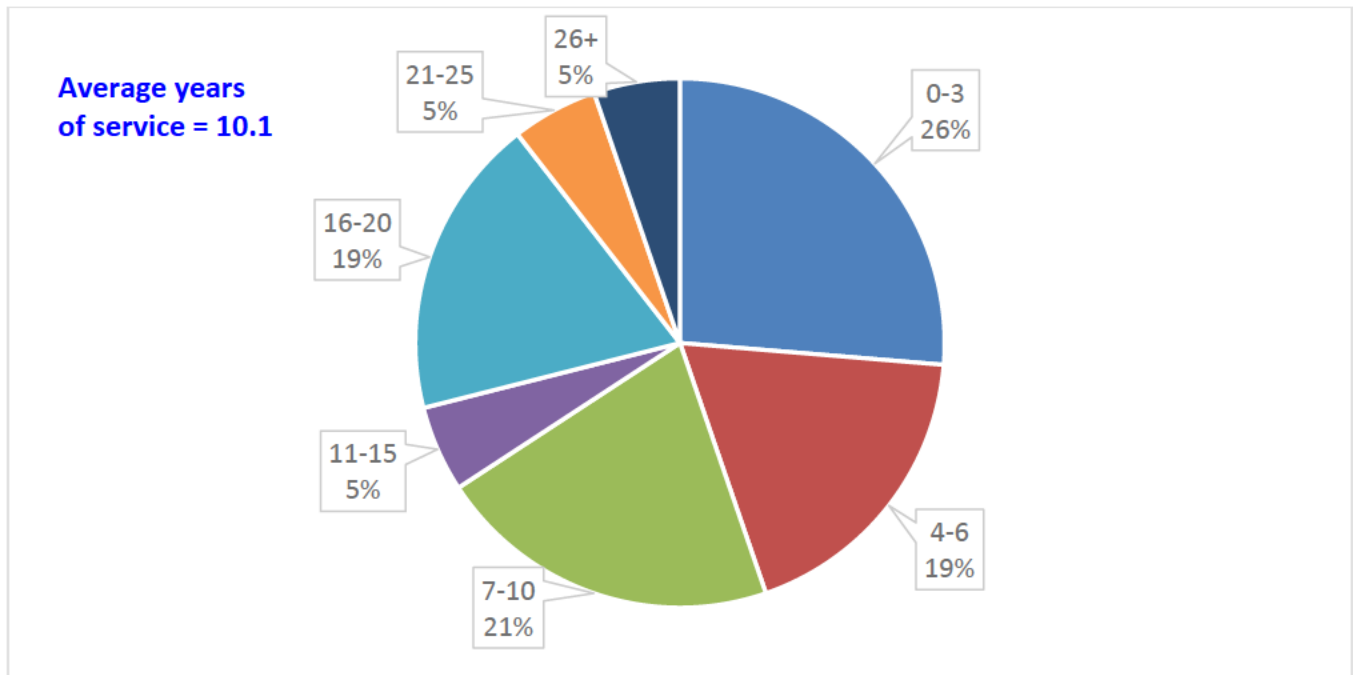
Q1. What is your age?



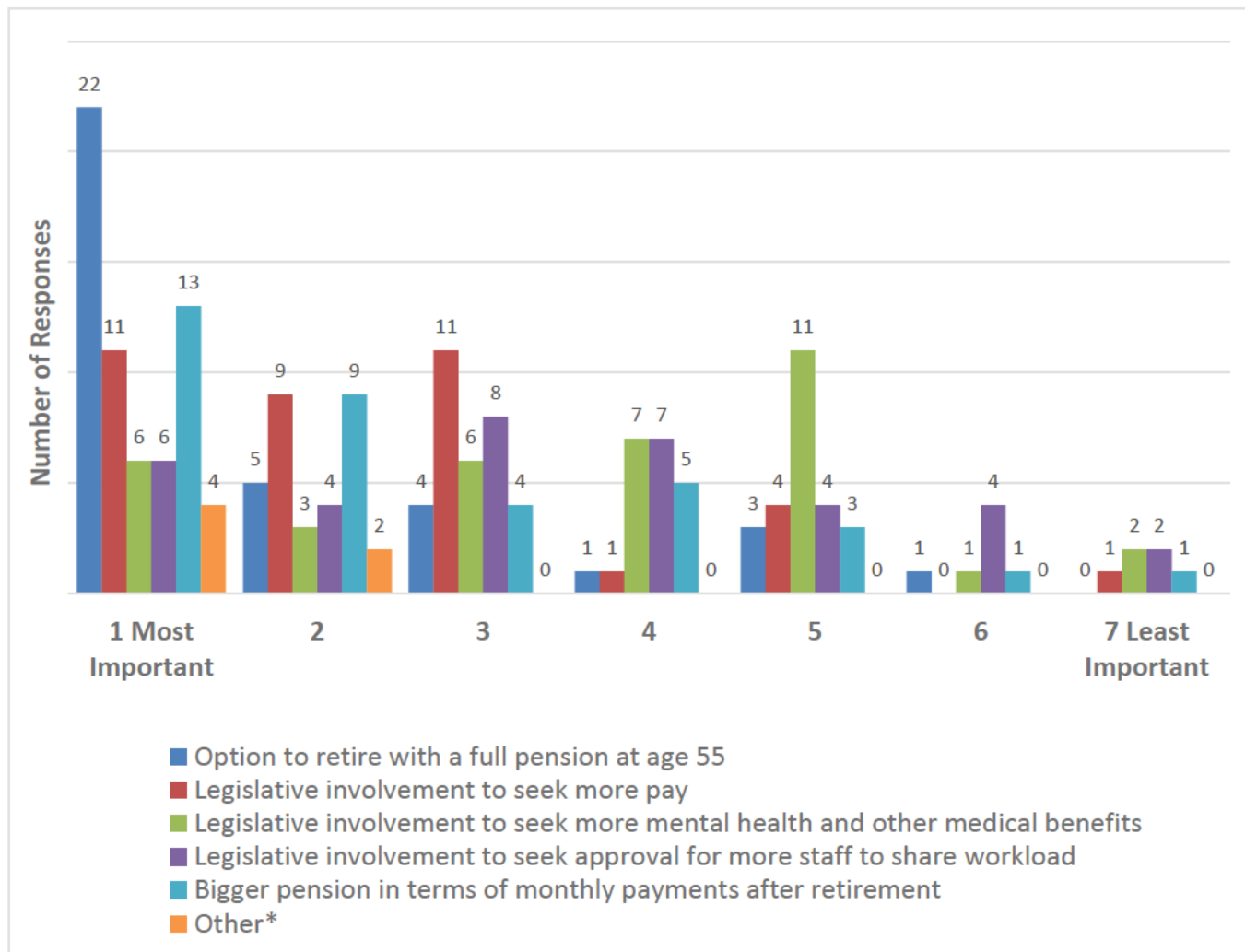
Q2. What is your position?



Q3. How many years of service?



Q4. Rank in order of importance to you, 1 = most important; 10 = not at all important.



Responses for Other* (verbatim responses)

From respondents who ranked "other" as 1 Most Important

- *Legislative involvement to reclassify as first responders for schedule flexibility*
- *Being classified as a first responder state and federally. Better incentives for those here working especially with staffing shortages (retention). (((I realize this is probably more of a union thing figured I'd list it anyways)))*
- *All unused sick time to be rolled over into health savings account*
- *Full health insurance benefits after retirement*

From respondents who ranked "other" as 2

- *Money for continuing education and training in new systems*
- *All unused sick leave roll into health savings account*

Q5. Compare the features of the MSRS General Plan to the MSRS Correctional Plan and indicate which plan you prefer and indicate why on the last bullet.



Q6. Why I prefer the General Plan (*no responses*)

Q7. Why I prefer the Correctional Plan (*verbatim responses*)

- *Earlier retirement with greater payout.*
- *Retirement age is earlier, better cost of living increase.*
- *Our job and schedules are highly stressful and it would mean a great deal if people who have served 30+ years would be able to retire to have a better chance of actually living during their retirement.*
- *"The Correctional Plan, or other new plan with similar structure, recognizes the importance of the 911 Dispatcher position and the accompanying stress and*
- *detrimental health effects the position causes. The physical danger that a dispatcher faces is the cumulative effect of being in a position that can go from sedentary to chaos in an instant. Dispatchers are faced with the stress of knowing that someone is in danger or injured, and often not knowing the conclusion of the event. State Patrol dispatchers see a lot of camera footage of the damage and trauma that occurs. From seeing a car burning and knowing someone is still inside, to watching a person, (and speaking with them on the phone), in their last moments of torment before they jump off a bridge, to hearing our Trooper partners/friends yelling for help-and not being able to reach through the phone to help them..... a dispatcher goes through physical and mental trauma. It will also help with recruitment AND retention in a field that is suffering at both.*
- *I prefer this type of plan, as for just a slightly higher contribution (investment), I would receive a higher benefit. The early retirement age offsets the detrimental health effects that would be likely.*
- *It is important to have current dispatchers grandfathered into the new plan, as it would increase retention. I would predict that any dispatcher that is vested in the MSRS general plan, that wasn't allowed to move to any new enhanced retirement plan, would leave in frustration over that issue."*

Survey of 911 Telecommunicators Employed by the State

- *We are not clerical staff, we have other things that happen.*
- *Earlier retirement with greater payout.*
- *This plan has an increase in everything that the General Plan does not offer. Emergency Communications is no longer an office job. There are many things that a person NEVER has closure to and over time that starts to affect not only mental health, but overall health in a negative way.*
- *Option to retire at 55 with full pension.*
- *The retirement age.*
- *Overall better option.*
- *"It takes better care of members, earlier retirement, better cost of living.*
- *percentage."*
- *Retirement age.*
- *Higher percentages and earlier retirement age.*
- *Earlier retirement & higher payout.*
- *The strain, stress, and deterioration on your mind and body from this job grows over time, similar to policing and corrections. Reducing the age of retirement will allow for the final, yet most "mentally weighing" years to be handled at a younger age, and have time to enjoy retirement before you have become too jaded. It does take more time to become fully vested, however, I believe that's fair since you will be retiring sooner, and again, it's the time spent at this job that causes it to weigh on someone; put in your time to receive the benefit of this career. You also are putting 50% more of your salary in per year, but I also feel that's completely fair. By having retirement 10-11 years earlier, there's 10-11 fewer years of salary to be added to the pot, and 10-11 more years being distributed.*
- *I would like to have my pension be as robust as possible when I reach my goal of retiring at 15 years of service.*
- *It encourages employees to stay longer and rewards employees with experience for staying in the job. It also recognizes the difficulties of the job by providing for earlier retirement age.*
- *Better payment during retirement and earlier so I can enjoy life more.*
- *"I prefer the Correctional Plan two fold. The average life span of humans (in 2021) is 79. On an average, if I retire at 66 (General Plan), that gives me a mere 13 years of retirement to live my life and enjoy my wife and kids (and future grandkids). If I am able to retire at 55, this gives me a 10/11 additional years to be able to enjoy the previous said relationships and life endeavors. If I need to work, I could go and do something part-time if I absolutely needed to. Secondly, (me personally) am on track on be debt free by the age 55. The additional income working after 55 would be nice, but not needed (again, if I need to do something part-time, I can).. but on my own accord (want) versus (need) to pay debt.*
- *Despite a higher employee contribution rate (correctional plan vs general plan) and taking longer to be vested, the bigger picture is much better with a 2.2%, lower retirement age requirement, would be more ideal. "*

Survey of 911 Telecommunicators Employed by the State

- *Retire at age 55.*
- *We work nights, weekends and holidays. Why are we still considered "clerical"?*
- *Incentive for longevity.*
- *Incentive for longevity.*
- *I plan on staying for the long haul.*
- *Better long term goals and benefits.*
- *After many years of service as an RCO, I believe the stresses involved with this position are deserving of the same retirement as the correctional officers plan.*
- *More pay, earlier retirement age, & incentivizes staying*
- *Overall more incentive to work for the State Patrol.*
- *Ability to fully retire at 55 - better work life balance, able to enjoy more of life after retirement with better finances. I am willing to contribute more to be able to retire sooner.*
- *Stressful job, poor hours, others in field retire at 55 with insurance.*
- *2.2%, 100% vested at 10 years, and full pension at 55*

Legislative Commission on Pensions and Retirement

55 State Office Building
Phone: 651-296-2750

100 Rev. Dr. Martin Luther King Jr. Blvd.
TDD: 651-296-9896; Fax: 651-297-3697

St. Paul, MN 55155-1201
www.lcpr.leg.mn

Survey of 911 Telecommunicators Employed by the State and Local Governments

on the Importance of Pension Features and Transfer to the PERA Correctional Plan and Gathering Data on Working Conditions, by Dar Pankonie, President of the Minnesota Chapters of the National Emergency Number Association (NENA) and the Association of Public-Safety Communications Officials (APCO) and Chair of the Working Group

911 Telecommunicator Pension Survey

911 Telecommunicator Pension Survey

A 2021 law requires the establishment of a working group to study whether 911 telecommunicators should receive enhanced pension benefits. Currently most 911 telecommunicators in Minnesota are covered by the PERA General Plan (county and municipal employees) or the MSRS General Plan (state employees).

The law requires the working group to “recommend whether changes to the pension plan coverage for 911 telecommunicators are appropriate. If the working group finds that such changes are appropriate, the working group must recommend changes to the pension plan coverage for 911 telecommunicators. The recommended changes may include but are not limited to moving 911 telecommunicators to the correctional plans.”

The working group is considering a variety of enhancements, including changing the age at which 911 telecommunicators can retire with a full pension to an earlier retirement age, such as at age 55. The working group is also considering whether 911 telecommunicators should be transferred from the General Plans to the Correctional Plans.

The working group has just begun to meet and is in the information-gathering stage. For more information on the group, please see the LCPR website at www.lcpr.leg.mn/911WorkGroup.htm.

With help from the staff of the Legislative Commission on Pensions and Retirement (LCPR), which is the legislative commission that oversees the state’s public pension plans, the Chair of the working group, Dar Pankonie, has prepared this survey to give 911 telecommunicators an opportunity to provide feedback to the working group.

The recommendations of the working group may eventually result in changes to pension benefits for telecommunicators. However, the LCPR will ultimately decide whether to follow the recommendations of the working group or not. Even with LCPR approval, any changes to pension benefits will require legislation to be passed by both the House and Senate and signed by the Governor before the changes can take effect.

Your answers to this survey will be provided anonymously to the Chair and LCPR staff. Your response and the results of the survey will not be used for any purpose other than to inform the working group. We do not want you to identify yourself, except to provide your agency, position, age, years of service, annual base salary, and the public pension plan of which you are a member. This specific information is VITAL to doing an accurate cost assessment.

Thank you for taking the time to complete the survey. Please respond as soon as possible, and no later than Monday, October 18, 2021.

911 Telecommunicator Pension Survey

Survey of 911 Telecommunicators Employed by a County or City

Questions 1 to 6 seek the **MANDATORY** information necessary for the 911 Telecommunicator Pension Working Group. All 6 questions must be answered to validate the survey.

The results of this survey will be presented in aggregate to ensure the anonymity of survey respondents.

* 1. Agency Name. Choose your agency name from the below list.

* 2. Position Title

NOTE: Select exact title used by your agency's human resource department. If your exact title is not listed, enter it in the "Other" box below.

Other (please specify)

* 3. What is your age? Round to the nearest whole number in years.

* 4. How many years of service do you have? Round to the nearest whole number.

NOTE: Years of Service should be the TOTAL years of service in all 9-1-1 communication positions in the State of Minnesota (all pension qualifying).

* 5. What is your current annual base salary? **Do not include a dollar sign or commas.**

NOTE: do not include overtime pay or any other pay that is not salary (e.g. uniform, cell phone, training, parking).

* 6. What pension plan covers your current employment?

- ☐ PERA Coordinated (General) Plan
- ☐ PERA Correctional Plan
- ☐ PERA Police and Fire Plan
- ☐ MSRS General Plan

911 Telecommunicator Pension Survey

Comparing Pension Features

Compare the features of the PERA Coordinated (General) Plan to the PERA Correctional Plan:

Coordinated Plan:

- Pension: 1.7% X years of service X high five salary
- 100% vested at 5 years of service
- Employee contribution rate: 6.5% of salary
- Normal retirement age (full pension age): 65 (or 66 if hired after 1989)
- Annual cost of living increase for retirees is one half of inflation up to 1.5%

Correctional Plan:

- Pension: 1.9% X years of service X high five salary
- 50% vested at 5 years of service, increasing by 10% each year, until 100% vested at 10 years of service
- Employee contribution rate: 5.83% of salary
- Normal retirement age (full pension age): 55
- Annual cost of living increase for retirees equals the rate of inflation up to 2.5%

7. Indicate which plan you prefer and state why in the comment box:

☐

Coordinated Plan

☐

Correctional Plan

911 Telecommunicator Pension Survey

Prefer Coordinated (General) Plan

8. Why I prefer the Coordinated (General) Plan?

911 Telecommunicator Pension Survey

Prefer Correctional Plan

9. Why I prefer the Correctional Plan?

911 Telecommunicator Pension Survey

Benefits

10. Rank in order of importance to you, 1 = most important 7 = least important



Opt on to retire with a full pension at age 55



Biweekly pension in terms of monthly payments after retirement



Legislation to seek more pay



Legislation to seek more mental health and other medical benefits



Legislation to seek approval for more staff to share workload



Other (use comment box)



Increased leave benefits (e.g. PTO, Vacation)

11. Enter your OTHER option for the ranking question.

911 Telecommunicator Pension Survey

Absences from work

These next several questions will be used to provide information to the working group about your workplace.

12. In the last 12 months, how many days did you miss work due a COVID diagnosis or quarantine?

13. In the last 12 months, how many days did you miss work due to work related stress? Do NOT include days included in the previous question.

14. In the last 12 months, how many days did you miss work due to a work related injury? Do NOT include days included in either of the previous two questions.

911 Telecommunicator Pension Survey

Schedules

15. What is your preferred schedule option?

- ☐ A shorter sh ft work ng more days per week?
- ☐ A onger sh ft work ng fewer days per week?

16. In the last 12 months, how many hours of overtime did you average per week?

17. What type of schedule do you currently work?

- ☐ 8 hours (fixed 5-2 pattern)
- ☐ 10 hours (fixed days)
- ☐ 10 hours (rotating days)
- ☐ Mix of 8 hours and 10 hours (rotating days)
- ☐ 12 hours (rotating pattern)
- ☐ 12 hours (fixed pattern)
- ☐ Other schedule (please specify hours and pattern):

18. Do you like your current schedule?

- ☐ Yes
- ☐ No

911 Telecommunicator Pension Survey

Current Schedule Positives

19. Why do you like your current schedule?

911 Telecommunicator Pension Survey

Current Schedule Negatives

20. Why don't you like your current schedule?

911 Telecommunicator Pension Survey

Effects of Age

21. Do you feel that your ability to perform your job effectively and efficiently has declined as you age?

☐ Yes

☐ No

911 Telecommunicator Pension Survey

Effects of Age on ability to perform job effectively and efficiently.

22. Please explain why you answered, YES, to this question.

911 Telecommunicator Pension Survey

Submit or Exit Survey

Your survey will be saved and submitted by clicking the "DONE" button.

If the survey is incomplete, please exit the survey [right upper corner] and come back another time. You will need to start over.

Please remember, only one submission per person.

Survey of 911 Telecommunicators Employed by the State and Local Governments

Q1. Agency Name.

Survey Results

Choose your agency name from the below list.

Anoka County Communications	46	McLeod County Sheriff's Office	9
Aikin County Sheriff's Office	5	Meeker County Sheriff's Office	7
Becker County Sheriff's Office	7	Metro Transit	13
Beltrami County Sheriff's Office	6	Metropolitan Airport Commission-MAC	17
Benton County Sheriff's Office	5	Mille Lacs County Sheriff's Office	5
Big Stone County Sheriff's Office	0	Minneapolis Emergency Communications Center	37
Bloomington Police Department	11	Morrison County Sheriff's Office	8
Blue Earth County Sheriff's Office	11	Mower County Sheriff's Office	15
Brown County Sheriff's Office	5	Murray County Sheriff's Office	4
Carlton County Sheriff's Office	8	Nicollet County Sheriff's Office	10
Carver County Sheriff's Office	10	Nobles County Sheriff's Office	4
Cass County Sheriff's Office	5	Norman County Sheriff's Office	1
Chippewa County Sheriff's Office	5	Olmsted County Sheriff's Office	22
Chisago County Sheriff's Office	13	Otter Tail County Sheriff's Office	8
Clearwater County Sheriff's Office	5	Pennington County Sheriff's Office	3
Cook County Sheriff's Office	5	Pine County Sheriff's Office	1
Cottonwood County Sheriff's Office	7	Pipestone County Sheriff's Office	5
Crow Wing County Sheriff's Office	9	Polk County Sheriff's Office	3
Crow Wing County Sheriff's Office	3	Pope County Sheriff's Office	3
Dakota Communications	45	Ramsey County Communications	87
Dodge County Sheriff's Office	6	Red Lake County Sheriff's Office	0
Douglas County Sheriff's Office	13	Redwood County Sheriff's Office	5
Eden Prairie Police Department	7	Renville County Sheriff's Office	4
Edina Police Department	12	Rice/Steele Communications	19
Faribault County Sheriff's Office	6	Rock County Sheriff's Office	2
Fillmore County Sheriff's Office	4	Roseau County Sheriff's Office	0
Freeborn County Sheriff's Office	10	Saint Louis Park Police Department	8
Goodhue County Sheriff's Office	12	Scott County Sheriff's Office	19
Grant County Sheriff's Office	7	Sherburne County Sheriff's Office	10
Hennepin County Sheriff's Office	52	Sibley County Sheriff's Office	7
Houston County Sheriff's Office	6	State Patrol	27
Hubbard County Sheriff's Office	4	St Louis County Sheriff's Office	10
Hutchinson Police Department	0	Stearns County Sheriff's Office	30
Isanti County Sheriff's Office	4	Stevens County Sheriff's Office	4
Itasca County Sheriff's Office	6	Swift County Sheriff's Office	6
Jackson County Sheriff's Office	7	Todd County Sheriff's Office	6
Kanabec County Sheriff's Office	3	Travers County Sheriff's Office	0
Kandiyohi County Sheriff's Office	14	University of Minnesota	6
Kittson County Sheriff's Office	5	Wabasha County Sheriff's Office	7
Koochiching County Sheriff's Office	0	Wadena County Sheriff's Office	3
Lac Qui Parle County Sheriff's Office	2	Waseca County Sheriff's Office	6
Lake County Sheriff's Office	1	Washington County Sheriff's Office	24
Lake of the Woods County Sheriff's Office	5	Watsonwan County Sheriff's Office	8
Le Sueur County Sheriff's Office	8	Wilkin County Sheriff's Office	1
Lincoln County Sheriff's Office	1	Winona County Sheriff's Office	11
Lyon County Sheriff's Office	8	Wright County Sheriff's Office	11
Mahnomen County Sheriff's Office	1	Yellow Medicine County Sheriff's Office	8
Marshall County Sheriff's Office	0	TOTAL	921
Martin County Sheriff's Office	2		

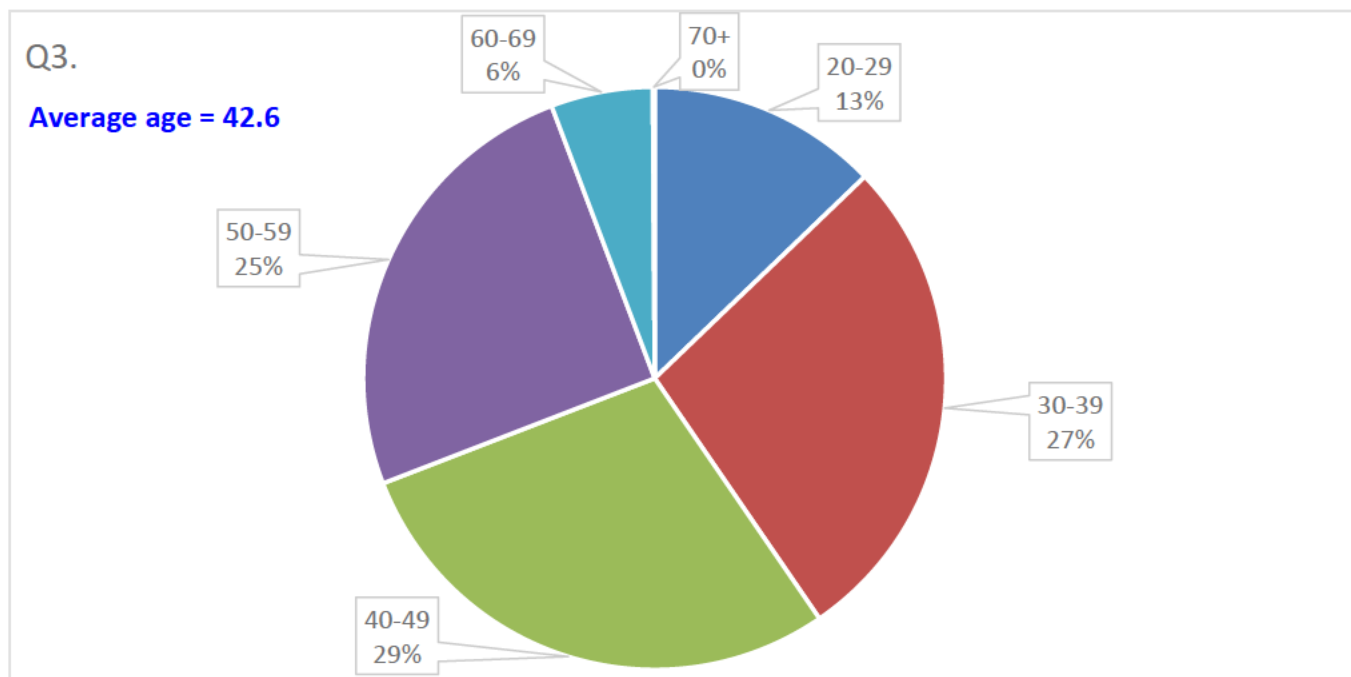
Q2. Position Title

NOTE: Select exact title used by your agency's human resource department. If your exact title is not listed, enter it in the "Other" box below. Note: See verbatim responses for "other."

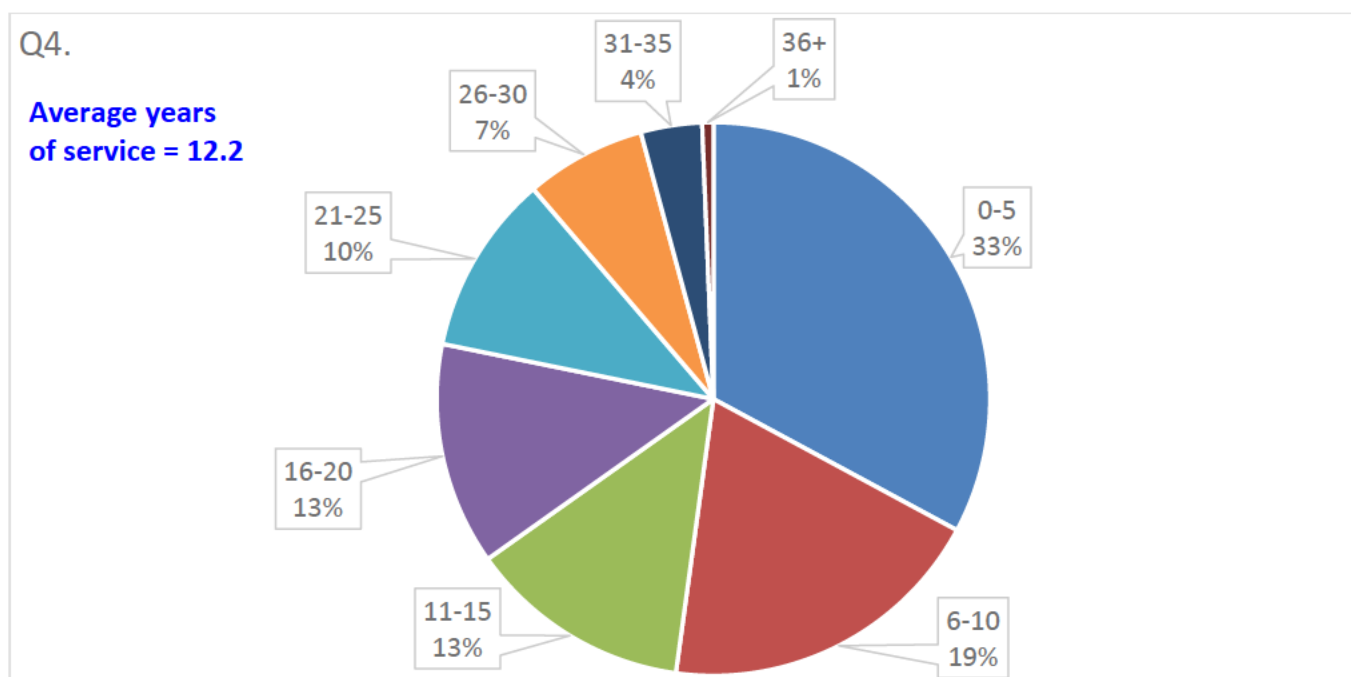
Other** [Put title in OTHER text box]	47	Dispatcher-Jailer	28
911 Administrator	1	Dispatcher-Law	2
911 Communications Operator	26	Division Supervisor	0
911 Coordinator	3	E911 Communications Dispatch Supervisor	3
911 Dispatch Supervisor	33	E911 Corrections Officer	0
911 Dispatcher	377	E911 Jail Administrator	0
911 Dispatcher-Supervisor	11	ECC Technical Support Manager	1
911 Dispatch-Records	11	Emergency Communications Manager	2
911 Operations Supervisor	1	Emergency Communications Operations Manager	0
911 Public Safety Dispatcher	48	Emergency Communications Shift Supervisor	4
911 Supervisor	13	Emergency Telecommunicator	1
911 Telecommunicator	71	Emergency Communications Specialist	23
911 Telecommunicator Operations Sergeant	7	Executive Assistant	1
Administration Manager	1	Executive Director	1
Administration Supervisor	3	Jail Administrator	2
Administrative Analyst	0	Jail-Dispatch Supervisor	3
Administrator	1	Jailer-Dispatcher	10
Assistant Director	1	Lead Dispatcher	6
Assistant Director of Emergency Communications	0	Lead Dispatcher-TAC	1
Assistant Manager	1	Lead Emergency Communications Specialist	1
CAD Administrator	1	Lieutenant of Communications	1
Center Supervisor	0	Manager	1
Chair 1 Dispatcher	1	Office Manager	0
Chief Communications Officer	0	Operations Director	1
Civilian Police and Fire Dispatcher	5	Operations Manager	1
Communications Center Division Manager	1	Program Coordinator	0
Communications Corrections Officer	4	Programmer-Training Communications Officer	0
Communications Lieutenant	3	PSAP Administrator	2
Communications Manager	3	PSAP Coordinator	6
Communications Officer	22	PSAP Director	2
Communications Operator	1	PSAP Manager	5
Communications Sergeant	4	PSAP Supervisor	4
Communications Service Manager	1	PSECC Supervisor	1
Communications Shift Lead	1	Public Safety Dispatcher	22
Communications Supervisor	1	Quality Assurance Specialist	1
Communications Team Leader	0	Sergeant	2
Communications-Corrections Officer	8	Shift Supervisor	4
Coordinator	1	Supervisor	5
Director	1	TAC-Dispatcher	4
Director of Emergency Communications	4	TCC Supervisor	4
Dispatch Coordinator	1	Telecommunications Center Sergeant	0
Dispatch Lead	5	Training and Quality Assurance Manager	0
Dispatch Sergeant	1	Training and Quality Assurance Specialist	0
Dispatch Supervisor	7	Training Supervisor	0
Dispatch/Records Supervisor	0	Other (please specify)	97
Dispatcher	34	TOTAL	921

Q3. What is your age?

Round to the nearest whole number in years.

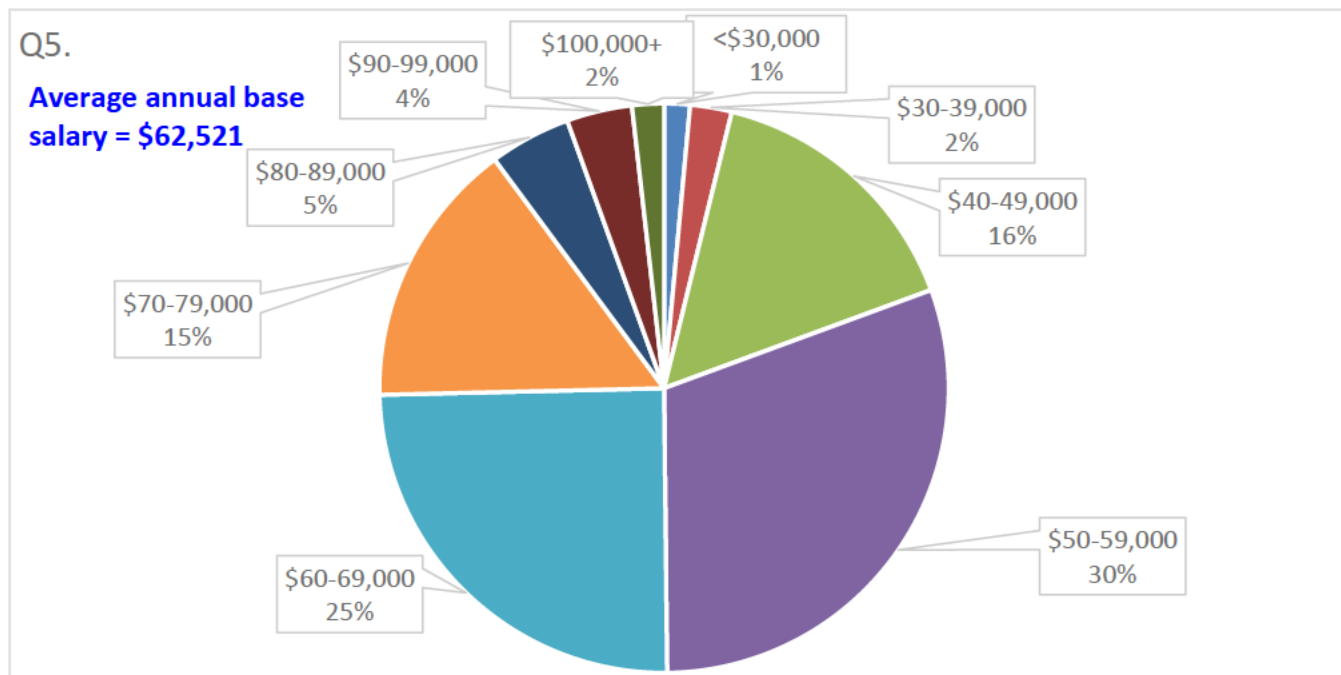
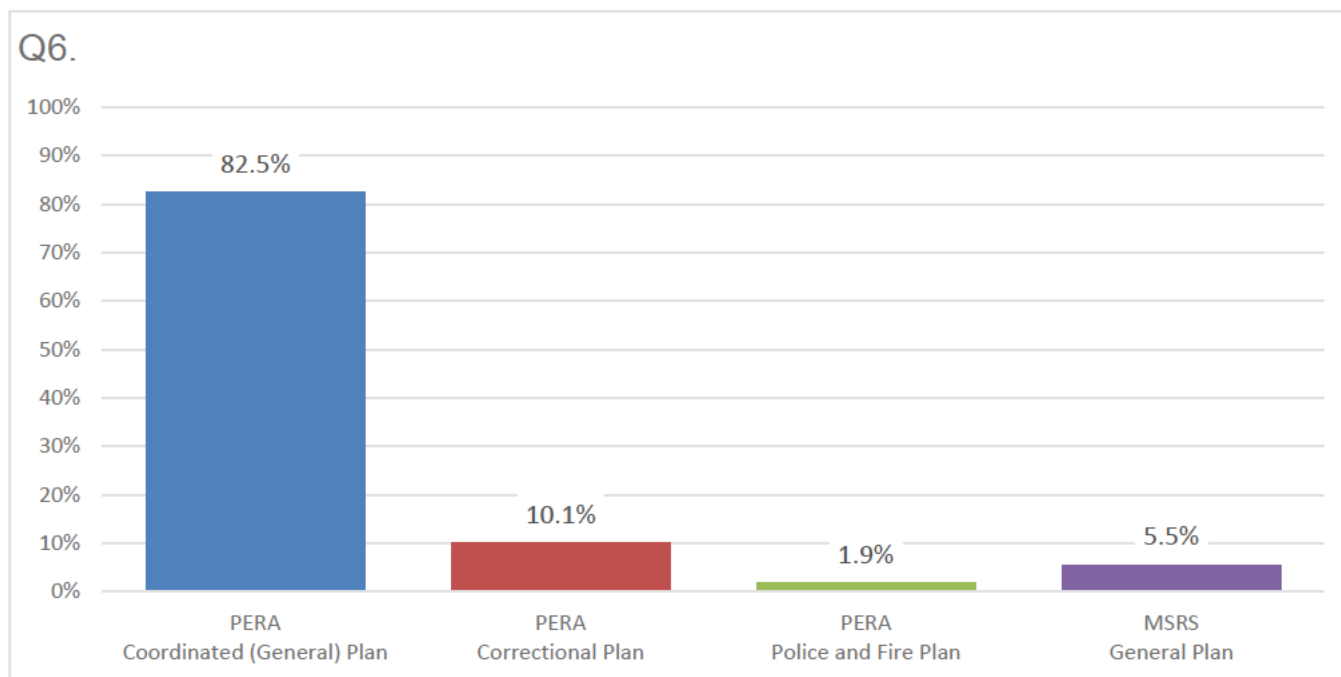
**Q4. How many years of service do you have?**

Round to the nearest whole number. NOTE: Years of Service should be the TOTAL years of service in all 9-1-1 communication positions in the State of Minnesota (all pension qualifying).

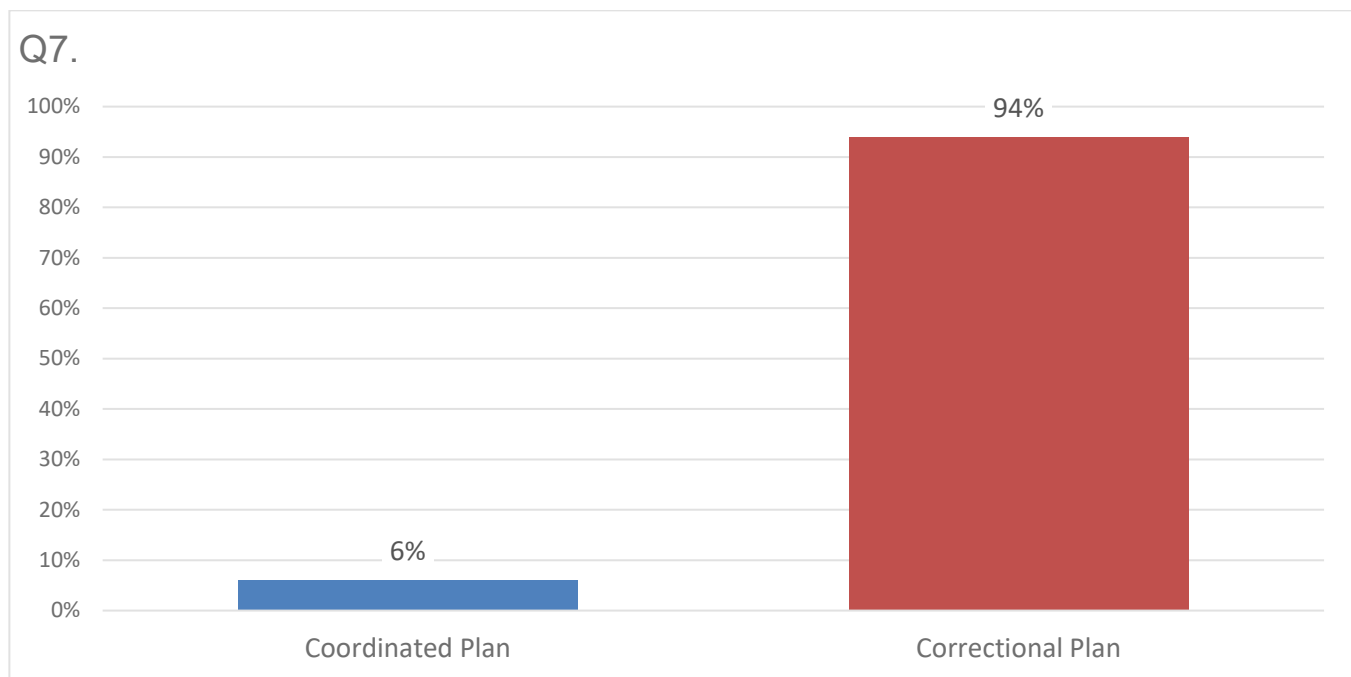


Q5. What is your current annual base salary?

Do not include a dollar sign or commas. NOTE: do not include overtime pay or any other pay that is not salary (e.g. uniform, cell phone, training, parking).

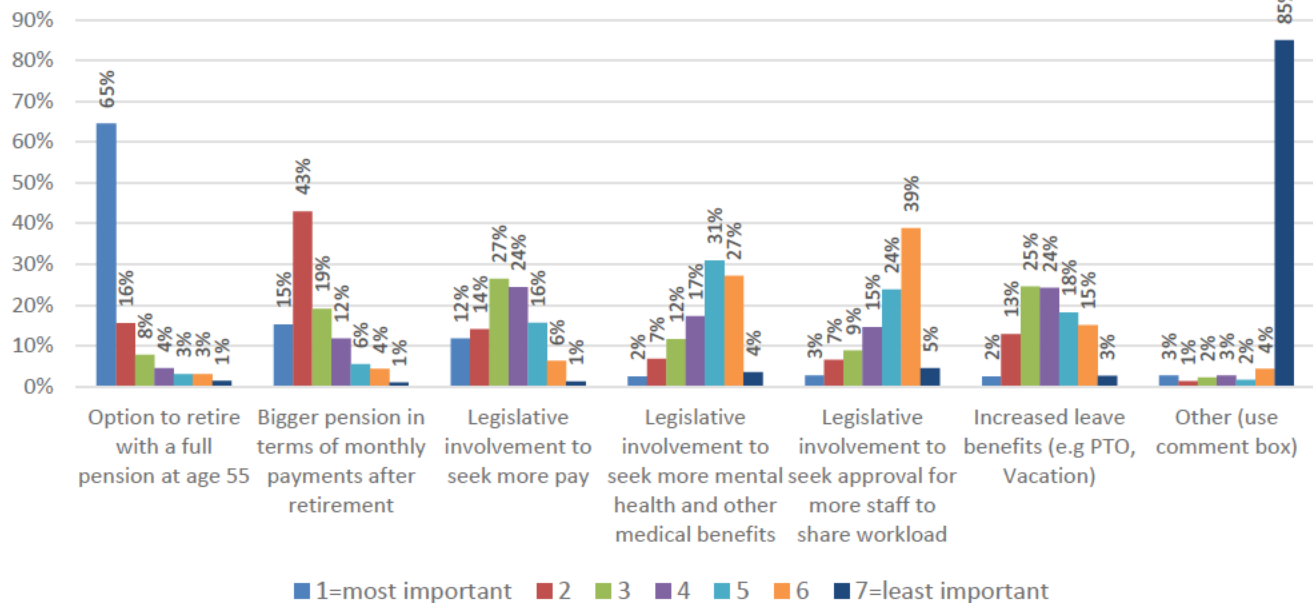
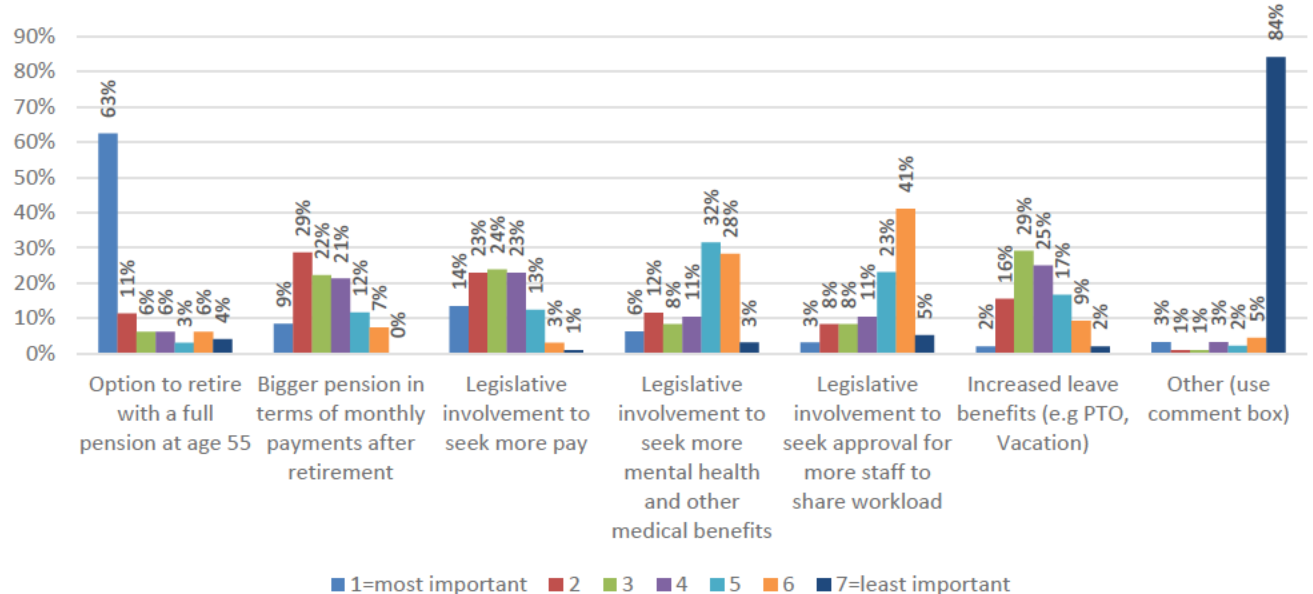
**Q6. What pension plan covers your current employment?**

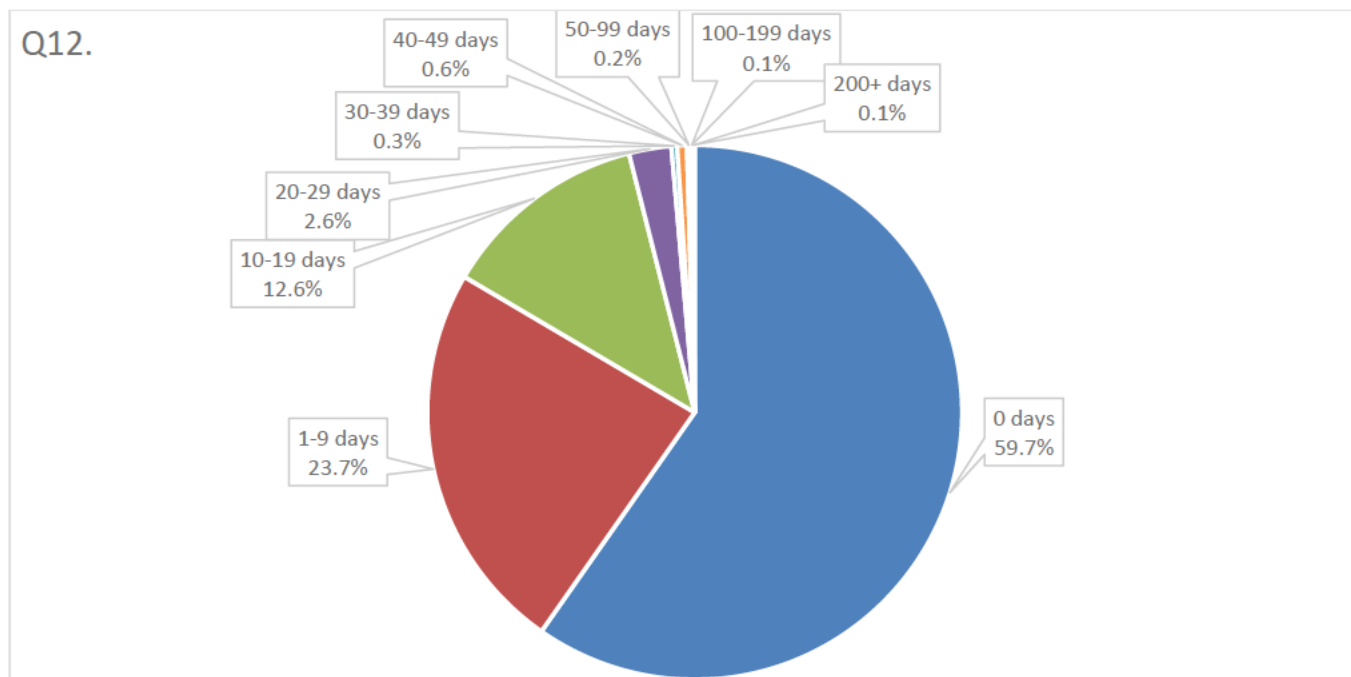
Q7. Indicate which plan you prefer
and state why in the comment box:



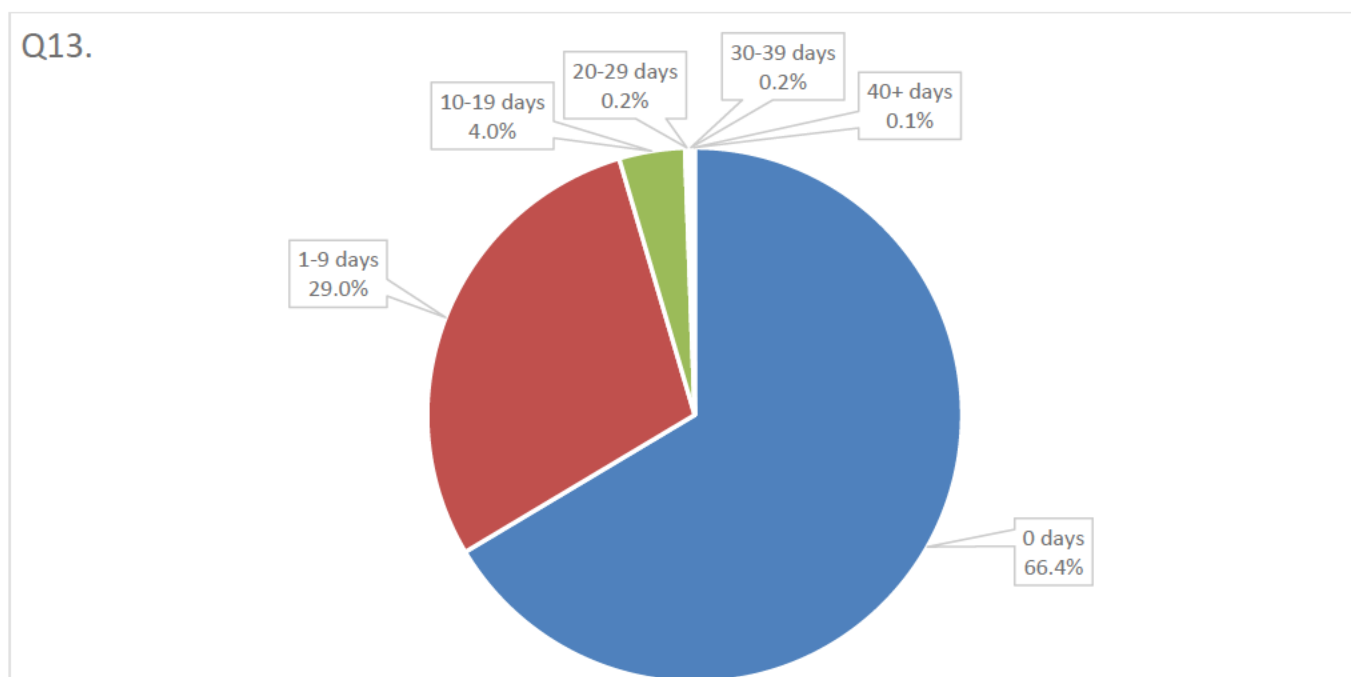
Q8. Why I prefer the Coordinated (General) Plan?
(See verbatim responses)

Q9. Why I prefer the Correctional Plan?
(See verbatim responses)

Q10. Rank in order of importance to you.*1 = most important; 7 = least important.***Q10. All Respondents****Q10. Respondents Under Age 30****Q11. Enter your "OTHER" option for the ranking question.***For those who chose to rank an "other" option (see verbatim responses)*

Q12. In the last 12 months, how many days did you miss work due a COVID diagnosis or quarantine?**Q13. In the last 12 months, how many days did you miss work due to work related stress?**

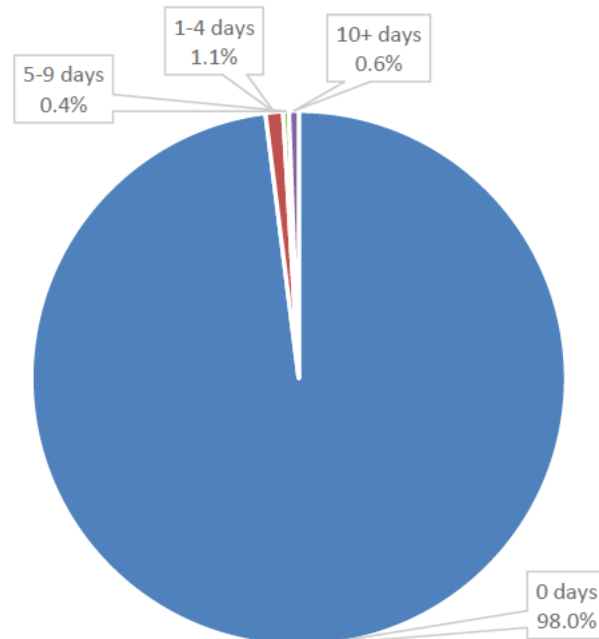
Do NOT include days included in the previous question.



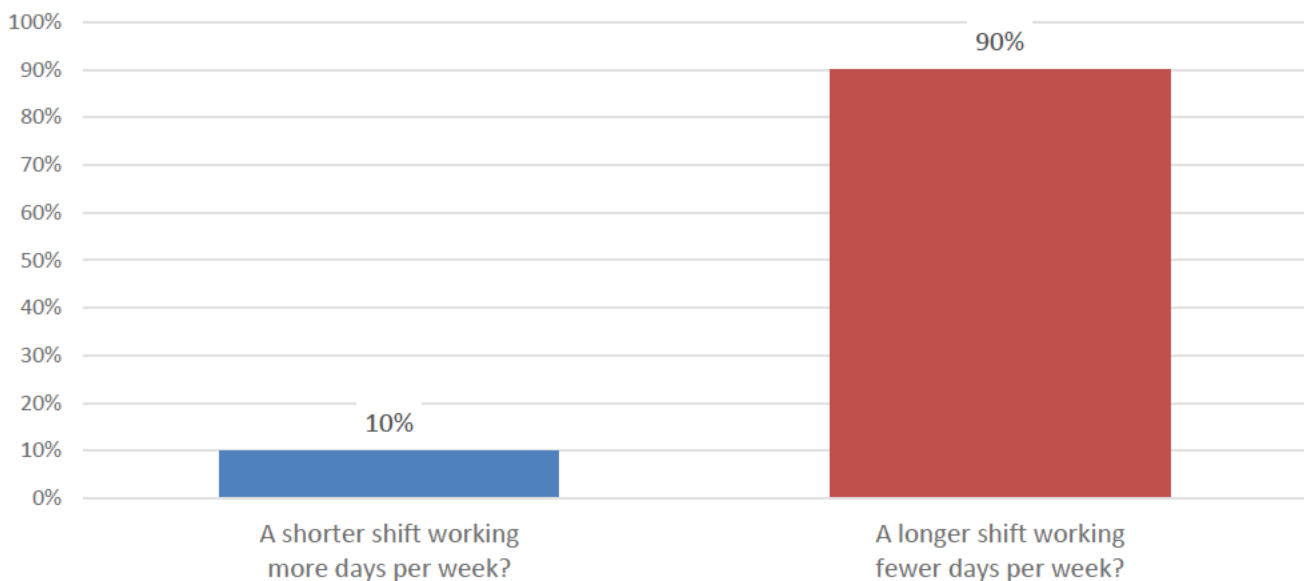
Q14. In the last 12 months, how many days did you miss work due to a work related injury?

Do NOT include days included in either of the previous two questions.

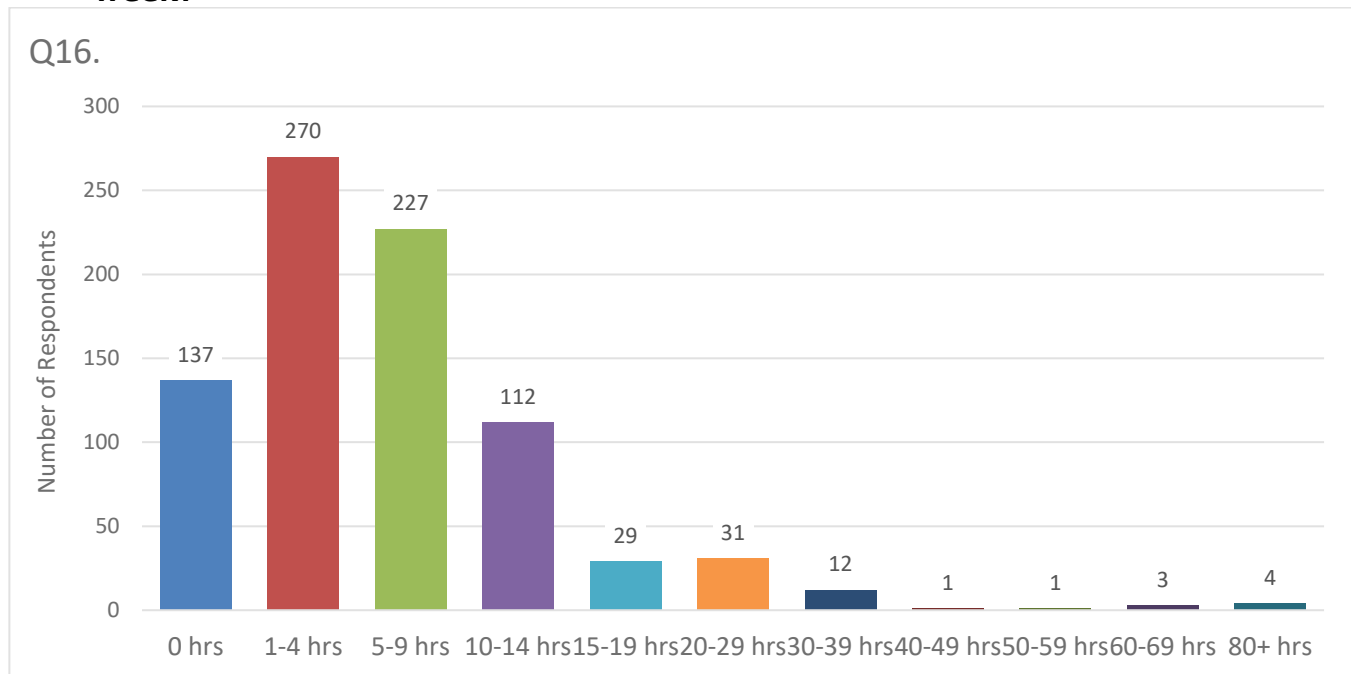
Q14.

**Q15. What is your preferred schedule option?**

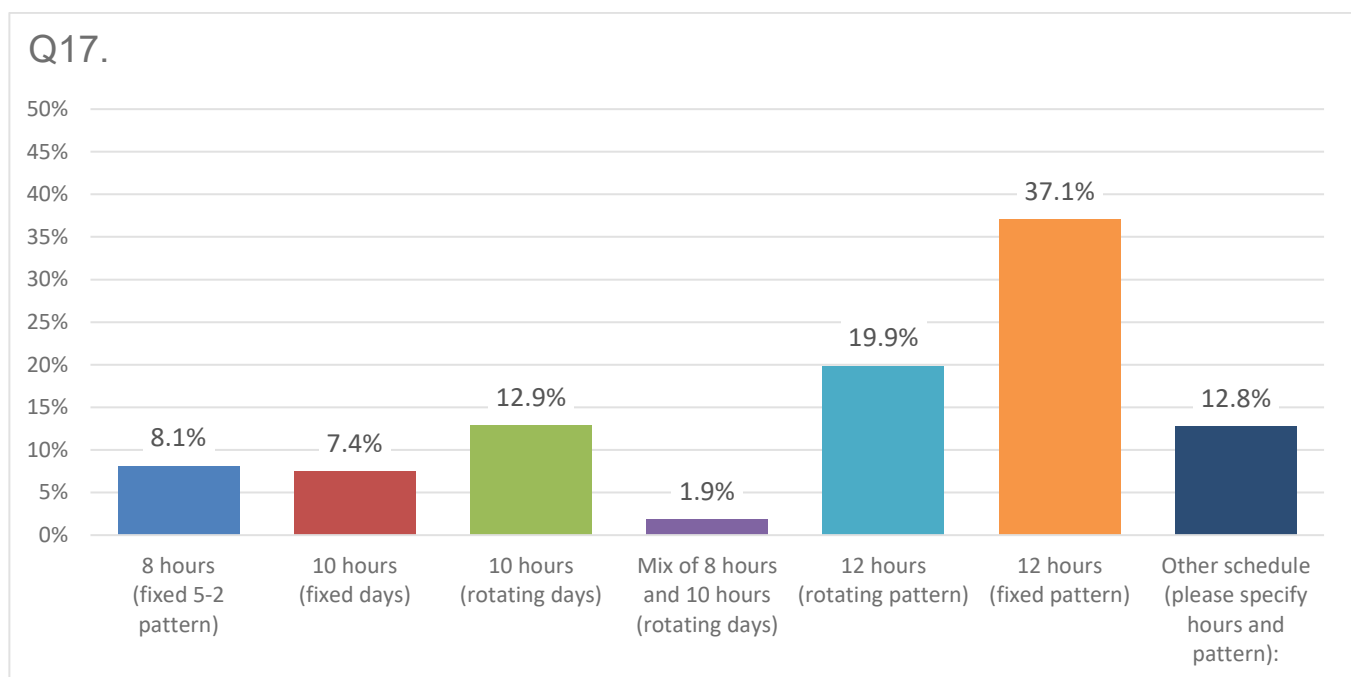
Q15.

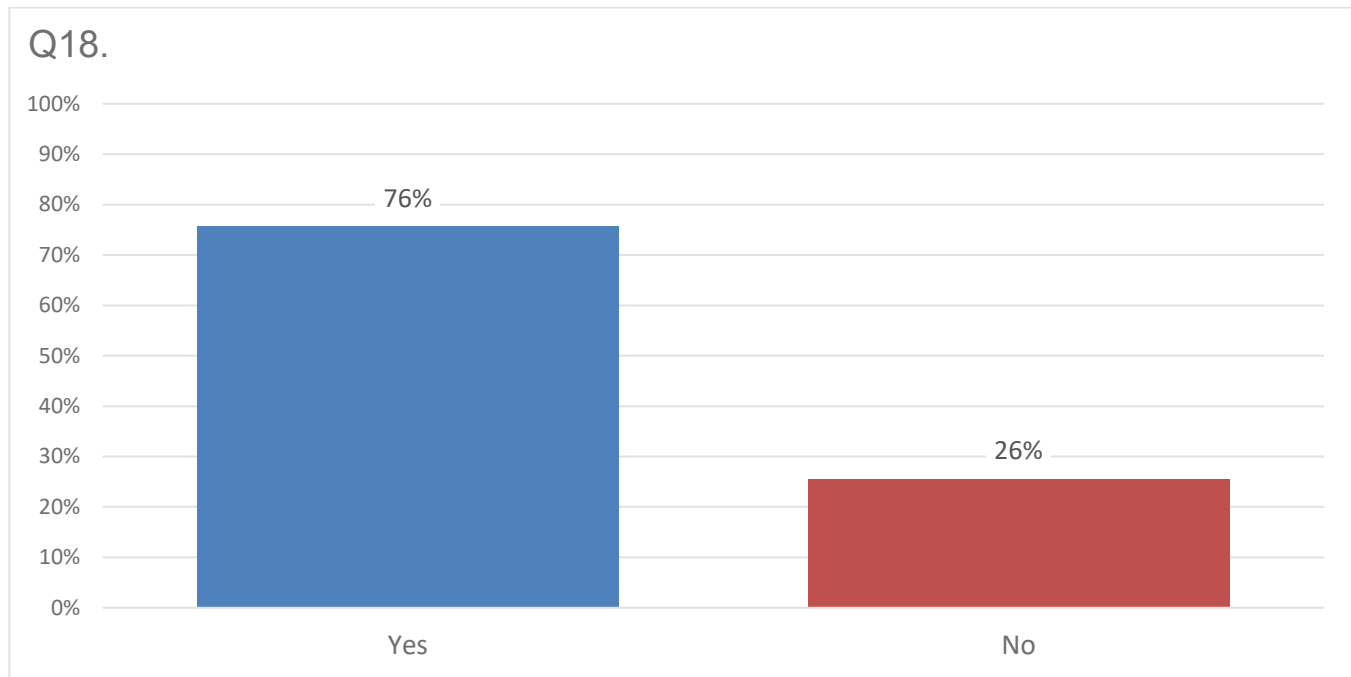


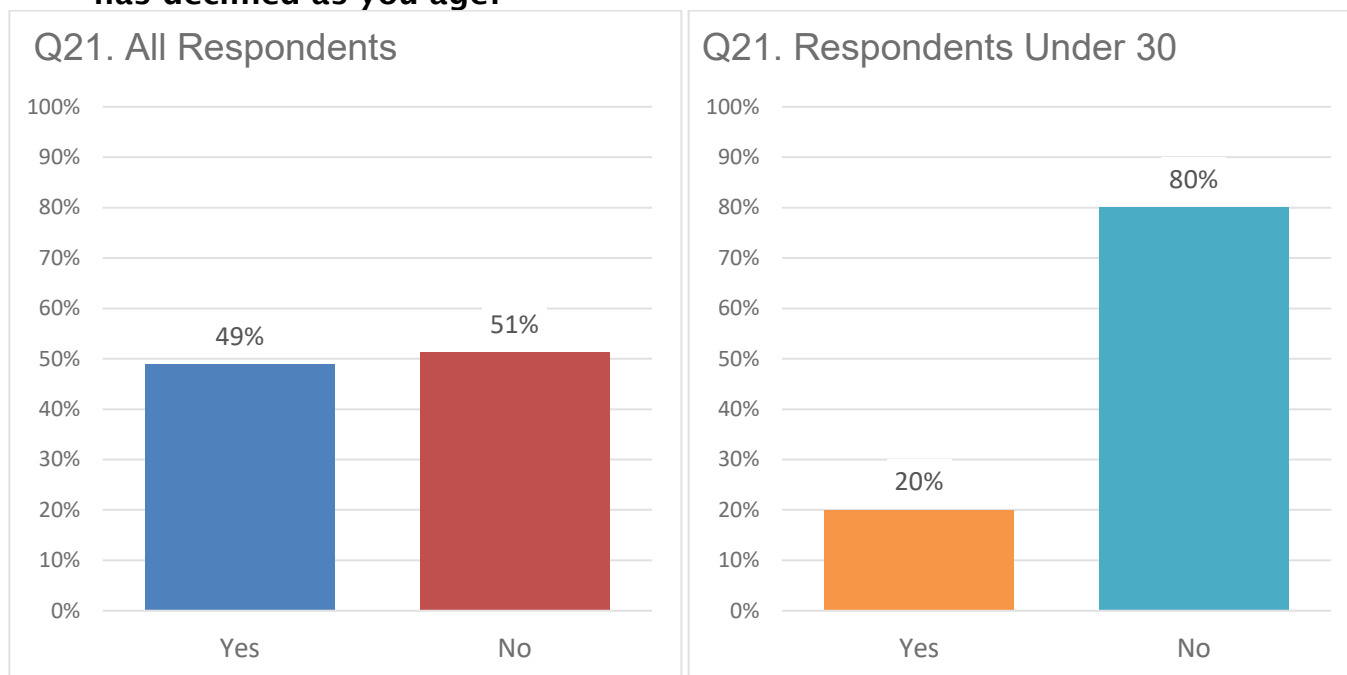
Q16. In the last 12 months, how many hours of overtime did you average per week?



Q17. What type of schedule do you currently work?
(For "other" see verbatim responses)



Q18. Do you like your current schedule?**Q19. Why do you like your current schedule?**
(See verbatim responses)**Q20. Why don't you like your current schedule?**
(See verbatim responses)

Q21. Do you feel that your ability to perform your job effectively and efficiently has declined as you age?**Q22. Please explain why you answered "YES" to this question (to Q21. Do you feel that your ability to perform your job effectively and efficiently has declined as you age?).**

(See verbatim responses)

Survey of Municipal Employers on 911 Telecommunicator Recruitment, Retention, Other, by League of Minnesota Cities (LMC)

Dispatcher Survey

Findings September 2021

26 responses

- Median population size of responding cities: 40,500
- Most respondents indicated that they use county dispatch services in their community

How does your city provide 9-1-1 dispatch services?		
Answer Choices	Share	Count
City employees perform this service	26.92%	7
We rely on the county for this service	61.54%	16
We use a combination of city employees and county service	3.85%	1
Other (please specify)	7.69%	2

Comments: part of DCC; we contract with another city

- Among the cities who indicated they provide their own dispatch services, most rely on staff for whom their fulltime duties are dispatch

	How many employees does the city have in each of the following categories:		
Response	Number of dispatch employees who are full time dispatchers	Number of dispatch employees who are part time dispatchers and have no other duties for city	Number of employees who perform dispatch work but also have other duties
1	8	5	0
2	22	0	2
3	69	0	0
4	10	1	0
5	0	0	0
6	0	0	0
7	14	0	0
8	11	0	1

- Cities with dispatch staff reported only a handful of WC claims

Please estimate how many workers' compensation claims employees with either part-time or full-time dispatch duties have filed in the last 5 years:
0
5
2
N/A
2-3
0

- **A handful of cities did share difficulties in recruiting and retention:**

Is your city experiencing difficulty recruiting and/or retaining dispatch employees?		
Answer Choices	Share	Count
No	33.33%	2
Yes.	66.67%	4

Comments:

Shift work, responsibilities of the position, time to learn the function.
The increased stress over the past couple of years with civil disturbance has strained the emotional wellbeing making it more difficult to retain employees and appeal to incoming recruits.
Retention, especially with inexperienced or unfamiliar with what the job entails
high turnover; difficult to get qualified candidates in the door

- **Only 1 city indicated problems with early retirements among dispatchers**

Comments:

While we do have some people reaching retirement age we have a variety of age groups working in dispatch. That being said, some aspects of dispatch becomes more difficult to do in later years when hearing and vision change and reaction is slower.
--

911 Telecommunicator Pension Benefits Working Group

Date: November 9, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

*From: Matt Hilgart, Government Relations Manager, Association of Minnesota Counties (AMC)
Matt Massman, Executive Director, Minnesota Inter-County Association (MICA)*

Subject: AMC/MICA Survey of Employers

Note: The following are from emails received by Legislative Commission on Pensions and Retirement (LCPR) staff from Matt Hilgart and Matt Massman on November 9, 2021. An Excel spreadsheet, which was a compilation of the responses from employers to the survey, was attached to the email from Matt Hilgart and provided separately to the working group.

From Matt Hilgart, Association of Minnesota Counties

I'm a little worried about the capacity and time sensitivity of LCPR staff to put together a report given the time of year we are approaching. As such, I'm attaching for the group some raw survey data that AMC/MICA compiled earlier this Fall and was ready to present on today. The data is not as neatly summarized as we'd like it to be, but we took away the following:

- Generally speaking, separation rates for dispatchers are higher than total county employees averages during all five years surveyed. Survey comments point to a mix of turnover drivers, including high turnover during the probation or training phases and in the early years of 911 dispatch employment due to night/weekend hours, or because the employees seek promotion/higher pay in other positions. Mental/emotional stress and difficulties of the job were also noted as a factor.
- There is anecdotal evidence that in the last couple years (particularly 2021), counties are experience significant turnover in other classifications as well—including, but not limited to: jailers/corrections employees, public health nurses, engineers, assessors, and child protection workers. [This information was gathered at a fall HR conference and throughout AMC District Meetings]
- Dispatchers are far less likely than current correctional plan employees to file and receive workers compensation benefits during all five years surveyed.
- County respondents are split on whether hiring 911 dispatchers is more challenging relative to the hiring of other classes of employees.
- Counties have/are working to implement a variety of HR approaches to address turnover and recruitment challenges—including, but not limited to: pay increases/pay studies, shift differentials, increased health benefits/premium pay, scheduling flexibility changes through collective bargaining (3, 12-hour shifts with 3-4 days off was a common trend asked for by unions), training support, and more.
- Some counties also have joint jailer/dispatcher positions which have duties both dispatching and assisting with jail intake/supervision. These positions are already eligible for Corrections Plan.
- Some HR professionals questioned how a pension change would benefit younger employees or younger generations who tend not to stay in this particular position for long. For example, under the current proposal, it would take 10 years to become fully vested. What happens to individuals who leave before then?

AMC has also approached our membership (elected commissioners) to solicit their own ideas about this proposal. Commissioners agreed that this job has hardships, particularly as they relate to late hours, the stressful nature of calls, and extra time/holiday work requirements. Moreover, Commissioners were quick to recognize that several county employee classes carry significant burdens as a result of their public service, and that these burdens include both mental and physical stresses. While AMC is certainly open to continued discussion regarding opportunities to better support dispatchers through current benefit structures and additional mental health supports, we do not feel that a transfer to the PERA Correctional Plan is appropriate.

From Matt Massman, Minnesota Inter-County Association

MICA agrees with this overall assessment of the survey data.

Consistent with the survey data/responses, discussions with MICA counties underscores that there 9-1-1 telecommunicator roles are mentally/emotionally stressful, and can be challenging to recruit and retain. Counties report using various strategies to address the mental/emotional stress of the positions, greater scheduling flexibility, training, improved technology, pay/financial incentives. There is almost universal skepticism that preferential pension benefits (PERA-Correctional Plan) are supported by the data and workplace conditions for only this group of employees, and relative to other employee classes.

In lieu of a work group meeting today (Agenda Item #3), perhaps the staff/Work Group could identify points of consensus so staff can begin assembling a report document. For example, a large amount of data has been assembled in an effort to understand whether and how 9-1-1 workplace conditions differ from other classes of employees. Additionally, the 2003 report identified a variety of consensus conditions for policymakers to consider if they decided to establish differential pension benefits. That study is old but the concept/structure could still be followed to put forward a refreshed list of consensus conditions that the Legislature should take into account if they expand pension benefits.

Survey of County Employers on 911 Telecommunicator Retention, Recruitment, Other, by the Association of Minnesota Counties (AMC) and Minnesota Inter-County Association (MICA)

Survey Results

Number of responding employers: 48

Turnover

	2016	2017	2018	2019	2020
Q. Total Number of 911 telecommunicators employed	729	722	749	732	755
Q. Number of 911 telecommunicators separated during same time period	122	135	176	133	143
Q. Total number of county employees	31,886	32,690	32,963	32,770	33,153
Q. Total number of county employees separated during same period	2,951	749	3,318	3,318	2,782
Q. 911 telecommunicators - percent of those who separated vs. total	17%	19%	23%	18%	19%
Q. County employees - percent of those who separated vs. total	9%	2%	10%	10%	8%

Q. How does the information provided above compare to employee retention generally?

- *It's comparable.*
- *There appears to be less turnover in the Dispatch position than the County as a whole.*
- *Dispatchers due to the nature of their work are sometimes hard to retain. Not everyone is suited to the stress and work inherent in the position. But it is nowhere near as hard to recruit for as IT, Accountants or Jail staff.*
- *The same*
- *Dispatchers have lower turnover compared to rest of County for most recent two years. About half of dispatcher turnover is during training/probationary period.*
- *These numbers are not staggering in comparison to general retention. Although we have had three additional Communications Officer resignations in 2021, which is high and reflects the general hiring & employment movement we're seeing.*
- *Average*
- *It is pretty average for Cottonwood County*
- *Consistent*
- *911 Dispatcher turnover is definitely higher than the county as a whole.*
- *We definitely have higher turnover in the Dispatch area. Our numbers include retirements.*
- *Overall, county wide percentages are slightly lower than that of 911 dispatchers.*
- *The 911 telecommunicators generally resign more frequently than the other employees.*
- *With the exception of 2017, the retention for full time is comparable to the rest of the County. The part time positions have slightly higher turnover if the employees do not transition to full time within a few years.*

- *We switched HRIS software in 2020, so I was unable to make a comparison to previous years.*
- *Looks to be consistent with the time frames listed above.*
- *911 Telecommunicators (internally Dispatchers) tend to be our highest turnover in all positions across the county.*
- *Law enforcement, especially corrections and dispatch, sees far more turnover compared to other county departments.*
- *DCC loses employees due to the three following reasons: 1) Retirement 2) Familial change or relocation 3) Departure during training period*
- *average*
- *Our telecommunicators also have jail control duties and are included in the correctional plan for PERA.*
- *We have not lost many*
- *Turnover for 911 Communications Specialists in our county is a very small percentage of our total turnover.*
- *Crow Wing County turnover 2020 12% Crow Wing County turnover 2019 11.91% Crow Wing County turnover 2018 11.33% Crow Wing County turnover 2017 10.8% Crow Wing County turnover 2016 12.08%*
- *It's comparable. Once an employee is trained in, they generally stay. The difficulty is hiring replacements.*
- *Normally we have a small turnover with employees*
- *Employee retention has been stable*
- *In 2018, two staff members were added to jail/dispatch. This seemed to help with staff retention. In 2020, a market study was incorporated into the pay structure. These positions increased their pay rate substantially.*
- *Same; some PT positions were replaced with FT positions or were eliminated due to merging of services*
- *We run a Nursing Home which accounts for a significant portion of our turnover.*
- *Our turnover generally runs are 12.9% overall. The Dispatcher position always takes time to fill because you need a certain person to do the job. Thankfully we haven't had much turnover in that position but it's coming as our employees are nearing retirement age.*

Q. Has your county experienced telecommunicators retiring early (prior to 65)?

How does this compare with other classes of employees?

- *No*
- *No*
- *They have been retiring about the same as other classes -- Usually government employees stay until retirement.*
- *no significant early retirements in this classification*
- *Yes, about the same. Depends on how long they have been working*
- *This has not been an issues. Age at separation (due to retirement) is similar for 911 dispatchers and County as a whole.*
- *We are not consistently seeing Communications Officers staying in this role until retirement age (65). We currently only have one CO who is within 4-10 years of retirement.*
- *Yes, probably retiring younger on average than the rest of the county.*
- *Most of the telecommunicators that have left employment with Cottonwood County are part-timers who have gone to school for Law Enforcement. When they get a job in that field, they resign.*
- *No we have not. And that is consistent with other classes of employees.*
- *No*
- *No, we have not. We do see early retirements in other areas - especially Deputy Sheriffs and Corrections Officers.*
- *No, we have not. Other classes see more early retirements. (example: Deputy Sheriff and Corrections Officer)*

- *We've experience 2 early retirements in the past 5 years 1 in 2016 and 1 in 2017. We also had 2 deaths, 1 in 2016 and 1 in 2017. The total number of retirees in Ramsey County: 2016-123, 2017-133, 2018-125, 2019-135, 2020-104*
- *No.*
- *no*
- *no retirees during this period, so less that other job classes*
- *Yes. This is similar to other job classes around the county.*
- *The employees that separated were not retirements. We had more retirements prior to 65 in other departments/positions.*
- *We haven't had any recent retirements in dispatch*
- *Since our consolidation in 2000 we have had 4 employees retire. Only one retired prior to age 65 due to medical issues*
- *Yes this does happen. Consistent.*
- *Very few telecommunicators make it to retirement with us — they tend to leave before that. In the years covered by this survey, there was one retirement at 65 and one earlier retirement — she came back to work part-time though.*
- *I have only been at the County a few years, and in my experience the dispatchers who are leaving employment have been due to life changes not related to retirement or other job opportunities. For this time period requested, zero of the terminating dispatchers were at or near retirement age.*
- *Our dispatchers are classified as dispatcher/jailers and are part of the PERA correctional plan; we've had only a few retirees in the past 10 years, most were 55+. Outside of law enforcement, the average retirement age is 63*
- *Yes. The majority of DCC retirements to date have been the result of the "Rule of 90". DCC only has 1 employee left who might qualify for early retirement under that rule.*
- *Not any sooner than other retirements*
- *No, our dispatched positions have not been filled by anyone over the age of 45 since prior to 2016.*
- *No. There is no difference in their retirement behavior.*
- *Yes, we have had 8 telecommunicators retire prior to age 65 between 2016 and 2020. This is similar to other job classes in the county.*
- *No, I think it's comparable*
- *No*
- *We have had very little turnout. Only turnover has been with intermittent dispatchers in last 5 years.*
- *Only 2 out of our 10 employee leaves in that position total have been retirements, and only 1 of those 2 were under 65.*
- *One in the past three years. We only see this in the Jail and deputy classes. I believe this plan change could cause an increase in retirements.*
- *We have not experienced early retirements.*
- *No*
- *No we do not*
- *(1) early retirement in 2020 due to disability*
- *Yes, one dispatcher. This is usually only seen in law enforcement otherwise for those on the Police and Fire and Correctional Plan.*
- *None*
- *(1) early retirement due to a disability*
- *No*
- *We have not*
- *Not yet but it's coming soon because our employees are reaching that age.*

Workers' Compensation

	2016	2017	2018	2019	2020
Q. Total Number of 911 telecommunicators that received worker's compensation	4	15	22	35	32
Q. Number of 911 telecommunicators employed during same time period	543	523	568	530	543
Q. Total number of county corrections staff that received workers' compensation	60	61	110	131	128
Q. Total number of county corrections staff employed during same time period	1,400	1,402	1,472	1,423	1,429
Q. Total Number of 911 telecommunicators that received worker's compensation : total	0.7%	2.9%	3.9%	6.6%	5.9%
Q. Total number of county corrections staff that received workers' compensation : total	4.3%	4.4%	7.5%	9.2%	9.0%

Q. How does the information above compare to corrections staff during the same time period?

- *Far less over all.*
- *Lower*
- *We don't seldom have employees out on workers comp. So all classes are the same.*
- *Our Correctional staff and 911 operators are the same people.*
- *Corrections had more workers' compensation claims than dispatch*
- *Consistently more Correctional staff are making Workers Comp claims- we have not seen workers comp claims from our Dispatch Unit since 2015.*
- *Statistically, pretty comparable.*
- *We used recordable incidents instead of WC claims. Did not have Corrections Staff #'s carved out.*
- *We used OSHA recordable incidents. Did not have numbers for just corrections staff. Clearly corrections staff have more incidents.*
- *Ramsey County Human resource department did not have the capacity to complete the corrections portion. If there was more time provided for this survey, we may be able to retrieve the information.*
- *We have not had any work comp claims in the past five years for 911 dispatchers. This is of course, significantly less than that of other corrections staff.*
- *no significant difference*
- *Hubbard County does not separate our 911 telecommunicators from our county correction staff*
- *Did not have any employees receiving workers compensation.*
- *We do not have corrections staff*
- *Consistent*
- *Corrections staff are more likely to be hurt on the job as deal more direct and day to day with inmates*
- *Average*
- *We have not had any Worker's Comp issues with our jail or dispatch staff.*
- *911 Communications Staff almost never had workers' compensation during this period, CO's had several every single year except 2020 (which is easily explained since COVID testing was done in-house).*
- *corrections has a steady number of work comp claims on a yearly basis averaging around 2. We have not had any dispatcher work comp claims.*
- *We do not have a corrections staff*
- *Corrections is a separate entity*

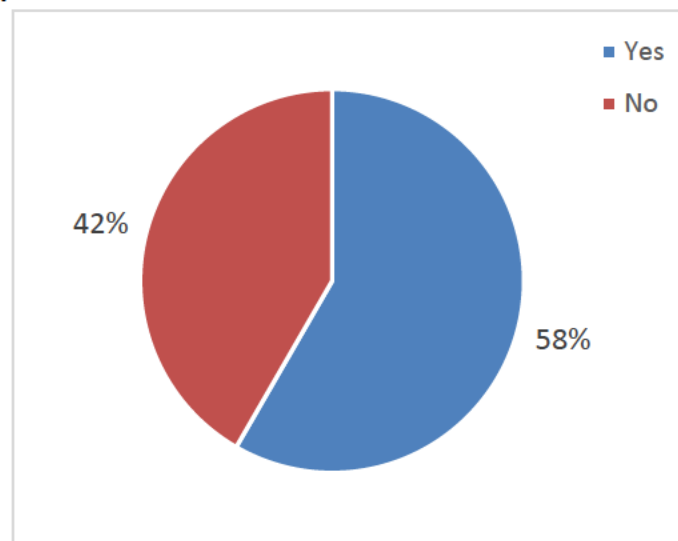
- *Rock County has no staff with jail duties; JPA with Nobles for Community Corrections; staff levels are constant of 10*
- *We don't have Corrections staff*
- *It's normal. We don't have many injuries with Corrections Staff*

Disability

	2016	2017	2018	2019	2020
Q. Total number of 911 telecommunicators receiving PERA/MSRS disability pension benefit	11	16	10	12	12
Q. Total number of other employees receiving PERA disability benefit	305	305	308	311	397
Q. Total number of 911 telecommunicators employed during same time period	384	403	432	448	461
Q. Number of total employees employed during same time period	15,039	15,317	15,786	15,708	15,575

Recruitment and Retention

Q. Does your county have greater challenges recruiting or retaining 911 dispatchers relative to other classes of employees?



Q. If so, why?

- *We have had issues with retention due to schedule available for new dispatchers, higher than expected stress, didn't like job once they started - we have had similar issues with overnight schedules in other classifications that required 24-7 coverage (Detention, Licensed Patrol)*
- *The long 12-hour shifts (although staff has voted to keep this schedule) and the intensity of the work when it's busy/ the hours get long when there is significant "downtime" without emergencies.*
- *Not so much recruiting but retaining them as so many of our jailer/dispatchers are hired while going to school for Law Enforcement.*

- *No one wants to work PM and holidays*
- *We have multiple steps in the hiring process including tests and we lose candidates at every step.*
- *We have multiple tests and we lose candidates at each step. We have also hired dispatchers only to have them quit during the training period/probation.*
- *the 911 position is an entry level position, some employees move on into other areas of the county, while others move into other career opportunities. Recently we have seen fewer people applying for the telecommunicator position. Improving retention has always been a long-term goal with steep investments into our training program. Our recruitment efforts have been hampered by COVID 19 as well.*
- *Hard job, Pay issues*
- *Majority of hires are to part time positions and do not receive benefits. If they are not hired to full time within a year or two, they leave for full time positions. Some of the employees transfer to full time Correctional Officer or Deputy positions within the County.*
- *Emotionally taxing, long shifts*
- *Yes, work schedules and stress*
- *Unknown*
- *According to discussions and exit interviews, stressful and isolating nature of the position.*
- *many of our dispatcher/corrections officers hired eventually wind up promoting to deputy or if no law enforcement background seeks out employment with regular office hours*
- *length of work shift, rotating shifts, working weekends (hard on family life) stress of the job is more than some can handle.*
- *We currently have 3 positions open. We have had quite a bit of turnover the past year. We have employees that train and then cannot handle the position and quit.*
- *We have only tried to hire intermittent and have struggled for 6+ months. Not the right fit or not enough pay.*
- *recruitment is difficult due to work schedules and family balance, job expectations, and the nature of the job. Retention: we have had employees release during probationary period unable to meet the expectations of the job*
- *day and night schedules, 911 calls are stressful*
- *They get recruited by larger surrounding agencies*
- *You need the right person to handle the job stress and the multitasking required to perform this job. Not everyone can do this job and not everyone can handle the stress that comes with the position.*



National Association of State Retirement Administrators

Responses to survey regarding retirement benefits for 911 dispatchers

Twenty-four systems in 24 different states responded to this survey; a listing of responding systems is at the end of these results. This survey was conducted in September 2021.

1. *Does your retirement system provide pension benefits for emergency dispatch employees (911 operators)?*

Yes: 18

No: 5

Other responses given

- We do not collect individual position information for active members. If 911 dispatchers are employees of the city/county they could be covered as general employees. There are no special provisions for 911 dispatchers.

2. *Under what plan are 911 operators covered?*

General employees: 17

Public safety: 1

3. *What are the normal retirement provisions for employees who are 911 operators?*

- | | |
|---|----------------------|
| • 65/5 or any/28 | • 55/32 or 67/5 |
| • 65/any, 60/30, or any/35 | • 65/any or 58/30 |
| • 67/10 | • 65/3 |
| • 65/10, 60/15, Rule of 85 at age 55 | • 65/5 or Rule of 90 |
| • 65/5 or Rule of 87 at age 57 | • 60/4, any/20 |
| • 65/10 or Rule of 90 | • 60/5 |
| • Same as eligibility for full Social Security benefits, not to exceed age 66 | • 65/5 |
| • 60/8 or any/30 | • 65/10 or 60/30 |

4. *What are the early retirement provisions for employees who are 911 operators?*

- | | |
|----------------------|---|
| • 55/25 or 60/5 | • 57/25 or 62/5 |
| • 55/5 or any/25 | • 60/10, 57/20, or 55/30 |
| • 55/3 | • 55/5 |
| • 60/15 | • 55/20 |
| • 60/5 or Rule of 80 | • Any age with 25 years of 911 Operator service |
| • 50/15 | |

October 2021

5. *Please share any other information you think is relevant to this subject.*

- There are two tiers in our Public Employees plan. Employees hired after 7/1/2015 (Tier2) have a normal retirement age of 62 and have 10 year vesting (instead of five). Our Legislature is considering creating a "Tier 3" in PERS for public safety employees (which would include 911 operators and corrections officers). The new tier would have similar provisions to our Deputy Sheriff plan.
- Dispatchers, EMTs, and jailors are typically considered general employees in LAGERS. However, legislation was enacted in 2019 that enables LAGERS-participating employers in certain counties the choice to consider their dispatchers, EMTs, and jailors to be considered "public safety" employees. This choice is made at the local level and would lower the affected employees' normal retirement age from 60 to 55 (50 early retirement age) just like police officers and firefighters have always had. LAGERS will be seeking legislation in 2022 to widen this option to all of our employers by removing the counties that were carved out of the original legislation.
- The Minnesota legislature convened a work group to study whether 911 dispatchers should be eligible for enhanced benefits. The focus has been on whether they should transition from the General Plan to the Correctional Plan.
- It is the responsibility of the employer to petition the Board for hazardous duty coverage for positions that meet the criteria for hazardous duty as defined by statute. Therefore, if the employer does not petition the Board then those positions that meet the definition of hazardous duty are reported in the non-haz plan.

Responding Systems:

- | | |
|--|---|
| • Arkansas Public Employees' Retirement System | • Minnesota Public Employees' Retirement Association |
| • Colorado Public Employees Retirement Association | • Mississippi Public Employees Retirement System |
| • Hawaii Employees' Retirement System | • Missouri Local Government Employees Retirement System |
| • Public Employee Retirement System of Idaho | • New Hampshire Retirement System |
| • Illinois Municipal Retirement Fund | • Ohio Public Employees' Retirement System |
| • Indiana Public Retirement System | • Oregon Public Employees' Retirement System |
| • Kansas Public Employees' Retirement System | • Pennsylvania State Employees' Retirement System |
| • Kentucky Public Pension Authority | • South Dakota Retirement System |
| • Louisiana State Employees Retirement System | • Tennessee Consolidated Retirement System |
| • Maine Public Employees' Retirement System | • West Virginia Consolidated Public Retirement System |
| • Maryland State Retirement and Pension System | • Wisconsin Department of Employee Trust Funds |
| • Michigan Office of Retirement Services | • Wyoming Retirement System |

For questions about this survey, contact:

- Alex Brown, alex@nasra.org, 202-624-8461
- Keith Brainard, keith@nasra.org, 202-624-8464

October 2021

Section C

Cost Estimate

Public Employees Retirement Association on Transferring 911 Telecommunicators from the PERA General Plan to the PERA Correctional Plan

This model estimates the cost difference between the present value of past service in the PERA Correctional Plan versus the present value of past service in the PERA Coordinated Plan. Estimated costs are based on the assumption that the selected subset group has the same age/service/pay distribution as the PERA Coordinated Plan active members.

	All Coordinated EE's	911 Subset
Number	153,741	1,200
Total Pay	\$ 6,601,096,834	\$ 51,523,772
Correctional PV	\$ 17,863,218,027	\$ 139,428,400
Coordinated PV	\$ 7,752,034,934	\$ 60,507,229
Estimated Cost	\$ 10,111,183,093	\$ 78,921,171
Average Pay	\$ 42,936	\$ 42,936
Average Cost/EE	\$ 65,768	\$ 65,768
Average Cost/Pay	153%	153%

Model Input	Multiplier	PV @ 55	PV @ 57.5	PV @ 62.5	PV @ 67.5	PV @ 72.5
Coordinated	1.90%	15.77	15.29	14.18	12.88	11.37
Correctional	1.70%	5.38	6.45	9.27	11.65	10.41
	1.90%	15.77	15.29	14.18	12.88	11.37

	Service										
Age	<3	3-4	5-9	10-14	15-19	20-24	25-29	30-34	>35		
<25	\$ 17,070	\$ 27,127	\$ 33,350						Average Pay	\$ 17,783	
	\$ 508	\$ 2,153	\$ 4,964						Average Cost/EE	\$ 635	
	3%	8%	15%						Average Cost/Pay	4%	
25-29	\$ 28,383	\$ 39,055	\$ 42,649	\$ 33,939						\$ 32,348	
	\$ 1,213	\$ 4,451	\$ 9,113	\$ 12,086						\$ 2,805	
	4%	11%	21%	36%						9%	
30-34	\$ 31,917	\$ 44,348	\$ 51,828	\$ 52,408	\$ 45,549					\$ 41,403	
	\$ 1,958	\$ 7,255	\$ 15,898	\$ 26,794	\$ 32,602					\$ 8,336	
	6%	16%	31%	51%	72%					20%	
35-39	\$ 30,290	\$ 45,186	\$ 53,811	\$ 61,861	\$ 60,809	\$ 64,246				\$ 45,156	
	\$ 2,668	\$ 10,613	\$ 23,697	\$ 45,404	\$ 62,485	\$ 84,879				\$ 18,320	
	9%	23%	44%	73%	103%	132%				41%	
40-44	\$ 29,960	\$ 39,784	\$ 50,109	\$ 62,134	\$ 69,852	\$ 67,749	\$ 82,220			\$ 46,995	
	\$ 3,788	\$ 13,415	\$ 31,680	\$ 65,471	\$ 103,046	\$ 128,498	\$ 190,600			\$ 36,831	
	13%	34%	63%	105%	148%	190%	232%			78%	
45-49	\$ 28,780	\$ 38,691	\$ 43,662	\$ 53,525	\$ 66,614	\$ 74,551	\$ 68,603	\$ 59,347		\$ 47,482	
	\$ 5,224	\$ 18,729	\$ 39,630	\$ 80,969	\$ 141,078	\$ 202,997	\$ 228,313	\$ 233,419		\$ 68,476	
	18%	48%	91%	151%	212%	272%	333%	393%		144%	
50-54	\$ 30,203	\$ 38,976	\$ 41,073	\$ 46,481	\$ 55,933	\$ 68,328	\$ 73,781	\$ 70,837	\$ 72,840	\$ 48,555	
	\$ 7,871	\$ 27,087	\$ 53,520	\$ 100,944	\$ 170,060	\$ 267,103	\$ 352,512	\$ 399,982	\$ 474,568	\$ 125,868	
	26%	69%	130%	217%	304%	391%	478%	565%	652%	259%	
55-59	\$ 26,880	\$ 37,660	\$ 39,857	\$ 42,234	\$ 46,840	\$ 55,683	\$ 67,996	\$ 75,519	\$ 71,502	\$ 47,577	
	\$ 7,292	\$ 27,245	\$ 54,064	\$ 95,481	\$ 148,251	\$ 226,594	\$ 338,188	\$ 443,897	\$ 484,944	\$ 156,308	
	27%	72%	136%	226%	317%	407%	497%	588%	678%	329%	
60-64	\$ 23,641	\$ 33,263	\$ 38,933	\$ 42,127	\$ 44,984	\$ 48,612	\$ 55,894	\$ 70,086	\$ 74,178	\$ 45,533	
	\$ 3,966	\$ 14,879	\$ 32,654	\$ 58,888	\$ 88,035	\$ 122,316	\$ 171,892	\$ 254,726	\$ 311,075	\$ 100,832	
	17%	45%	84%	140%	196%	252%	308%	363%	419%	221%	
65-69	\$ 15,511	\$ 24,168	\$ 29,798	\$ 38,567	\$ 42,508	\$ 44,271	\$ 50,804	\$ 60,602	\$ 73,314	\$ 36,508	
	\$ 1,086	\$ 4,512	\$ 10,430	\$ 22,499	\$ 34,717	\$ 46,488	\$ 65,203	\$ 91,920	\$ 128,309	\$ 32,031	
	7%	19%	35%	58%	82%	105%	128%	152%	175%	88%	
70-74	\$ 10,418	\$ 15,403	\$ 16,319	\$ 24,288	\$ 28,776	\$ 40,066	\$ 40,439	\$ 53,411	\$ 60,725	\$ 21,217	
	\$ 610	\$ 2,407	\$ 4,781	\$ 11,859	\$ 19,670	\$ 35,212	\$ 43,438	\$ 67,803	\$ 88,947	\$ 12,937	
	6%	16%	29%	49%	68%	88%	107%	127%	146%	61%	

911 Telecommunicator Benefit Change Proposal Cost Estimate

September 10, 2021

Doug Anderson, Executive Director,
Associate Society of Actuaries (ASA), Member American Academy of
Actuaries (MAAA), Fellow Conference of Consulting Actuaries (FCCA)



PUBLIC EMPLOYEES
RETIREMENT ASSOCIATION



The purpose of this document is to summarize the result of calculations to estimate the present value of the cost to transfer past service from the General Plan to the Correctional Plan for a sample group of employees.

The work contained within does not reflect or change PERA's long term board position relevant to employee groups seeking benefit enhancements or addition to the PERA Correctional Plan.

The assumptions used to determine present values are the same as used in the July 1, 2020 actuarial valuation for the General Employees Retirement Plan. These assumptions may no longer be reasonable. Specifically, the 7.5% investment return is not considered reasonable by PERA's actuary. A lower assumption will increase the costs estimates.

STEP
1

Identify Key Benefit Differences
& Perform Sample Calculation

STEP
2

Apply Age/Service Distribution
& Calculate Costs for Each Group

STEP
3

Aggregate Results

STEP
4

Consider Cost Estimate Refinements



General

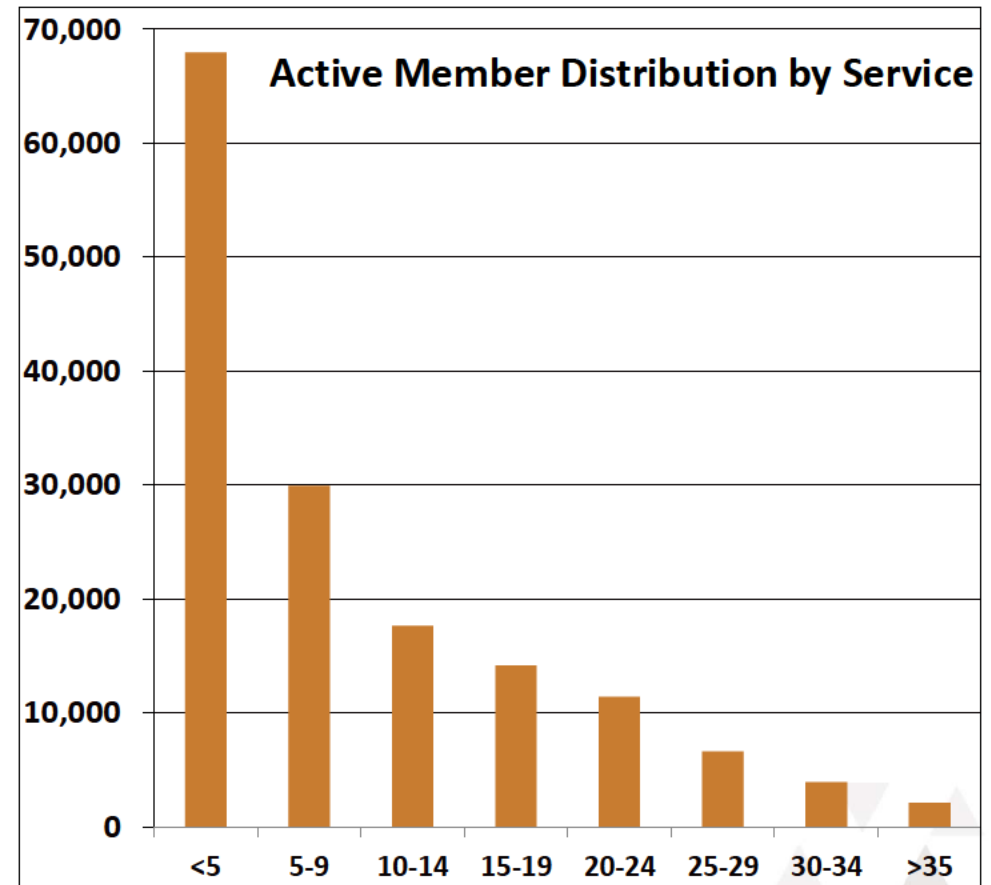
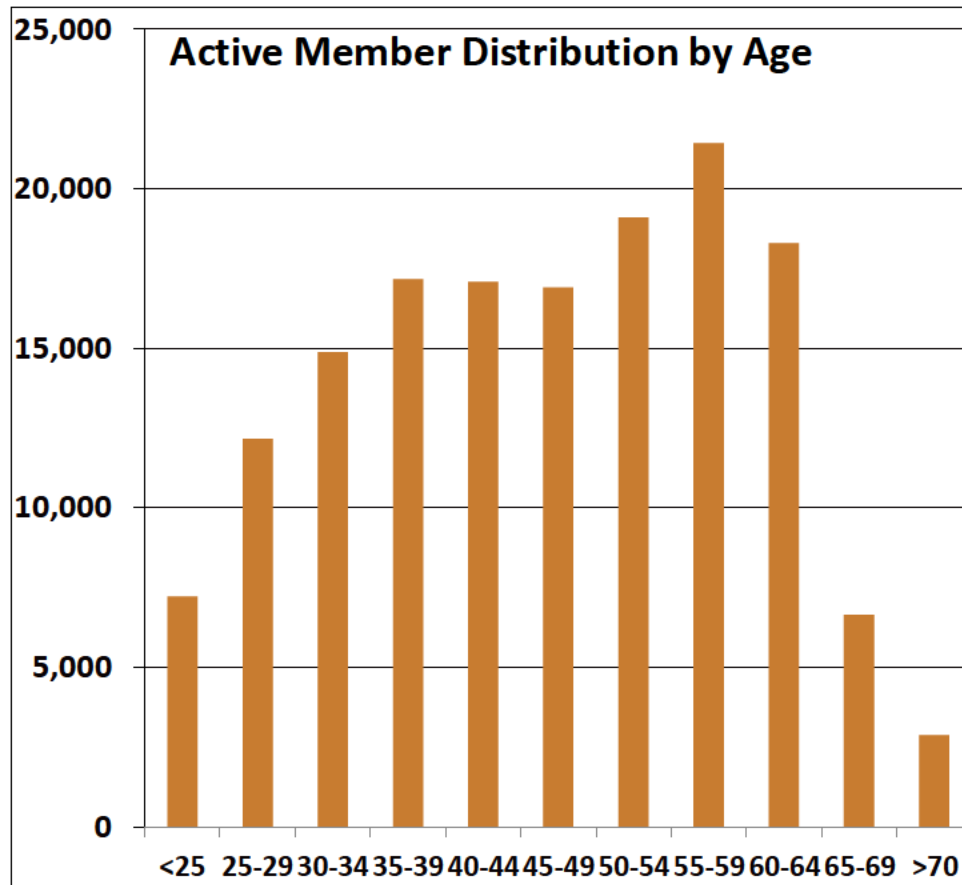
1.7% Multiplier
55 Reduced
66 Unreduced
50% of CPI COLA



Correctional

1.9% Multiplier
50 Reduced
55 Unreduced
100% of CPI COLA

	A Years of Service	B Average Salary	C Plan Multiplier	D Present Value Factor @ Age 55	E Discount From Age 55 to 42.5	Present Value at Current Age (A*B*C*D*E)
Coordinated Member Age 42.5	17.5	\$69,852	1.7%	5.38	0.4049	\$45,273
Correctional Member Age 42.5	17.5	\$69,852	1.9%	15.77	0.4049	\$148,319
Difference						\$103,046



Source: Participant counts from July 1, 2020 Actuarial Valuation prepared by GRS Consulting

Step 2 – CALCULATE COSTS FOR EACH GROUP

	Service										
Age	<3	3-4	5-9	10-14	15-19	20-24	25-29	30-34	>35		
<25	\$ 17,070	\$ 27,127	\$ 33,350						Average Pay	\$ 17,783	
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	\$ 1,958	\$ 7,255	\$ 15,898	\$ 26,794	\$ 32,602					\$ 8,336	
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35-39	\$ 30,290	\$ 45,186	\$ 53,811	\$ 61,861	\$ 60,809	\$ 64,246				\$ 45,156	
	\$ 2,668	\$ 10,613	\$ 23,697	\$ 45,404	\$ 62,485	\$ 84,879				\$ 18,320	
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	\$ 3,788	\$ 13,415	\$ 31,680	\$ 65,471	\$ 103,046	\$ 128,498	\$ 190,600			\$ 36,831	
	13%	34%	63%	105%	148%	190%	232%			78%	
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	\$ 5,224	\$ 18,729	\$ 39,630	\$ 80,969	\$ 141,078	\$ 202,997	\$ 228,313	\$ 233,419		\$ 68,476	
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	\$ 7,871	\$ 27,087	\$ 53,520	\$ 100,944	\$ 170,060	\$ 267,103	\$ 352,512	\$ 399,982	\$ 474,568	\$ 125,868	
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60-64	\$ 23,641	\$ 33,263	\$ 38,933	\$ 42,127	\$ 44,984	\$ 48,612	\$ 55,894	\$ 70,086	\$ 74,178	\$ 45,533	
	\$ 3,966	\$ 14,879	\$ 32,654	\$ 58,888	\$ 88,035	\$ 122,316	\$ 171,892	\$ 254,726	\$ 311,075	\$ 100,832	
	17%	45%	84%	140%	196%	252%	308%	363%	419%	221%	
65-69	\$ 15,511	\$ 24,168	\$ 29,798	\$ 38,567	\$ 42,508	\$ 44,271	\$ 50,804	\$ 60,602	\$ 73,314	\$ 36,508	
	\$ 1,086	\$ 4,512	\$ 10,430	\$ 22,499	\$ 34,717	\$ 46,488	\$ 65,203	\$ 91,920	\$ 128,309	\$ 32,031	
	7%	19%	35%	58%	82%	105%	128%	152%	175%	88%	
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	\$ 610	\$ 2,407	\$ 4,781	\$ 11,859	\$ 19,670	\$ 35,212	\$ 43,438	\$ 67,803	\$ 88,947	\$ 12,937	
	6%	16%	29%	49%	68%	88%	107%	127%	146%	61%	

	Coordinated Group	911 Telecommunicator Group
Number of Members	153,741	1,200 (assumed)
Average Pay	\$42,936	\$42,936 (assumed)
PV of Correctional Past Service Benefits	\$17.9B	\$139M
PV of Coordinated Past Service Benefits	\$7.8B	\$60M
PV of Proposed Benefit Change	\$10.1B	\$79M
Cost per Member	\$65,768	\$65,768
Cost per Salary	153%	153%

How can the PERA cost estimate be refined?

- Replace the assumed age, service, and salary distribution with actual data from the sample group

How would a full scope actuarial valuation differ?

- Each member is independently calculated (no cell aggregation)
- Alternative assumptions can be considered
- Pre retirement termination, death, and disability can be estimated
- The study would likely cost tens of thousands of dollars



Questions

www.mnpera.org

Doug Anderson

Doug.Anderson@mnpera.org
(651) 201-2690

Section D

Position or Policy Statements

October 7, 2021

Susan Lenczewski
Executive Director
Legislative Commission on Pensions and Retirement
100 Rev. Dr. Martin Luther King Jr. Boulevard
Room 55, State Office Building
Saint Paul, Minnesota 55155

Dear Ms. Lenczewski,

The Department of Corrections (DOC) appreciates the importance of benefits, including retirement and pension options, as a way of rewarding the critical work and services our incredible state employees provide to Minnesotans. There is no question that 911 telecommunicators are an invaluable part of the State of Minnesota's emergency response efforts.

The DOC acknowledges that the 2021 omnibus pension and retirement bill established a working group to study whether 911 telecommunicators should receive enhanced pension benefits. It is our understanding that, currently, most 911 telecommunicators in Minnesota are covered by the PERA or MSRS general plans. The law requires the working group to "recommend whether changes to the pension plan coverage for 911 telecommunicators are appropriate. If the working group finds that such changes are appropriate, the working group must recommend changes to the pension plan coverage for 911 telecommunicators. ***The recommended changes may include but are not limited to moving 911 telecommunicators to the correctional plans.***"

This letter serves as the DOC position statement regarding whether to transfer 911 telecommunicators employed by the State of Minnesota from the General Plans to the MSRS Correctional Plan. The DOC is also available for conversation and very willing to respond to any questions that the working group may have.

DOC acknowledges that 911 telecommunicators play an integral role in our public safety system. They are often the first interaction community members and victims have with the system. 911 telecommunicators often hear harrowing incidents play out in real time which impacts their well-being and causes vicarious trauma. First responders rely on them to ensure they have the relevant information to keep themselves and those involved in a situation safe. In short, the work that 911 telecommunicators do is difficult and provides tremendous value to the rest of the criminal justice system.

Minn. Stat. § 352.91 establishes the state correctional plan, sets the eligibility criteria, and includes specific staff from DOC and Department of Human Services (DHS), in particular, corrections officers, supervisors, lieutenants, captains, canine officers, special teachers, nursing personnel, security counselors, or positions with at least 75% of work time spent in direct contact with incarcerated individuals or patients who work at a state correctional facility, the state-operated forensic services program, or the Minnesota Sex Offender Program.

The DOC expects that the working group will likely review the differences between the General Plans and the Correctional Plan being considered, including how and when vesting occurs, employee contribution rates, normal retirement age, etc. It is critically important to understand WHY those differences exist. Expanding the state correctional plan to include 911 telecommunicators would impact both DOC and DHS.

The eligibility and criteria specific to the Correctional Plan are due to the very unique nature of work inside secure facilities. These particular DOC and DHS personnel work in environments like none other in the state. The DOC exists to transform lives to create a safer Minnesota. Secure and carceral settings, particularly those where longer-term confinement and programming or treatment are the focus, offer a very exclusive kind of employment opportunity for the individuals who work there. Health and safety is paramount and concerns around both have a particularly acute impact on DOC and DHS employees. As such, the pension benefits presented in the Correctional Plan take this impact into account by incorporating a higher pension valuation formula, requiring longer terms of service to vest, allowing higher employee contribution rates, establishing a significantly lower retirement age (by 10 years) than a typical state employee, and including a higher annual cost of living increase for retirees.

Taking all of these differences into consideration, DOC is concerned about expanding the pool of eligible employees with very diverging job responsibilities. DOC recommends that the benefits for our 911 telecommunicators colleagues be appropriately reviewed and expanded but cautions against making changes to the criteria for inclusion laid out in MS 352.91.

DOC stands very willing to engage with the working group around this issue and recognizes that this position may make the working group work more challenging. If you have additional questions or concerns, please do not hesitate to reach out to me or Government Relations Director Safia Khan, safia.khan@state.mn.us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Schnell', with a long, sweeping horizontal line extending to the right.

Paul Schnell

Commissioner of Corrections

cc: Safia Khan, Government and External Relations Director
Amber Jones, Policy Advisor, Governor Walz



Minnesota Department of Human Services
Elmer L. Anderson Human Services Building
Commissioner Jodi Harpstead
Post Office Box 64998
St. Paul, MN 55164-0998

December 6, 2021

Susan Lenczewski
Executive Director
Legislative Commission on Pensions and Retirement
100 Rev. Dr. Martin Luther King Jr. Boulevard
Room 55, State Office Building
St. Paul, Minnesota 55155

Dear Ms. Lenczewski:

The Department of Human Services (DHS) appreciates the importance of benefits, including retirement and pension options, as a way of rewarding the critical work and services our incredible state employees provide to Minnesotans. There is no question that 911 telecommunicators are an invaluable part of the State of Minnesota's emergency response efforts.

DHS acknowledges that the 2021 omnibus pension and retirement bill established a working group to study whether 911 telecommunicators should receive enhanced pension benefits. It is our understanding that, currently, most 911 telecommunicators in Minnesota are covered by the PERA or MSRS general plans. The law requires the working group to "recommend whether changes to the pension plan coverage for 911 telecommunicators are appropriate. If the working group finds that such changes are appropriate, the working group must recommend changes to the pension plan coverage for 911 telecommunicators. **The recommended changes may include but are not limited to moving 911 telecommunicators to the correctional plans.**"

This letter serves as the DHS position statement regarding whether to transfer 911 telecommunicators employed by the State of Minnesota from the MSRS General Plan to the MSRS Correctional Plan. DHS is also available to discuss the matter and is willing to respond to questions that the working group may have.

DHS acknowledges that 911 telecommunicators play an integral role in our public safety system. They are often the first interaction community members and victims have with the system. 911 telecommunicators often hear harrowing incidents play out in real time that affect their well-being and cause trauma. First responders rely on them to ensure they have the relevant information to keep themselves and those involved in dangerous situations safe from harm. The work that 911

telecommunicators do is difficult and provides tremendous value to the rest of the criminal justice system.

Minn. Stat. § 352.91 establishes the MSRS Correctional Plan. It sets the eligibility criteria and includes specific staff from DHS and DOC: corrections officers, supervisors, lieutenants, captains, canine officers, special teachers, nursing personnel, security counselors, or positions with at least 75 percent of work time spent in direct contact with incarcerated individuals or patients at a state correctional facility, the state-operated forensic services program, or the Minnesota Sex Offender Program.

DHS expects that the working group will likely review the differences between the MSRS General Plan and the MSRS Correctional Plan being considered, including how and when vesting occurs, employee contribution rates, normal retirement age, etc. It is critically important to understand *why* those differences exist. Expanding the state correctional plan to include 911 telecommunicators would impact both DHS and DOC.

The eligibility and criteria specific to the MSRS Correctional Plan are due to the unique nature of work inside secure facilities. These particular DHS and DOC personnel work in environments like none other in the state – in direct contact with incarcerated individuals or patients that present a danger to themselves and/or others.

The DHSMN Sex Offender Program (MSOP) provides treatment, care and custody to individuals committed by a court to the Commissioner of DHS as sexually dangerous persons or sexual psychopathic personalities.

The DHS State-Operated Forensics Program (Forensics) provides treatment, care and custody to individuals committed by a court as mentally ill and dangerous or committed by a court for competency evaluation and assessment for criminal justice matters.

Commitments to MSOP and Forensics are indeterminate with a goal of treatment and programming to transform lives and create a safer Minnesota. Secure settings, particularly those where longer-term confinement, programming, and treatment are the focus, offer a very exclusive kind of employment opportunity for the individuals who work there. Health and safety are paramount and concerns around both have a particularly acute impact on DHS and DOC employees.

Only jobs that meet the statutory definition and thresholds are included in the MSRS Correctional Plan for these reasons. It is important to note that not all jobs that work in these settings at MSOP and Forensics are in the MSRS Correctional Plan. The MSRS Correctional Plan is reserved for jobs with the most direct contact and potentially dangerous work.

The pension benefits in the MSRS Correctional Plan take this impact into account by incorporating a higher pension valuation formula, requiring longer terms of service to vest, allowing higher employee and employer contribution rates, establishing a significantly lower normal retirement age (11 years) than a typical state employee, and include a higher annual cost of living increase for retirees.

Ms. Susan Lenczewski

December 6, 2021

Page 3

Taking all of these differences into consideration, DHS is concerned about expanding the pool of eligible employees with very diverging job responsibilities. DHS recommends that the retirement/pension benefits for our 911 telecommunicators colleagues be appropriately reviewed but cautions against making changes to the criteria for inclusion laid out in Minn. Stat. § 352.91.

DHS is ready and willing to engage with the working group around this issue and recognizes that this position may make the working group work more challenging. If you have additional questions or concerns, please do not hesitate to reach out to me or Government Relations Director Matt Burdick, matthew.burdick@state.mn.us.

Sincerely,

A handwritten signature in dark ink, appearing to read "Jodi Harpstead", written in a cursive style.

Jodi Harpstead

Commissioner, Department of Human Services

Cc: Matt Burdick, Director of State Government Relations
Josh Ney, Policy Advisor, Governor Walz

MINNESOTA DEPARTMENT OF PUBLIC SAFETY



Alcohol
and Gambling
Enforcement

Bureau of Criminal
Apprehension

Driver and Vehicle
Services

Emergency
Communication
Networks

Homeland Security
and Emergency
Management

Minnesota
State Patrol

Office of
Communications

Office of
Justice Programs

Office of Pipeline
Safety

Office of
Traffic Safety

State Fire Marshal

Office of the Commissioner

445 Minnesota Street, Suite 1000, Bremer Tower, St. Paul, Minnesota 55101-5000

Phone: 651/201-7160 FAX: 651/297-5728 TTY: 651/282-6555

Internet: dps.mn.gov

January 21, 2022

Susan Lenczewski, Executive Director
Minnesota Legislative Commission on Pensions and Retirement
100 Rev. Dr. Martin Luther King Jr Blvd.
Room 55, State Office Building
St. Paul, MN 55155

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

Subject: 911Telecommunicator Pension Benefits Working Group- Working Group's
Recommendations to the Legislature

The Department of Public Safety and Minnesota State Patrol recognize the public safety necessity and contributions of our 911 telecommunications staff. They perform a vital function, serving as the first call for help on everything from traffic crashes to mental health crisis needs.

While often in the background, their work is undeniably critical for the safety of our state. Our 911 telecommunications staff are passionate, dedicated and professional. We are appreciative of the legislative interest that has led to the establishment of this working group so additional information can be gathered along with recommendations for any changes.

Sincerely,

A handwritten signature in black ink, appearing to read "John M. Harrington".

John M. Harrington
Commissioner-Department of Public Safety

EQUAL OPPORTUNITY
EMPLOYER



Law Enforcement Labor Services, Inc.

2700 Freeway Boulevard Suite 700 * Brooklyn Center, MN 55430
651-293-4424 Writer's direct dial: 651-425-1135

September 30, 2021

Chad Burkitt

(via email: chad.burkitt@lcpr.leg.mn)

Legislative Commission on Pensions & Retirement
100 Rev. Dr. Martin Luther King Jr., Blvd.
Room 55, State Office Building
St. Paul, MN 55155

Re: LELS-Position Statement Supporting Enhanced PERA Benefits for 911 Telecommunicators

Dear Mr. Burkitt:

Thank you for reaching out to our organization seeking a position paper in consideration of whether 911 telecommunicators/dispatcher should receive enhanced PERA benefits. The issue of whether to provide 911 telecommunicators/dispatchers with improved PERA benefits is certainly not a new one; however, over the last decade demands of the job have significantly changed and absolutely merit an increase in PERA benefits. Law Enforcement Labor Services (LELS) fully supports improvements to the current PERA benefit plan including moving to a full retirement age of 55 as well as an increase in the retirement benefit formula.

As background, LELS is Minnesota's largest Public Safety Labor Union with over 6,400 members, specializing in representing those in public safety positions. LELS represents 911 dispatchers in 48 Minnesota counties and 3 cities. We also represent the dispatchers employed by the Minneapolis/St. Paul Airport. In all, we serve hundreds, 911 dispatchers, all considered "essential" employees pursuant to State statute.

"9-1-1, what is your emergency?" This is the first question asked with every 911 call and nothing is routine about the exchanges following that question. From the moment a call comes in, the 911 dispatcher is to remain poised and professional in life-or-death crises. They often handle multiple and stressful calls simultaneously, while also communicating critical information to their law enforcement, fire or other EMS partners. Many times, they are also delivering lifesaving instructions to the caller. A dispatcher's day can start with a fatal car accident, a suicide, a choking child or an active shooter at a school. 911 dispatchers are not clerical workers, rather they are our first, first responders.

911 dispatchers are a vital link in our emergency response system, often suffering the same type of stress that we see in police officers and firefighters¹. They are the first to take in the emergency, they determine the facts, and they make the call to send the appropriate response, often sending others into harm's way. Following a serious incident, the responding peace officers are allowed time off, they are given time to go home, or debrief. 911 dispatchers are most likely required to continue working, moving on to the next emergency despite having just dealt with a very traumatic event. Many times, they are not debriefed and often not given the chance to stop working and emotionally process what just happened.

Studies show that 911 dispatchers endure work related stress at higher levels than most other professions. In fact, research can support that the risk for these emergency dispatchers to experience traumatic stress disorders is significantly higher than for the general public.² This suggests that they are exposed to hazardous psychological working conditions.

Like law enforcement, 911 dispatching is a 24/7, 365-day public service. Again, like law enforcement, dispatchers often work long hours. They had to report to work, like other police, fire and EMS professionals during the pandemic, when most of us worked from home. It is not unusual for their shifts to be 10 or 12 hours long, being subject to mandated overtime bringing their shift length to 16 hours.

In addition to the serious effects of the stressful nature of this work, the physical nature of the job plays a significant role in the longevity of a 911 dispatcher's career. 911 dispatchers are required to sit at a console for hours at a time and in the busy, short-staffed emergency communications centers, and they often go without regular meal or bathroom breaks. We all know of the physical toll long bouts of sitting places on the human bodies. Further, it is rare for a call center to have windows or access to natural light. The physical working environment is more akin to a bomb shelter, having dispatchers working without exposure to daylight for 10-12 hours at a time.

All of the 911 dispatchers we have had the privilege of representing are dedicated professionals, but they also know that this tends to be a shortened career path, not one that can result in retiring from at the age of 65 or older due to the physical and psychological demands this position puts on the brave and dedicated person who serves our State in this way. It is time we acknowledge this service to our State and our State's citizens by providing the deserved PERA benefits to include an earlier full retirement age of 55 and an enhanced retirement benefit formula.

Please review the attached testimonials heartfully written by those serving as a 911 telecommunicators/dispatchers. They can speak to these matters far better than I as they have lived through these traumatic events numerous, maybe even countless, times.

¹ See [Effects of Stress on 9-1-1 Call-Takers and Police Dispatchers: A Study at the San Jose Police Department \(sjsu.edu\)](https://www.sjsu.edu/~csl/teaching/psych202/911-dispatchers-study.pdf) for a thorough analysis of the physical and mental stressors placed on 911 telecommunicators and the impact on their lives and longevity of their careers. See also [NENA 01-002 \(ymaws.com\)](https://www.ymaws.com/nena-standards/docs/2013/AUGUST/9-1-1%20Acute%20Traumatic%20and%20Chronic%20Stress%20Management.pdf) – NENA Standards on 9-1-1 Acute/Traumatic and Chronic Stress Management August 5, 2013.

² [NENA 01-002 \(ymaws.com\)](https://www.ymaws.com/nena-standards/docs/2013/AUGUST/9-1-1%20Acute%20Traumatic%20and%20Chronic%20Stress%20Management.pdf) – NENA Standards on 9-1-1 Acute/Traumatic and Chronic Stress Management August 5, 2013, at pg 9.

If you have any questions or would like copies of the documents cited in the footnotes, please do not hesitate to contact me or anyone here at LELS.

Thank you for your time and attention.

Respectfully yours,

James W. Mortenson

James W. Mortenson
Executive Director
Law Enforcement Labor Services, Inc.
Email: JMortenson@lels.org
Phone: 320-980-6815



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

525 PARK STREET • SUITE 333 • ST. PAUL, MINNESOTA 55103-2106
PHONE : 651.222.3811 • TOLL FREE 1.800.642.2373
FAX: 651.222.3954
www.mmamn.org



November 8, 2021

(via email: chad.burkitt@lcpr.leg.mn)

Chad Burkitt
Legislative Commission on Pensions & Retirement
100 Rev. Dr. Martin Luther King Jr., Blvd.
Room 55, State Office Building
St. Paul, MN 55155

RE: 911 Telecommunicators Pension Benefits

Dear Mr. Burkitt,

The Minnesota Correctional Officer Retirement Association (MNCORA) strongly opposes the inclusion of 911 Operators, Dispatchers, and Telecommunicators in the PERA Correctional Plan. The Plan was established separate from all other job classifications because the job is unique among public employees. The inclusion of Dispatchers may deserve a better pension plan than they now have, but they do not belong in the Correctional Plan.

Dispatchers don't fit the definition.

Dispatchers do not fit the definition of those permitted into the Correctional Plan. The Plan was established in 1999 for correctional officers serving in county and regional adult and juvenile correctional facilities due to the physical nature of their jobs. **The members of this plan are responsible for the security, custody and control of the facilities and their inmates.** Dispatchers who work solely in a dispatch role, and not a combined role of Jailer-Dispatcher, do not meet the job requirements to be let into the plan. The plan description would have to be changed, but it is important to recognize why it was written to be exclusive for correctional officers.

Correctional work is hazardous. Dispatch work is not.

The Correctional Plan was established because a career working in correctional positions is physically hazardous and those choosing this career need an earlier retirement option than most other job classifications.

It is the recognized policy of the state that special consideration should be given to employees of governmental subdivisions who devote their time and skills to protecting the property and personal safety of others. **Since this work is hazardous, special provisions are hereby made for retirement pensions, disability benefits and survivors benefits based on the particular dangers inherent in these occupations.** The benefits provided

in sections [353.63](#) to [353.68](#) are more costly than similar benefits for other public employees since they are computed on the basis of a shorter working lifetime taking into account experience which has been universally recognized.

Minn. Stat. § 353.63 Providing this earlier retirement option is expensive, so it is reserved for those providing essential government services which are difficult to do at age 65. Correctional Officers have high rates of assault, ranging from punches, bodily fluids thrown on them, shanks, rapes, and even murder. They also have high exposure to communicable disease like tuberculosis and SARS-CoV-2. High numbers of correctional officers became ill from COVID-19, and there have been outbreaks of TB among CO's.

In contrast, 911 Dispatchers are not assaulted or exposed to blood and bodily fluids of inmates. 911 Telecommunicators work in a controlled environment that is not public-facing. They have not been exposed to COVID-19 from inmates. 911 Telecommunicators are not responsible for the security, custody and control of the facilities and their inmates.

Treat Dispatchers and Correctional Officers Equitably.

The current proposal is to permit Dispatchers to transfer their time from other PERA plans into the Correctional Plan. However, when the Correctional Plan was formed, Correctional Officers time in the PERA General Plan did not transfer over with them. They started fresh and it took 3 years to be vested. Now, it takes 10 years to be fully vested in the Correctional Plan.

Allowing 911 Dispatchers to transfer time in would be unfair to Correctional Officers and upset the financial stability of the PERA Correctional Plan. PERA Executive Director Doug Anderson estimated it would cost \$79 million to add 911 Dispatchers to the PERA Correctional Plan. An Actuarial study *must* be done to determine the actual cost before any decisions can be made.

In summary, MNCORA opposes adding 911 Telecommunicators to the PERA Correctional Plan. Dispatchers do not fit the definition authorizing their entry. 911 Telecommunicators work in a safe office at a desk, so they do not have a hazardous duty that complies with Policy in § 353.63. Correctional Officers have inmate contact and are regularly assaulted and exposed to disease in the course of their work. 911 dispatchers are seeking to credit years of service into a plan they have not paid into, a benefit not given to Correctional Officers. Finally, an Actuarial study must be done before any recommendation is made.

Sincerely,

The MNCORA Board

Email: MNCORA@protonmail.com

Phone: 612 346-8930

Website: MNCORA.ORG

To: 911 Telecommunicators Pension Benefits Working Group

We, the undersigned, Detention Deputies of Hennepin County Sheriff's Office, oppose the addition of 911 Telecommunicators to the PERA Correctional Plan.

We believe that adding this group to our plan would dilute our pension plan and is an unreasonable extension of the terms of the plan.

The original reason for a separate plan for Correctional Officers was because of our physical working environment and proximity to danger, on a daily basis.

We spend a great deal of our workday with direct contact with inmates who could, and can, assault us at any time.

Most of us have been directly assaulted by inmates, physically or verbally, nearly all of us have been a witness to an assault on other staff. Assaults ranging from verbal threats, physical assaults causing injury, sometimes lasting or permanent, having bodily fluids and other substances thrown at us and many other kinds of physical and emotional trauma.

We have worked for many years to become vested in the pension plan, seven years in HCSO.

Every single one of us has been affected by COVID, either being ill with it or covering shifts for those that were sick. We have been in direct close proximity to sick and confirmed COVID positive inmates. This in turn has led us being subject to testing and exposures on a daily basis, effecting both us and out families.

Every single one had to deal with unrest of the summer of 2020 and the ensuing trial this last spring. We have similar high-profile trials coming up in future months

While we understand and appreciate the difficulties of the Telecommunicator and we in no way belittle or demean the stress their profession has. However, there can be no reasonable or direct comparison of the work we carry out as Correctional Officers with those of a Telecommunicator.

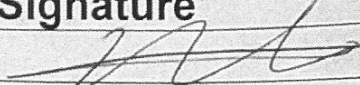

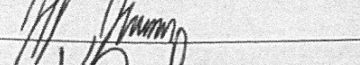
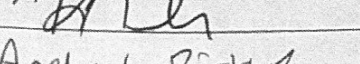
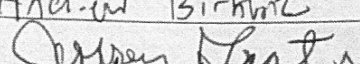
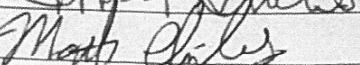
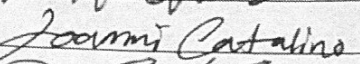

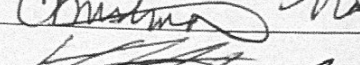


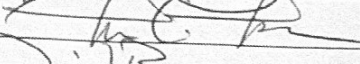


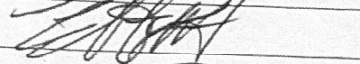

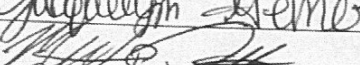

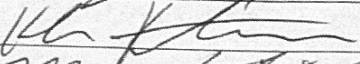

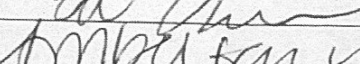
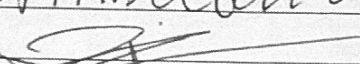
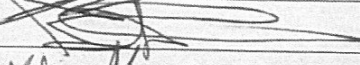

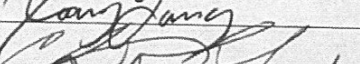
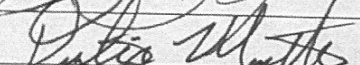
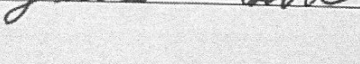




By the very nature of our work, we have close and daily physical contact with dangerous and violent offenders. We are not remotely involved by phone or radio, we are there, in person, physically on the scene, all of the time.

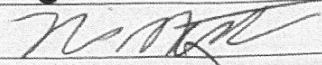
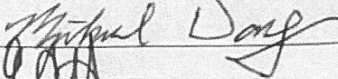

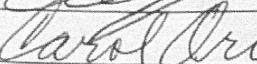
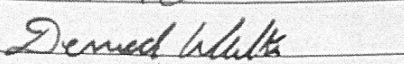
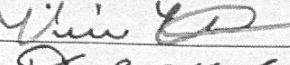
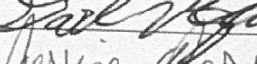
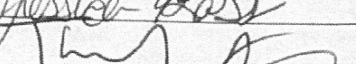
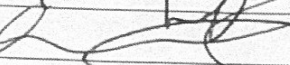
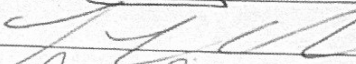
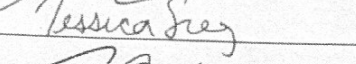

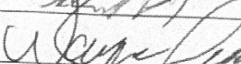
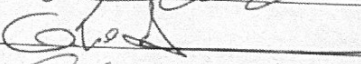
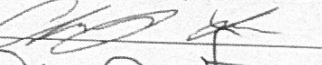




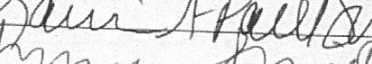
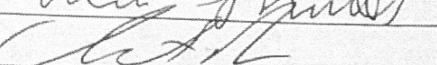
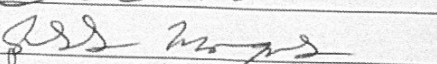
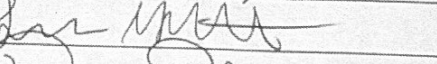
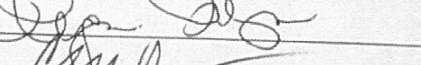


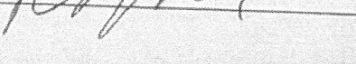
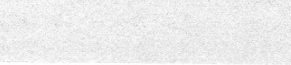



We urge the committee to reject the inclusion of 911 Telecommunicator into the Correctional pension plan.



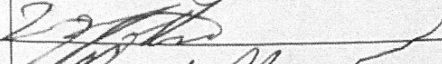

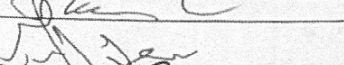

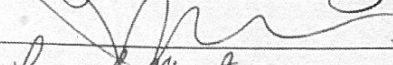
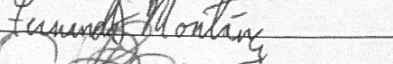
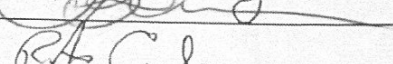
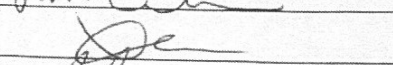
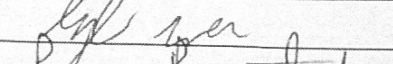
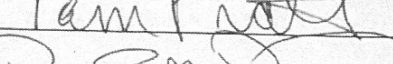
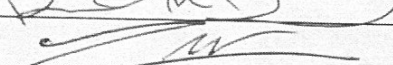
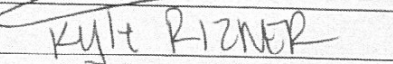
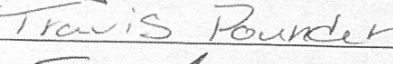

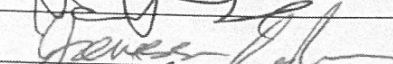
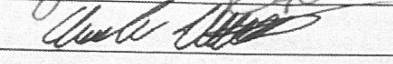
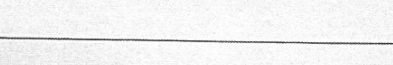
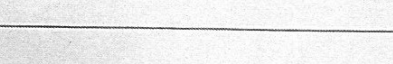
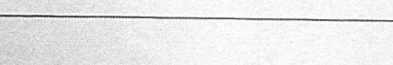
Thank you

Detention Deputies

HCSO

Name	Signature	Date
N. Newton D'Almeida		11/06/21
Matthew Schilling		11/6/21
Jeffrey Johnson		11/6/21
Kathryn Nelson		11/6/21
Jeff Grates		11/6/21
Matt Chiles		11/6/21
Joammi Catalina		11-6-21
Daisy Kolstad		11-6-21
Christina Nogle		11/6/21
Garrett Rutherford		11/6/21
Emmanuel Segura		11-6-21
Lee Xiong		11-6-21
Tou Thde		11-6-21
DAVID BERRENS		11/6/21
Becky Novotny		11/6/21
Jason Herlitz		11-7-21
CHRIS HUBBER		11-7-21
Matthew Paavola		11-7-21
Jacquelyn General		11-7-21
Matthew Durette		11-07-21
Benita Perrell		10-7-21
Kyle Karstens		11-7-21
Matt Pringie		11-7-21
Ed Chismar		11-7-21
Amber Garvey		11-7-2021
Jacob Gibson		11-7-2021
Brandon Thone		11-7-2021
Kaydian Hyatt		11-7-2021
Xiong Yang		11-7-2021
Charita Bradley		11-7-2021
Dustin Monette		11-7-2021

Name	Signature	Date
Nickolas Mateyka		11-7-21
Michael Day		11-7-21
Erin Cotton		11-7-21
Andrew Ohlendorf		11/7/21
CAROL CREWITT		11-7-2021
Dermot Wulka		11-7-2021
Vivian Easter		11/7/21
David Moran		11-7-21
Jessica Ross		11-7-21
Taylor Perry		11/7/21
Tenzin Namtha		11/7/21
Jennifer Archuleta		11/7/21
Jessica Sieg		11/7/2021
Gerald Allie		11-7-21
Hunter Coil		11/7/21
Wayne Charter		11-8-21
Gylen Abdulahi		11-8-21
Chengpor Yang		11-8-21
Ashtley Austin		11-8-21
Kenneth Barrios		11-8-21
Graham Norberg		11-8-21
Crystal Garibaldi		11-8-21
KRISTOPHER MONTERO		11/8/21
Lauri Paulson		11-8-21
Jhannon Shively		11-8-21
Chris Johnson		11-8-21
Cass Magnuson		11-8-21
Larissa Goetti		11/8/21
Regina Joyner		11/8/21
Chris Davis		11-8-21
Amber Breisel		11-8-21
Chonda Ziegler		11/8/21

Name	Signature	Date
Jacelyn Deal	Jacelyn Deal	11/8/2021
Clara Scott		11/8/2021
Scott Widen		11/8/2021
CARA LANGE	Cara Lange	11/8/21
Mark Mattson		11/8/21
Brad Claassen		11/8/21
Shawn Martin		11/8/21
GREGORY CREECH		11-8-21
Lue Xiong		11-8-2021
Jerry Thoro		11-8-21
Fernando Montañez		11-8-21
V.P. LASEY		11/08/2021
ROBERT CHANSON		11/08/21
Xion Vne		11/08/2021
Glyker Doyle		11/8/21
Don Mathew		11/8/21
Richard Deal		11-8-21
Chantal Penny		11/08/2021
Null Mignall		11-8-21
	Kyle RIZNER	11-8-21
	Travis Bourder	11-8-21
Sarah Kolstad		11-8-21
Nancy Trumbo		11-8-21
Jeneese Ingbretha		11-8-21
Andrew Wavltan		11-8-21

December 3, 2021

Susan Lenczewski, Executive Director
Chad Burkitt, Analyst
Legislative Commission on Pensions and Retirement
State Office Building, Room 55
100 Rev. Dr. Martin Luther King Jr. Boulevard
St. Paul, MN 55155

Dear Ms. Lenczewski:

The *911 Telecommunicator Pension Benefits Working Group* recently discussed eligibility for coverage by the *Minnesota State Retirement System (MSRS) Correctional Employees Retirement Plan*.

The MSRS Board of Directors reaffirmed that they are not positioned or authorized to determine pension plan coverage eligibility for state employees. Pension plan eligibility is defined Minnesota Statutes. Specifically, Minn. Stat. §352.91 describes *Covered Correctional Service* under the Correctional Plan.

Similarly, the Board does not have authority to determine whether certain employee groups should receive enhanced pension benefits due to the nature of their job duties.

Sincerely,



Erin Leonard
Executive Director

60 Empire Drive, Suite 300, Saint Paul, MN 55103 3000

651.296.2761 | Toll-free: 1.800.657.5757 | Fax: 651.297.5238 | www.msrs.state.mn.us

September 24, 2021

Susan Lenczewski, Executive Director
Chad Burkitt, Analyst
Legislative Commission on Pensions and Retirement
State Office Building, Room 55
100 Rev. Dr. Martin Luther King Jr. Boulevard
St. Paul, MN 55155

The purpose of this document is to respond to your request for stakeholders to provide the 911 Telecommunicator Work Group with their positions regarding providing enhanced pension benefits for 911 telecommunicators.

PERA's Board has developed, and recently revised, several long-term board positions. Three of the long-term positions have relevance to the proposed changes summarized in a memo dated August 27, 2021 from Dar Pankonie to Members of the 911 Telecommunicator Pension Benefits Working Group titled "*Handout on enhanced benefits for 911 telecommunicators*". Among other changes, the memo outlines a proposal that would increase the benefit multiplier from 1.7% to 1.9% and reduce the age for unreduced retirement from 66 to 55. The changes would apply to past service and future service.

The most generally applicable long-term position is:

Legislation Pertaining to Individuals or Groups Benefit Eligibility

The PERA Board of Trustees generally opposes legislation that provides an exception with respect to the benefits made available to one or a group of individuals, but may review such legislation on a case-by-case basis.

A more specifically applicable long-term position is:

Expanding Classification of Employees Included in the Correctional Plan

Absent a purpose statement or any clear criteria defining the types of positions intended to be covered by the Local Government Correctional Service Retirement Plan, the PERA Board of Trustees defers to the Legislature the policy determinations as to which local government correctional employee groups should be included in the Plan.

PERA asks that the Legislature ensure that any groups approved for participation in the Plan either come into the Plan as new members at contribution rates sufficient to fully fund the higher level of benefits, or if members enter the plan with past service credit, the merging group's sponsoring entity agrees to a payment or series of payments sufficient to fully fund the associated unfunded actuarial accrued liability of the merging group.

PERA staff has estimated that the present value of accrued benefits (PVAB) to grant past service credit for approximately 1,200 members transferring from the General Employees Retirement Plan to the Local Government Correctional Service Retirement Plan is about \$80M. This amount is a good estimate of the actual past service cost, but is not the same as the actuarial accrued liability (AAL),

which likely would approach or exceed \$100M. The AAL is the standard to maintain a plan's funding status and must be fully funded for the normal cost to be the correct cost for future service credits.

Prior to being able to support the transfer of past service credits, PERA would need assurance that a full scope actuarial study be performed to better estimate the cost. A full scope study would need to consider potential changes in employee behaviors that would impact actuarial assumptions. In particular, the impact of disability benefit changes would need to be carefully analyzed. As this actuarial study does not benefit all the members of PERA, the actuarial study cost would need to be accounted for elsewhere.

In addition to concerns about the amount needed to achieve full funding, there would be logistical concerns to determine which groups are responsible for the funding (the legislature, employers, and/or employees) and over what period of time. In particular, assessing costs to employees is particularly challenging given the vast difference between benefit value and expected working lifetimes within the member group. If the transition is not carefully designed, there could be adverse consequences that could affect both retention and recruiting (i.e. a significant increase in early retirements that shift costs to new hires).

A third additional long term position is more general, but also applicable:

Groups/Individuals Entering or Leaving PERA

The PERA Board of Trustees opposes providing benefits that add to the actuarial accrued liability for individuals or groups requesting membership in a PERA fund unless the merging group's sponsoring entity agrees to a payment or series of payments sufficient to fully fund the associated unfunded actuarial accrued liability of the merging group.

The PERA Board of Trustees opposes the discontinuation of membership for an individual or group in a PERA fund unless the departing individual or group's sponsoring entity agrees to a payment or series of payments sufficient to fully fund the associated unfunded actuarial accrued liability for the departing group.

This long-term position addresses the potential adverse impact to the General Employees Retirement Plan due to the departure of a group of members. The departure of members would result in the burden of fully funding the plan being placed on those members that remain in the Plan. This is similar to assessing a withdrawal liability to the membership group. Measuring this cost also would require actuarial work that should not be paid by members that do not benefit from the potential change.

In conclusion, the transfer of past service credit for members transferring from the General Plan to the Correctional Plan is costly, potentially inequitable, and complex. The Board would need assurance that any proposed change addresses the concerns expressed in their long term positions.

Date: August 6, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

*From: Gary Carlson, Director of Government Relations, League of Minnesota Cities
Laura Kushner, Human Resources Director, League of Minnesota Cities*

Subject: Legislative Policy on 911 Telecommunicators and the PERA Correctional Plan

The League supports:

- a) Maintaining the current definition of covered employees for the PERA corrections plan, which does not include dispatchers due to the substantial differences between the dispatchers and the existing corrections positions covered by this plan.*

This policy was originally discussed and adopted around the time of the 2003 study, “Mandated Study of Retirement Coverage for Emergency Dispatchers”. It has slightly evolved over the years but LMC’s existing policies are reviewed each year to confirm whether committee members still support the position and then the policies are re-adopted if approved by the committee and the LMC Board of Directors. This policy is still in effect, as of August 13, 2021.

Section E

Testimonials

LELS Testimonial #1

When I started my career as a 911 Dispatcher 21 years ago I never imagined where it would lead me. On the job training literally was being handed a headset and a cord and “plugging in” with you trainer. You shadowed them until they felt you were “ready” to be on your own. Training at our Consolidated Center now consists of several weeks of classroom training, several certifications must also be complete. EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch), CPR, BCA and the list goes on. Not everyone can sit down and dispatch. Most of our trainees do not make it out of training. You have to be calm under pressure, able to multi-task and listen to several conversations and radio traffic and be able to comprehend what is being said. Officers handle one call at a time, Dispatchers handle several. We sit for 10-12 hours a day and are literally tied to our desks by a 3 foot cord. We have to time our bathroom breaks so not more than one person is out of the room at the time. Meal breaks the same way, must be scheduled so that there are enough people to cover phones and radio channels. If we are busy, well you have to hold it or go hungry. We are often the first people needed and the last remembered.

I also never thought of the long term stress this career can bring. Our Center has not been fully staffed since we consolidated in 2007. Staffing shortages are the norm around the Metro. Mandated Overtime also the norm. A mistake as a Dispatcher can mean life or death. Think of the pressure we are under. I have talked countless callers through CPR instructions, Narcan administration and other life saving measures. We go from one caller yelling about dog feces in their neighbor’s yard to the next call someone is not breathing. As a Dispatcher we handle several hundred phone calls a month. I would be lying if I said the stress hasn’t gotten to me at times. I believe it is the norm if you are in this career long enough that you will eventually wind up with some form of PTSD. I never thought the voices and screams would stay with me for years but they have. Often we do not get a resolution, did they live or die? We must go on to the next caller when that phone rings. We now have a video wall, meant to be able to watch MN-Dot traffic cameras and keep us up to date on the weather. First week it was up we witnessed a jumper on the freeway, and an Officer involved shooting all in real time. The Officer involved shooting was an incident our Center was working. We also now have text to 911 and technology is in the works to bring pictures in real time to us. I am not sure that is worth the emotional toll and cost it will have on your Dispatchers.

I often hear from Police Officers and Firefighters and Paramedics that they could never do our job. I am here to tell you that they are 100% accurate. We are not Secretaries as we are classified, they get to work M-F 9am to 5pm and go home. They got to work from home during Covid-19. Secretaries get nights and weekends and holidays with their families, Dispatchers do not. We are here 24/7, 365.

Most people when they learn I am a 911 Dispatcher ask the following question: “What is the worst call you have ever taken?” I have learned to lie to them because the true horror is that there are too many to remember and I could go on for hours. Was it the 4 year old that when I hung up the phone with the caller I knew in my gut they had done something to the child but it wasn’t until 2 years later when the caller was charged with homicide that I sadly learned I was correct. Was it the 12 year old who just witnessed their father beat and stab their mother to death? Was it the wife who came home to find her husband hanging in the garage? Was it the grandmother who found her grandson had shot himself on the couch? How about the sexual assault that was in progress that I had to listen to. How about the countless callers in crisis that call every day and we know them by voice and remember their full name and date of birth. Now we also have to determine if they just need Crisis or do they need Medics, are they really serious this time or just need someone to talk to? How about the female who could only scream and say one or two words after witnessing her boyfriend drown, I will hear her screams forever

in my head. I can't continue on as I am at work and just remembering these calls is making me come to tears. We shove them down, we try to bury them but we will never ever forget. I haven't even covered the Radio side of our job. Imagine the anxiety we feel when we hear the dreaded "shots fired" aired from an Officer or hear the "I was just hit by a car, send me an ambulance" or the dreaded times when there is Radio Silence in response to our hailing.

I am 49 years old and have measured hearing loss in my right ear from wearing my headset. When I work I have daily headaches from the multiple computer monitors I stare at all day long. My sleep is disturbed from my brain being unable to always block out the bad calls. My reaction time has slowed, I do not multi-task as fast as I did when I started this career. Notice how I keep saying Career? That is what this job is, it is a Career. We are professionals, we are highly trained, highly skilled and this is not something just anyone can do. You do not want me in this chair as a Dispatcher longer than age 55, we do have an expiration date. This is a career that takes it toll on your mind, body and soul.

Anyone that wants to come and see this career firsthand is free to contact my Center and ask for a sit-along, I would be happy to have you.

Mary Watry

LELS Testimonial #2

“911, what is your emergency?”

This phrase in it's varying agency iterations is repeated thousands of times throughout the State of Minnesota by hundreds of public safety dispatch professionals every day. The responses on the other end of that emergency call are guaranteed to be anything from “Sorry, I bumped my phone, it was an accident”, to the unforgettable, gut wrenching screams from a parent that has just found their child deceased. The words spoken by the people we are tasked to do everything we can to help can be routine, or they can be life changing.

I have been involved with 911 for just over 18 years, and I can attest that 911 is very much a give and take profession. It gives to you an immense responsibility, a high respect for yourself, your coworkers, and it gives a sense of service to the community. What it takes from you is thought to be understood when you begin, however the full reality of it takes some time to set in. The job takes away family time, it takes holidays, it takes birthdays, it takes funerals, and family gatherings. It takes rest, and at times it takes away the ability to relax, decompress, and recharge. It is, as are all 24-7 public safety positions, the unfortunate realities of the job.

Over the course of my career I have heard countless odd conversations, 911 accidental dials, concerns of barking dogs, vandalized mail boxes, and neighbors having a bit of a hard time getting along. Also in that career I have heard countless cries for help from people on the verge of taking their own life, terrified voices pleading for help as I do everything I can to walk them through CPR on their lifeless loved one, and people screaming in pain, and afraid for their live as they are punched and kicked in violent domestics. These voices don't fade as quickly from memory. It has been nearly 16 years but I can still clearly remember a little boy I took a 911 call from where his first words were “my daddy is hitting my mommy” as a very obvious violent domestic was occurring in the background.

Some are harder than others. Kallie Palmer was 6, she died after her “friends” convinced her to run into traffic on 35W after scaling a small chain link fence along the freeway. While working on our fire channel I sent one of our fire departments to a call none of us will ever forget. Some of these don't go away. It is these and countless other hundreds of stories of calls and radio traffic that 911 operators carry with them through their careers.

Standing back and examining the job we can look at the calls each dispatcher took in a month, the times that they worked “on the radio” with officers and firefighters, and the number of medicals and fire calls that a person processed in a month. One can examine the numbers, and statistics however the brutal reality of the things we as 911 professionals hear throughout a career are infinitely difficult to quantify on paper. The world of 911 and public safety is also a vast producer of statistics. By nature of the job, 911 operators, officers, and other various agency staff produces mountains of data that goes mostly unnoticed by the general public. Statistics assist in demonstrating the need for changes in staffing, equipment requirements, changes

in policy, needed technology improvements, and many other identifiable topics that one might generate a statistic for.

Law Enforcement Deaths are one of the very sad industry statistics that are tabulated annually. From 2009 to 2019, according to the National Law Enforcement Officers Memorial Fund (<https://nleomf.org/>) data there was an average of 161 officers that died in the line of duty. On Wednesday, July 30th 2014 the 911 center that I, and a number of my very skilled partners work at, became a part of one of those terrible statistics. That day my partners were slapped square in the face by frantic phone calls and radio traffic that told us one of our officers had just been shot. The seconds, minutes, and hours that followed were an enormous team effort on both sides of the radio to find the person responsible for the death of one of our officers. That experience will never leave any of us that were working that day. It was, and still is to this day profoundly painful, and impactful for everyone involved. This, and other critical incident, high stress calls are the toll that the 911 profession eventually takes on all of us in some way.

In conjunction with my 911 career, I also served as a volunteer firefighter for over 16 years. I can attest to the mental and physical nature of the job, the stress on the body, and the time away from home. 911 is equally as taxing however it is taxing on the mind infinitely more than the body. The constant high vigilance and attention to detail required is mentally exhausting. The need to regularly monitor multiple officers & firefighters, on multiple radio channels as well as manage call load displayed on multiple computer screens quite honestly puts the basic definition of “multitasking” to utter shame.

The 911 professional has evolved into a high stress, highly involved, and highly technical industry. Staffing issues are still issues from a logistical standpoint; however what they do is compound the call load, and stress load for everyone involved. That being said, the raw impact on each 911 operator is still there, with each and every call or radio transmission that is taken. We are truly the “first”, first responders. It is our belief that this profession has infinitely expanded in both scope and demand, far beyond where we are identified in regards to the current positioning within the PERA benefits program.

We as an industry appreciate the time you are taking to investigate this needed shift in retirement and increased 911 Telecommunicator benefits. Thank you for your time.

Sincerely,
Brian J. Kluck

National Law Enforcement Officers Memorial Fund -
<https://nleomf.org/memorial/facts-figures/officer-fatality-data/officer-deaths-by-year/>

LELS Testimonial #3

As I sit here typing this I have a lump in my throat recalling some of the most heart wrenching things I have heard. Imagine picking up a 911 phone and hearing a woman screaming at the top of her lungs and only being able to understand two words...."baby" "dead". How can I help this woman when I don't even know where she is? Imagine picking up 911 phone and an elderly man "Rosie please don't leave me". Imagine an officer yelling for more help because he is in the fight for his life with a subject who we later find out is a wanted fugitive for murder and knows that if he is arrested will spend the rest of his life in prison. That subject has nothing to lose. This has all happened to during a "normal" 10 hour shift as a dispatcher. This is a usual day in the life as a dispatcher. It is not just a "regular" job.

The physical, emotional and mental toll this job takes on a dispatcher is immense.

The physical is caused by working nights, weekends, holidays, mandatory overtime, extended shifts. Eating habits, sleep schedules and lack of exercise to name a few, cause high blood pressure, weight gain, depression issues.

The emotional stress is listening to the mother who just found her baby dead and knowing the only thing I can do is reassure her help is on the way. Telling that elderly man that I am so sorry for his loss of his wife of 60 years and that help is on the way. Telling that officer on the radio is back up is on the way but is still 5 mins away but just keep fighting for your life officer!

The mental stress is knowing every day I get older and the physiological changes that are inevitable will affect how well I do my job. It is a known fact the older each of us gets our mental capacity, reflexes, hearing, eye sight, ability to multitask all diminish.

The General Fund does not allow dispatcher to retire until 65 years old to gain full retirement. The choices are to leave the job or stay knowing the chances of a serious mistake are inevitable.

Melinda Soli

Dakota Communications Center

28 years of service

LELS Testimonial #4

I am writing to ask you to strongly consider changing Dispatchers from the GENERAL retirement fund to the CORRECTIONAL OFFICERS fund.

As a 27 year veteran of the 911 Dispatching profession, I can tell you this is not a job that can be performed *well* up until our current retirement age 65 years old! I have seen so many changes in my twenty-seven years and although technology wise things have improved greatly, there has been far more changes that have negatively changed this profession. Crime is up, call volume is up, with the movement of “See something, say something” we are answering thousands of calls more than we ever have, all while short-staffed.

The dispatch profession has always been a revolving door of employees. Many people may apply, but this is a job only a select group of people can do and sadly, working short-staffed with mandatory overtime has become the norm.

I don’t think I need to tell you the details of some of the most horrific calls we take and the stress it creates. From a physical and very personal point of view, I can tell you my body and mind have suffered greatly. Looking back on my career, I often ask myself WHY? Why do I stay? Why do I put up with the effects of the cumulative stress? I am obese, on anti-anxiety medications, currently take the highest dosage of anti-depression meds my doctor will allow and drink far more alcohol than I would like to admit on my days off. I have constant neck and shoulder pain, hearing loss as well as other medical issues. I know for a FACT that many of my partners have similar issues, but I may be the only one brave enough to call it to your attention. The stress of this job and what it does to the mind and body are very real.

My personality has changed as well. I used to be out-going and loved to hang around people. I guarantee this job and the stress of it has caused me to become an introvert and cherish quiet time, alone, far more than I ever did. When I get off work, or on my days off, I don’t like to go out and socialize, I hate to talk on the phone and have learned to crave silence.

I’m slowing down and I know the younger dispatchers can do things much faster than I can. I rely on my knowledge, years of service and street smarts to be a co-worker that the younger generation can come to. The mindset of the younger people is different too. I was just talking to HR yesterday and

mentioned, that in my opinion, the young adults that are being hired now don't consider this a career job. So many use it for a stepping stone to becoming a law enforcement officer or other things. I don't think very many people at the bottom of our seniority list will be here for the long haul of a 20-30 year career. For those of us that have dedicated our life to making this our career, it sure would be nice to be granted the opportunity to retire early.

I am more than happy to speak with any one of you if you need more information or want an inside look at what we do on a daily basis.

Thank you for your time

Kellie Bailey

LELS Testimonial #5

To Whom it May Concern,

I am writing this letter in support of a change in Retirement Coverage for Dispatchers. I started as a 911 Dispatcher 8 years ago and I love what I do. I work with a great group of people who have a very specific set of skills in what they do. They are very passionate about their jobs, their community, and the Law Enforcement and First Responders they work with.

There are very few people who are even capable of being a 911 Dispatcher. It takes the ability to handle stress, to be organized, to think and act quickly and responsibly, to be empathetic, it takes common sense (something that's getting harder and harder to find these days), it takes someone who can handle the physical demands of being in one spot for 12 hours, working all night long without dozing off, or being ordered in at a moment's notice to cover minimal staffing requirements. It takes someone who can handle multiple calls on the worst moments of people lives, and then doing it again and again. The screams of a wife being beaten, the cries of a mother holding a lifeless child, the silence of a depressed teen who intends on ending their life, or maybe the silence following a gunshot from one who has... these are not uncommon calls for us dispatchers to deal with while we sit helplessly on the phone trying to provide a glimmer of hope for the caller that we have help on the way or that they are not alone. All day and night, we work right alongside the Law Enforcement and Corrections officers, who respond to some of these incidents, to make sure their jobs are safer and easier. All of our positions are unique, all are essential, and ALL are stressful.

I am a Certified Training Officer in our Dispatch Center. In the past 8 years I have seen many people come and go. It is tough to find young people with young families who are willing to take on our demanding schedule. It has been just as difficult finding experienced, seasoned help who are willing to deal with it! Just like Law Enforcement and Corrections, we have to work nights, weekends, and holidays. Our bodies and our families pay a price for that. We miss baseball games, and dance recitals, we miss church, we miss weddings, graduations, and family reunions. We give up a lot to be here protecting the community on their weekends and nights off. I can't imagine being in my 60's, after 35 years of doing this, and knowing I have to keep waking up to work for the entire night while I've watched countless coworkers of mine retire and go on to enjoy their life's years before me. I don't know if I'll be able to do it anymore? We are in the "golden handcuffs" here, there are no transfers, no promotions, no higher position, only Dispatchers with varying years of service under our belts working to put our time in and advance in steps until we can retire our Badges.

10-7

Lafe Swalin

911 Dispatch

Kandiyohi County Sheriffs Dept.

LELS Testimonial #6

To Whom it May Concern:

I have been a Public Safety Dispatcher (PSD)/Telecommunicator (TC) for the Ramsey County Sheriff's Office for over six years and as a PSD/TC for about 15 years. Over the course of my career, we have seen substantial changes to our job.

The most significant changes have come from the people we serve in the type, complexity, and severity of 911 calls we receive. The number of high priority calls have increased. High priority calls are those that pose a life and death situation to the person calling or a person they are calling for. At any time of day, we could be taking a call for a shooting, assault, robbery, shots fired, carjacking or for medical emergencies ranging from CPR for an infant not breathing to helping render aid for someone who is overdosing or control bleeding for someone who has been shot or stabbed or assaulted.

The frequency of these calls has gone from once or twice a week to multiple times a day. We are constantly bombarded with someone's worst day. We are asked to take hundreds of calls a day of being yelled and screamed at because people are stressed and worried or frightened. We are asked to help those with mental health issues deal with their delusions, or required to talk a person who is suicidal down from jumping off a bridge or shooting themselves. We are asked to talk to children who are crying and frightened because their mom and dad are fighting, and they don't know what to do. We are asked to comfort a parent who has found their child deceased and try to help them to perform CPR or to comfort a wife who found her husband of 30+ years dead. Trying to calm them enough to be able to get the information that is needed so we can send the help that they need.

We are asked to come to work during civil unrest. When we are asked not to wear our work uniforms (blue polo with RCECC emblem and blue pants) because our management is worried about our safety. We come to work every day and our communications center is surrounded by barrier, fences, and barbed wire. Answering calls from people who are angry with police and yell and swear and make threats to your life and safety. To come in on days off to help with the increase of call volume and radio traffic.

Even with all of this going on, we continue to serve the community by reporting to work during a global pandemic, while others worked from the safety of their homes. Rather, we worked multiple 16-hour days in a row to cover those that are sick or whose family is sick.

We are asked to dispatch and keep the officers we serve safe. We are asked to make judgement calls, and if those calls are incorrect, we suffer the consequences. We are asked to take on additional responsibility; additional police departments, State Fair, protests, and community events that require police or Fire/EMS assistance.

We are constantly being asked to do more with less. Less pay, less benefits, less staff, less resources. And we are required to provide the same level of service, with greater amounts of stress being placed upon us.

Over the past 15 years, I have talked to people who are upset about their missing dog or a car parked illegally, or about a neighbor who is blowing their leaves/snow in their yard. On the other end of that I have talked to children who are hiding in their closet or under their bed because dad is hitting mom. I have talked to a father who was being held hostage by his son who was on drugs and having a mental health crisis. I listen to the gut-wrenching sobs of a mother who has found their child blue and lifeless. I

have heard a woman screaming for help because she came home to find her husband hanging in the garage, a tornado touchdown, a group of people who drove their car into the river and didn't know where they were. I have taken calls I don't remember, not because I have a bad memory, but because I can't relive these calls every day. I can't because of my mental health. These stories are, unfortunately, common for all of those who proudly do this work.

During my career, I have had to work during holidays, birthdays, anniversaries, family functions, dinners with friends, and children's school functions. I have come to work in snowstorms, tornado warnings, during the pandemic and during civil unrest.

There are times when I don't work but am too tired to get out of bed. I am too tired to put on a happy face and talk to my loved ones. I am too tired to socialize with friends. I have worked with friends who have had to quit because the stress and weight of what we do was too much for them. I have had coworkers commit suicide because of the stress and mental toll it takes doing this job. I have had coworkers die because of the stress, lack of sleep and sedentariness of this job. Research has pointed to sitting as the new smoking and we work 12–16-hour days sitting in a chair to do this job.

We have few resources for any mental health help. We have few resources for PTSD that comes with this job. We might not be on the streets driving around and seeing the things that our partners see or hear but the impact this job has on each of us is substantial and profound. It changes who we are, it changes the way we see people and how we see the world.

We as PSD/TCs might work in an office but we are also first responders. Our turnover rate is 5 years, which is the point when most people quit. That is when the mental and health aspects is too much. If you think we are administrative assistants or secretaries I ask you to come work a week our lives. Listen to the calls we take, to the amount of radio traffic we listen to, to the medial help we render and tell me at that time we are not first responders.

This profession is hard, but I also know that it can be rewarding. Those that are able to stay in this profession for more than a few years are dedicated to making a difference in the lives of the people that make that 911 call. We are the lifeline to the help they need. Much like a licensed peace officer, or a firefighter, this job takes a hard toll on our bodies and mind, but unlike those other public safety professionals we are not eligible for early retirement or other enhanced PERA benefits. For the sake of the people we serve, and those dedicated to this profession, that should be changed to allow us to be incorporated into the Corrections Pension Plan and afforded the same benefits of our corrections partners.

Thank you for your time,

Teissa White - A tired and overworked PSD – Ramsey County Emergency Communication Center

LELS Testimonial #7, submitted by Mary Lieser, Stearns Co. Sheriff's Department

Training for 911 Dispatchers:

Potential new employees are required to pass the same psychological testing as Police Officers due to the types of events they will be exposed to over the phone or radio. They are required to remain calm, professional, and accurately relay all information to the responding Officers, Firefighters and EMS personnel. Incorrect or delayed relay can greatly affect the safety of those responders.

Oftentimes there is no public safety experience required for Dispatchers, however, there are numerous trainings that need to occur after an employee is hired.

- CPR Certification
- Emergency Medical Dispatcher (EMD) Certification
- BCA Portals Certification
- National Center for Missing and Exploited Children (NCMEC)
- FEMA ICS Series
- ARMER Radio Training
- Individual Agency Policies
 - There can often be numerous agencies with different policies being dispatched by the same Center.

Mental Health Emergencies:

While we do not have specific numbers to be able to track these events, these continue to be one of the greatest increases in daily events and are very time consuming. The time-consuming piece of it is when a Dispatcher is required to stay on the phone with an individual seeking help to ensure and oftentimes reassure them that help is on the way. Individuals seeking mental health help will often call for help but will not disclose their location. This requires the Dispatcher to contact the cell phone carrier provider to request them to “ping” the cell phone for the location. Patrol Sergeant approval is needed to begin that process, a form needs to be completed, faxed back, followed up by a phone call to get the data from the cell provider (if they deem it an emergency per their procedures). There are times when a Dispatcher is asked to repeatedly “ping” a cell phone when an individual begins to purposely move their location. These types of calls can also be the most frustrating to Dispatchers due to the nature of the emergency and not being able to locate the person quickly. Most people calling for help want you to help them and will give you their address, but this is not the case with these individuals.

We have had Calltakers on phone calls with distraught individuals for longer than 30 minutes. During that time, the Calltaker is required to either put that caller on hold to answer other phone calls or just cannot answer other phone calls. The overflow phone calls then go to the Radio Dispatcher, who is not able to intently monitor the radio during the time he/she is on the phone. This scenario of the Radio Dispatcher being on a phone call happens frequently throughout the day and is a significant officer safety liability due to them being the officer's lifeline.

Due to the Travis' Law that was implemented on July 1, 2021, Dispatchers are now required to triage to determine if the appropriate response is law enforcement or a mental health crisis team. This is also time consuming and shunts workload to remaining staff.

Unplanned Events:

Various police agencies have asked numerous times for a separate monitored radio channel for an unplanned major event. The Dispatchers are not able to provide a monitored channel, therefore the event goes forth on this unmonitored channel and requires the Officers to have to switch their radio back to the main channel to relay information to the Dispatcher. This is a known Officer-safety concern, and this type of scenario is very stressful for the Dispatchers to have to experience and shoulder. In an attempt to avoid this scenario, the Dispatchers will make every effort to monitor those additional channels anyway.

Language Barriers:

The Dispatchers take phone calls daily from individuals who have a significant language barrier. During these phone calls every effort is made to decipher the nature of their call, which further prolongs the duration of the phone call. Oftentimes the language barriers will require a Dispatcher to contact an interpreter to have a three-way call with the interpreter relaying the information back and forth between the Dispatcher and the caller. Three-way calling becomes extremely difficult when a caller is reporting an emergency and gets frustrated when the Dispatcher is not able to understand their emergency quickly. This is also a very stressful scenario for the Dispatcher when they feel as if they are unable to provide help and assistance as fast as usual.

Towards Zero Death (TZD):

This is a state funded program designed to increase the safety of our roadways. There can be an unlimited number of officers who work at any time and all of these traffic stops start a CAD event monitored by the Dispatch Center. While TZD does provide overtime dollars for an extra Radio Dispatcher to work as part of the enforcement, these shifts are no longer sought out due to the amount of overtime being worked to just maintain our current minimum staffing level in the Center. Officers can check on for duty at any time to work these special details and when there is no additional Radio Dispatcher available to absorb all of these traffic stops, it falls on to the Radio Dispatcher.

Emergency Radio Traffic and Radio Concerns:

Due to the increase in the types of officer safety calls that are being responded to, the officers are more frequently requesting the Radio Dispatcher to go on “emergency traffic only”. This means that the only radio transmissions that are allowed are those pertaining to the emergent incident. During emergency radio traffic, the Dispatcher is required to monitor the radio even more so intently and type any information into the Mobile Chat feature that is monitored by all officers on their laptops in their squad cars. During emergency traffic only situations, the Radio Dispatcher cannot answer any phone calls, which requires callers to be on hold longer or phone calls to potentially go unanswered.

Fire and EMS incidents continue to increase. These critical events are currently not being monitored by a separate designated Dispatcher, leaving room for missed information and mayday calls that are not monitored.

This Center is subject to monitoring 14 radio channels in the event we are hailed on any of them, in addition to the channels already in use.

Dispatcher PTO Usage, Work-Life Balance, and General Stress:

There are numerous hours of PTO that have been denied or only a partial shift approved due to not having the minimum number of staff working. This requires Dispatchers to have to cancel or miss family events or switch shifts with another Dispatcher. Switching shifts does

not allow for PTO to be used and increases stress and burnout, all while greatly decreasing overall morale. This results in more frequent sick calls and mandatory overtime to fill vacancies.

Due to the Dispatch Center currently being understaffed, the Dispatchers are working non-stop at an extremely high rate of speed, multitasking for 12 hours straight, with little to no breaks to eat or even use the restroom. These types of working conditions are what can quickly lead to burnout. The severity of the incidents that have become every day occurrences are only going to increase and require even closer attention to detail. With the volume of data each Dispatcher is responsible for, attention to detail is becoming a harder task to get accomplished and mistakes are happening.

Dispatchers cannot give the public the uninterrupted service that is expected and is demanded due to being understaffed, high call volume, and increased incidents. In recent years our Center changed to an ACD phone environment. This allowed us to the opportunity to learn that over 10,000 non-emergency phone calls were disconnected prior to one of our Dispatchers being able to answer it.

Technology is Ever-Changing:

Technology changes are constant and the more technology that law enforcement has at their disposal, the more staff it can take to monitor the technology to be used to its full potential. Text-to-911 is live in most Centers in Minnesota, and video and other technology capabilities are on the heels of texting. These are not optional things to monitor but required.

T-CPR is mandatory for Dispatch Centers to either provide pre-arrival medical instruction for cardiac-related medicals, or transfer to a PSAP who can provide that service. Our Center is equipped with the tools that the Dispatchers need to effectively offer pre-arrival instructions, however, there are times that this is done simultaneously with other tasks and this needs to be offered to the callers without interruption.

Officer Response Times:

Dispatch Centers are consistently understaffed. This information is verified by MN DPS-ECN using the Erlang Concept. Our Dispatch Center should have 8-9 calltakers working for our call volume and we often have 2-3 calltakers working. When there are not enough Dispatchers to answer the phone calls, the calls get answered slower, hence a slower response time. It is vital to remember that the response can only start when an officer has been dispatched. If the information is not received due to callers staying on hold, the response time greatly suffers.

87% of the 911 calls received in our Center were from wireless devices. Wireless devices do not provide the detailed location information and requires the Dispatcher to spend extra time verifying that information on the map and with the caller, if they are cooperative. Dispatchers can substantially contribute to apprehending a suspect for crimes in progress due to being able to offer real-time updates to the responding Officers. This is a great statistic; however, this also requires extra time spent on the phone with callers and other callers waiting on hold.

All of these events are manageable except when they are occurred simultaneously, which is often the case. Heightened stress quickly multiplies due to the pressures of these individual events occurring together.

MNCORA Testimonial #1

My name is Wade Laszlo. I am a PERA Correctional Plan Retiree. I worked as a Hennepin County Detention Deputy from 1990-2016, for over 20 years of that time I was a Union Steward first with Teamsters Local 320 then MNPEA.

I am opposed to adding 911 Dispatchers to the PERA Correctional Plan, especially crediting past service.

I was part of the original group of Corrections Officers from multiple Unions that got together to form the PERA Correctional Plan in the late 90's. We were opposed by Police and Fire, the MPPOA and many others.

We had to prove high levels of injury, exposure to disease and assault. The pension was based on 95% inmate contact, direct supervision of inmates and security and control of the institution.

Over the years I witnessed assaults on staff resulting in broken bones, bites, assaults with urine and feces thrown on Detention Deputies, sucker punches, and even Detention Deputies being choked. I witnessed numerous Detention Deputies being sent to the hospital often by ambulance. In 2012 Hennepin County Detention Sergeant Brad Berntson was bit by an inmate with AIDS, He was put on antiviral medications to keep from getting HIV. He died of the side effects from those medications.

In the late 90's a sergeant and I performed CPR on an inmate with AIDS and revived him. He projectile vomited on us and it was treated as an exposure. We were sent to Fairview Hospital where they froze our blood as a baseline in case we came down with HIV at a later date.

In 2006 the Minnesota Legislature passed the Blood Born Pathogens Bill, MSS 241.336. This Bill allows the forced blood draw of inmates who expose Corrections Officers to blood and body fluids and refuse to give a sample. It was a measure to keep CO's from starting antivirals and having to take precautions around family worrying about contracting HIV. Dispatchers need no such protection.

I am aware of Detention Deputies who contracted TB from inmates and there was a very large outbreak of TB among Detention staff at the Ramsey County jail some years ago. Most recently large numbers of Detention Deputies caught covid because of direct contact with inmates.

Dispatchers sit in a safe controlled environment with none of these dangers. They do not fit the PERA Correctional Plan definition.

Once the 55 retirement was secured in 1999 we were not allowed to credit past service. I left 9 years in the General Plan. It takes 5 years for a Detention Deputy/CO to be 50% vested and 10 years to be fully vested in the PERA Correctional Plan. Dispatchers want to transfer past credit! If this were ever allowed all of us who left time in the General Plan need to be credited.

No Actuarial has been done on how much it will cost to add 911 Dispatchers to the PERA Correctional Plan. Several Actuarials were done before forming the PERA Correctional Plan. Doug Anderson, Executive Director of PERA has estimated it could cost as much as \$79 million, but this is just an estimate. No one knows the actual cost or damage it would do to the health of the PERA Correctional Plan.

I am not opposed to 911 Dispatchers having a better retirement. I believe the best option would be to eliminate the early retirement penalty in their current plan and adjust employee and employer contributions to adjust. They do not belong in the PERA Correctional Plan.

Wade Laszlo

Retired Hennepin County Detention Deputy
1990-2016

MNCORA Testimonial #2

Greetings. I worked for the Hennepin County Sheriff's Office from August, 1993 through mid May, 2017. My first 28 months I was a clerk. In December of 1995 I was promoted to Detention Deputy. I stayed at that position until retirement.

During my years as a Detention Deputy I had to put hands on inmates that I knew or suspected had Aids , Hepatitis, Tuberculosis or other communicable diseases. I did not experience it myself, but some of my coworkers have had inmates urine or feces thrown on them. As a Detention Deputy I had to stop inmates from fighting with each other or staff. During one of these events I received a blow to my jaw and had to have some dental work done. Years of verbally and/or physically fighting inmates takes it's toll on people. Your personality changes a bit.

As a clerk I never had these issues.

I was part of the Coordinated Pension Plan for 6 years.

When my coworkers and I were eligible to be part of the Correctional Plan we were grateful. We had to start our Correctional retirement at the date we were brought into the plan, not our date of hire. I receive two pension checks monthly. One from the Correctional Plan and one from the Coordinated Plan. The Correctional Plan did not go back to my original hire date.

The Correctional Plan did not go back and pick up the Detention Deputies that retired prior to 1999. That would not make sense.

I understand that 911 operators have more stress than the average job. I think that it will be great for them to be able to retire at 55. They should NOT be allowed to receive credit for something they never put aside for.

The County's contribution and my contribution went up when we became part of the Correctional Plan and my retirement benefits reflect that. If 911 operators are allowed the Correctional Plan payments from their date of hire the pension should have to adjust my pension to reflect the Correctional rate for my entire career. That of course will mean I have quite a bit of back pay [coming.In](#) fact, the plan should go back to anyone retired before we became part of the Correctional Plan and make them whole.

Please look at the 911 workers realistically. Yes, it is a shame they can not retire at the higher rate, but from here on out with higher contributions from the county and themselves a good pension at 55 will be available. I dont believe they should be treated better than us. If you bring them in at the higher rate you MUST go back and adjust our pension and send us the back pay that is our due.

Thank you,

Phillip D Miles

Detention Deputy Hennepin County Sheriff's Office, Retired

MNCORA Testimonial #3

My name is Steven Pondelis. I am a retiree from the Hennepin County Sheriff's Office where I served as a Detention Deputy for 34.5 years. I started in 1987 and recently retired in 2021. I am wrting this letter to voice my opposition to adding the 911 Telecommunications group to the Corrections PERA. My reasons are as follows. First, our fund was set up due to the fact that we have constant inmate contact and the inherent dangers that go along with it. I have been assaulted several times, both physically with injuries, which I am still dealing with, as well as being verbally threatened. This has even happened while off duty. I have also seen many of my co workers assaulted resulting in permanant injuries, as well as seeing others suffer from mental breakdowns. Many others, including myself, have contacted COVID due to our constant exposure to inmates.

Second, per my understanding, they would be given a retroactive credit of years served at the Corrections accrual rate. I feel that is a injustice and a insult to those of us who are actually in the Corrections field, who started pre 1999, and did not get that benefit. Out of my 34.5 years of service I still get 12.5 years worth of my pension payouts at the Coordinated rate. Adding the 911 group in the Corrections fund with a automatic credit would be irresponsible in creating a unreasonable finacancial hardship on our otherwise very healthy fund.

Please understand, in no way am I intending to demean the importance of the 911 Operators job. I understand it is very stressful and has it's own unique difficulties. I just don't believe this proposal is a reasonable solution.

Steven Pondelis
HCSO 1987-2021

MNCORA Testimonial #4

No on 911 combined pension letter

From: Carol personal email redacted

To: MNCORA@protonmail.com <MNCORA@protonmail.com>

Date: Tuesday, January 11th, 2022 at 6:10 AM

To whom it may concern.

My name is Detention Deputy Carol Orcutt and am sending this letter in protest to combine the 911 Telecommunicators working group with the correctional pension program.

I have been with the Hennepin County Sheriffs Office for 25 + years. I currently have two separate pensions with the county. I was vested for three years from the prior correctional plan before the correctional. I am fully vested in the correctional retirement pension and am VERY concerned that by combining these two groups will dilute our pension and weaken our standing for a high ranking pension.

I have witnessed and been involved in many use of force incidents which the 911 personnel will not.

We are in direct contact for physical assaults, getting poked from needles, razors, other sharps, we are spat on and a part of many other dangerous direct confrontations.

We wanted a separate pension from the beginning because we were subjected to many dangerous situations and didn't qualify for police and fire.

I do not feel that the 911 telecommunicators falls under the same guide line of the correctional pension.

I do want to express that they do have a very emotional draining job and warrant their own pension or in another simular type of work. Maybe combine a radio essential group. The stress factor would be like minded.

Thank you for your time in listening to where i stand.

Sincerely, Carol Orcutt

Section F

Miscellaneous

Information on 911 Telecommunicators Employed by Hennepin Health Services and Covered by the Public Employees Police & Fire Plan

911 Telecommunicator Pension Benefits Working Group

Date: August 27, 2021

To: Members of the 911 Telecommunicator Pension Benefits Working Group

From: Amy Strenge, Policy Coordinator, Public Employees Retirement Association (PERA)

Subject: 911 Dispatchers and Hennepin Health Services

As promised, here is the follow up in regard to 911 dispatchers with Hennepin Health Services who have coverage in the Public Employees Police & Fire Plan.

Information on Hennepin Health's "911 Call Center"

- Hennepin Health (HH) does have a dispatch center staffed by trained EMTs.
- They have a pool of trained staff who can move between paramedic, EMT and dispatch assignments.
- All employees filling the dispatch role are fully certified EMTs and qualified/able to go into the field at any time as needed.
- They provide specialized EMT dispatch assistance and do not provide general dispatch services.
- These employees receive PERA Police & Fire Plan coverage under the special provision for HH paramedics and EMTs in 353.64 Subd. 10.

Details

Martin Sheerer, Hennepin Health EMS Chief and Senior Director of Emergency Medicine, confirmed that Hennepin Health does have approximately 24 employees in a job classification that includes Paramedic, Emergency Medical Technician (EMT) and Dispatch duties. These employees are able to move between the different roles but are required to remain qualified for and able to perform all aspects of the duties.

Employees currently performing the Dispatch work must also maintain their EMT certification by keeping up with continuing education, training requirements, and being physically able to perform EMT services in the field as needed (aka "remain street qualified").

Martin clarified that this group does not serve as a primary dispatch center. Unlike typical EMD (Emergency Medical Dispatchers), these trained EMTs solely provide specialized services related to emergency medical services. Specifically, they provide "pre-arrival" instructions to callers by guiding them through protocols for assistance with seizures, CPR, and similar emergency treatments until Paramedics/EMTs arrive on the scene. The Hennepin Health facility also serves as a radio liaison between Twin Cities metropolitan area EMS ambulance crews and destination hospitals.

Memo on 911 Dispatchers and Hennepin Health Services.docx

To: Members of the 911 Telecommunicators Pension Benefits Working Group

From: Chad Burkitt, Analyst

Date: November 8, 2021

Revised: November 15, 2021

Policy Statements in Minnesota Statutes Regarding Enhanced Pension Benefits for Public Safety and Correctional Employees

Minnesota statutes, section 353.63, contains a statement of the legislature's policy and reasoning for providing enhanced pension benefits to members of the Public Employees Police and Fire Plan administered by the Public Employees Retirement Association (PERA). Section 353.63 states:

It is the recognized policy of the state that special consideration should be given to employees of governmental subdivisions who devote their time and skills to protecting the property and personal safety of others. Since this work is hazardous, special provisions are hereby made for retirement pensions, disability benefits and survivors benefits based on the particular dangers inherent in these occupations. The benefits provided in sections 353.63 to 353.68 are more costly than similar benefits for other public employees since they are computed on the basis of a shorter working lifetime taking into account experience which has been universally recognized. This extra cost should be borne by the employee and employer alike at the ratio of 40 percent employee contributions and 60 percent employer contributions.

A similar policy statement can also be found in Minnesota Statutes, section 352.90, for the Correctional State Employees Retirement Plan administered by the Minnesota State Retirement Association (MSRS). Section 352.90 states:

It is the policy of the legislature to provide special retirement benefits for and special contributions by certain correctional employees who may be required to retire at an early age because they lose the mental or physical capacity required to maintain the safety, security, discipline, and custody of inmates at state correctional facilities; of patients in the state-operated forensic services program, which is comprised of the Minnesota Security Hospital, the forensic nursing home, the forensic transition service, and the competency restoration program; of patients in the Minnesota Sex Offender Program; or of patients in the Minnesota Specialty Health System-Cambridge.

We found no similar policy statements for the PERA Local Government Correctional Service Retirement Plan or the MSRS State Patrol Plan. However, Minnesota Statutes, section 353.031, subdivision 2, states, "[d]isability determinations for the . . . local government correctional service

retirement plan must be made consistent with the legislative policy and intent set forth in section 353.63.”¹

Analysis

Based on the two statutes above, the legislature has highlighted the following factors as important when providing enhanced pension benefits for public safety and correctional employees in the PERA Police and Fire Plan and Correctional State Employees Retirement Plan:

- The work performed protects the property and personal safety of others or maintains the safety, security, discipline, and custody of inmates;
- The work is hazardous;
- The expected working lifetime is shorter;
- Employees may lose the mental or physical capacity to perform the required work and may be required to retire at an early age; and
- The nature of the enhanced benefits is based on the particular dangers inherent in the occupation.

The working group may wish to consider the above factors when deciding whether to recommend that 911 telecommunicators should receive enhanced pension benefits and the nature of such pension benefits.

Legislative Commission on Pensions and Retirement

55 State Office Building
Phone: 651-296-2750

100 Rev. Dr. Martin Luther King Jr. Blvd.
TDD: 651-296-9896; Fax: 651-297-3697

St. Paul, MN 55155-1201
www.lcpr.leg.mn

¹ This sentence was added on November 15, 2021, after the memo was first published on November 8, 2021. At the time of the revision, a redundant citation was also stricken from a previous paragraph.

Section G

Other PowerPoint Presentations



Correctional Plan Eligibility August 27, 2021

Erin Leonard, Executive Director

MSRS Retirement Plan Eligibility

- Generally, MSRS Plan coverage is defined in statute by position title or type of appointment.
- Correctional Plan covered positions fall into two categories.
 1. Covered by position title regardless of work time spent in direct contact with inmates or patients.
 2. Covered position titles in statute provided at least 75% of time is spent in direct contact with inmates AND the department certifies the eligibility.

Correctional Plan Coverage

Defined in Minnesota Statutes 352.91, Subd. 1

- Positions covered without specific citation related to time spent working with offenders or patients.
- Must be employed at a state correctional facility, state-operated forensic services program, or the Minnesota Sex Offender Program.
 - Corrections Officer 1, 2, 3
 - Corrections Officer Supervisor
 - Corrections Lieutenant
 - Corrections Captain
 - Security Counselor
 - Security Counselor Leader
 - Corrections Canine Officer

Correctional Plan Coverage

This is not a complete list

Defined in Minnesota Statutes 352.91, Subdivisions 2, 2a, 3c, 3d, 3e, 3f, 3g

- Positions in the Department of Corrections or Department of Human services if they are certified to spend 75% of their time working directly responsible for inmate or patient care
- Subdivisions have lists for both Department of Human Services Employees and Department of Corrections positions.
- Examples include:
 - Maintenance, correctional industry, and trades
 - Auto mechanic, electrician supervisor, painter, plumber supervisor, plan maintenance lead
 - Special teachers
 - Nursing personnel
 - Baker, food service supervisor, chief cook, cook, cook coordinator
 - Chaplain
 - Clinical program therapist series
 - Security caseworker
 - Delivery van driver
 - Library technician
 - Psychologist 1, 2, 3
 - Recreation therapist
 - Work therapy technician
 - Behavior analyst
 - Occupational therapist
 - Dentist, dental assistant, dental hygienist
 - Chemical dependency counselor senior
 - Social worker senior, specialist

Processes to Add or Change Coverage Individuals or Positions

Occupation Name Changes

(M.S. 352.91, subd. 3h)

- Coverage continues to the following July 1
- New title certified by MMB
- Brought to LCPR for consideration next legislative session

Evaluating and recommending potential positions for inclusion

(M.S. 352.91, subd. 4a)

- Process for employee to request plan coverage
- Periodic review of positions no longer qualified

Dept. of Corrections process for considering changes

(M.S. 352.91, subd. 4a)

Dept. of Human Services process for considering changes

(M.S. 352.91, subd. 4c)

- Committee established
- Positions or classifications reviewed
- Recommendation made
- Appeal opportunity
- Proposed legislation, if required

Correction of coverage errors

(M.S. 352.91, subd. 6)



Thank you

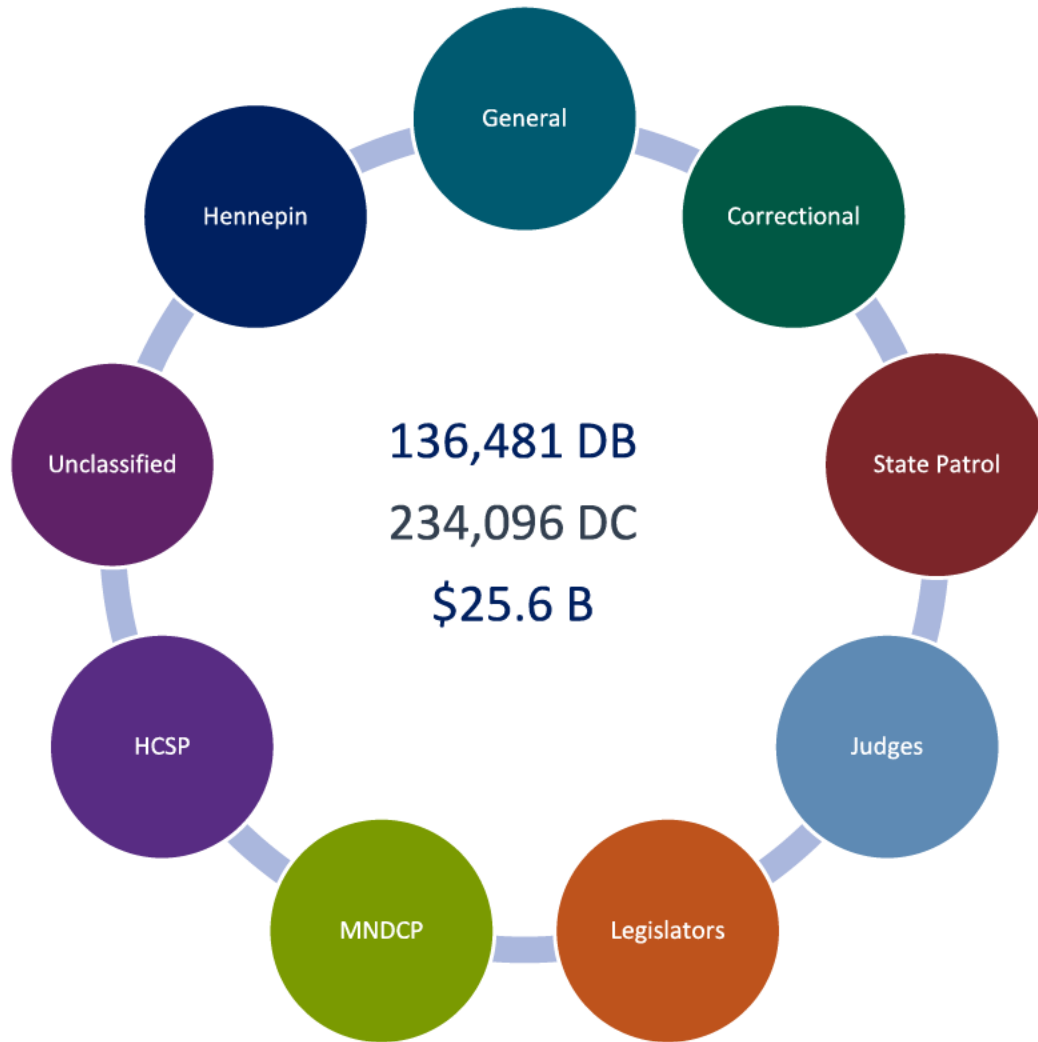
ERIN LEONARD
EXECUTIVE DIRECTOR
ERIN.LEONARD@MSRS.US



General & Correctional Plan Overviews

July 30, 2021

Erin Leonard, Executive Director



General Plan 122,664 Members

- 51,742 Active Members
- 43,919 Benefit Recipients
- 27,003 Deferred

Correctional Plan 10,543 Members

- 4,523 Active Members
- 3,586 Benefit Recipients
- 2,434 Deferred

Correctional Plan Coverage

Defined in Minnesota Statutes 352.91

- Correctional Officers or Security Counselors
- Positions in the Department of Corrections or Department of Human services if they are certified to spend 75% of their time working directly responsible for inmate or patient care

Benefit Eligibility- Vesting

GENERAL PLAN

Based on Date of Hire

3 years of service < 7/1/2010

5 years of service > 7/1/2010

CORRECTIONAL PLAN

Based on Date of Hire

3 years of service < 7/1/2010

10 year graded vesting > 7/1/2010

5 years	50%
6 years	60%
7 years	70%
8 years	80%
9 years	90%
10 years	100%

Eligibility- Retirement Age

GENERAL PLAN

Full Retirement Age

- 65 or Rule of 90 hired before 7/1/89
- 66 hired after 7/1/89

Early Retirement Age 55

- Actuarial reduction

CORRECTIONAL PLAN

Full Retirement Age 55

Early Retirement Age 50

- Reduced 5% per year before age 55

Age	% Benefit
55	100%
54	95%
53	90%
52	85%
51	80%
50	75%

Retirement Benefit Calculation

GENERAL PLAN

1.7% per year of service

Example at age 66

$1.7\% \times 25 \text{ years} = 42.5\%$

$5,000 \text{ high-five average salary} \times 42.5\% =$

\$ 2,125 per month

CORRECTIONAL PLAN

Based on Date of Hire

2.4% per year < 7/1/2010

2.2% per year > 7/1/2010

Example at age 55

$2.2\% \times 25 \text{ years} = 55\%$

$5,000 \text{ high-five average salary} \times 55\% =$

\$ 2,750 per month

Early retirement or selection of survivor option reduces monthly benefit

Other Benefits- Disability

GENERAL PLAN

Total & Permanent Disability

Retirement benefit based on service credit without an early retirement reduction

CORRECTIONAL PLAN

Benefit minimums & eligibility vary by hire date

Regular Disability

- Occupational standard
- Not in the line of duty

Duty-related

- Occupational standard
- The disabling condition or injury must occur while performing duties that are specific to a position covered by the Correctional Plan that are inherently dangerous.

Other Benefits- Postretirement Increases

GENERAL PLAN

1% until January 2024

1.5% beginning January 2021

CORRECTIONAL PLAN

1.5% per year



Contributions & Funding Requirements

GENERAL PLAN

6% Employee Contribution

6.25% Employer Contribution

Total Statutory Contributions	12.25%
Total Required Contributions	10.74%
Contribution Sufficiency	1.51%

CORRECTIONAL PLAN

9.6% Employee Contribution

14.4% Employer Contribution

4.45% Supplemental Employer

Total Statutory Contributions	28.45%
Total Required Contributions	26.37%
Contribution Sufficiency	2.08%



Thank you

ERIN LEONARD
EXECUTIVE DIRECTOR
ERIN.LEONARD@MSRS.US



Special Groups in General Plan August 27, 2021

Erin Leonard, Executive Director

Special Coverage

- Three special (small groups) within the General Plan have “Special Coverage” which results in slightly enhanced benefits that reflect the type of position
 - Military Affairs (enacted in 1980)
 - Fire Marshals (enacted in 1999)
 - Department of Transportation Pilots (enacted in 1982)

Military Affairs

- Minnesota Statutes 352.85 provide certain military affairs personnel benefits that differ from other General Plan members
- Unreduced retirement at age 60 (instead of 65/66)
- Disability benefits if disqualified for active military duty
- Additional employee and employer contribution rate of 1.60%

Employee Rate	Employer Rate
7.60%	7.85%

- June 30 valuation had 9 members with special coverage, development of costs
- Employees must elect this special coverage
 - Within 90 days of employment
 - Election is irrevocable

Fire Marshals

- Minnesota Statutes 352.87 provide deputy fire marshals, fire/arson investigator benefits that differ from other General Plan members
- Unreduced retirement at age 55 (instead of 65/66)
- Multiplier is 2.0 % after July 1, 1999 (instead of 1.7%)
- Disability benefits are based on 15 year minimum (20 if duty related) rather than actual service
- Additional employee contribution rate of 2.78% and employer contribution rate of 4.20%

Employee Rate	Employer Rate
8.78%%	10.45%

- June 30 valuation had 14 members with special coverage, development of costs
- Employees must elect this special coverage
 - Within 90 days of employment
 - Election is irrevocable

DOT Pilots

- This group does not have any active employees
- Began phasing out in 2008
- Will likely request a repeal of Minnesota Statutes 352.86



Thank you

ERIN LEONARD
EXECUTIVE DIRECTOR
ERIN.LEONARD@MSRS.US

A photograph of a classical building's dome and statues, partially obscured by a large maroon arrow graphic pointing right. The statues are golden and depict figures on horseback.

PERA Correctional Plan

Eligibility Requirements



Correctional Plan: Who is Eligible?

Criteria listed in Minn. Stat. §353E.02 Subd. 2

- Eligible positions:
 1. correctional guard or officer,
 2. joint jailer/dispatcher, or
 3. supervisor of correctional guards/officers or joint jailers/dispatchers
- Must also be:
 - directly responsible for the direct security, custody, and control of the county correctional institution and its inmates
 - expected to respond to incidents within the county correctional institution as part of the person's regular employment duties and is trained to do so
 - a "public employee" as defined in section 353.01, but not a member of PERA's Police and Fire plan.

(Medical Protection Officers employed by Hennepin Healthcare System are eligible under Minn. Stat. §353E.02 Subd. 2a)



Correctional Plan: How is Eligibility Certified?

Employer Certification is Required

- Each participant must be certified at enrollment
- Certification is completed online or on a paper form
- PERA tracks each enrollment to ensure receipt
- Enrollments not certified are in error and subject to transfer

Correctional Plan Certification

Public Employees Retirement Association, 60 Empire Dr. Ste. 200, St. Paul MN 55103-2088
PERA Employer Fax Number: 651 296-2493; Employer Phone Lines: 651 296-3636 or 1-888-892-PERA

This form is used to certify the eligibility of an employee for PERA's Local Correctional Employees Retirement Plan. Submission of this form alone does not enroll an individual into the Correctional Plan. To enroll a new member, an employer must submit this form along with a Notice of Member Enrollment Form or the Demographic Data Record if you report electronically. Mail or fax your completed forms to PERA.

The data collected on this form will be used for identification purposes and to document the employer's certification of PERA eligibility. The member's Social Security number is classified PRIVATE and is available only to the person, to the staff who use it to conduct PERA business, and to entities authorized access by law. Private data on this member will not be shared with an unauthorized person without written consent from this individual.

Eligibility Requirements

To be eligible for the Local Correctional Employees Retirement Plan the employee must:

- be employed in either:
 - a) a county correctional institution as a correctional guard or officer, a joint jailer/dispatcher, or a position equivalent to these specified position titles; or employed as a supervisor of correctional guards, officers, or joint jailer/dispatchers; or
 - b) the Hennepin County Medical Center as a protection officer;
- be expected to respond to any incidents within the county correctional institution or medical center (as applicable) as part of the person's regular employment duties and is trained to do so;
- be a public employee as defined in section 353.01 but not a member of the PERA police and fire fund; and
- if employed in a county correctional institution, the employee must be directly responsible for the security, custody, and control of the county correctional institution and its inmates.

Employer Certification

Name of Employer Agency:	Employer ID Number (6 digits):
Employee Name (Last, First, Middle Initial):	Social Security No:
Title of Position Held by this Employee:	Plan Eligibility Effective Date:

I declare that I am a representative of the agency listed above and am authorized by my employer to certify the eligibility of employees for the PERA Correctional Plan. I state that for the services performed for our agency by the individual listed above meet the legal conditions for participation in the Local Correctional Employees Retirement Plan as outlined.

Name of Employer Representative	Date Form Completed
Title of Representative	Day-time Phone

Web version 09/2015



Correctional Plan: Was a Percentage of Inmate Contact Required in the Past?

Required Inmate Contact

- PERA's current statute does not specify a minimum percent of inmate contact
- PERA's Correctional Plan was established by the Minnesota Legislature in 1999
- Initially required 95% direct inmate contact
- Significant stakeholder engagement followed
- In 2000 legislative session, 95% was removed and replaced by requirements for:
 - direct security, custody, and control, and
 - expected/trained to respond to incidents as part of regular duties



Correctional Plan: Does the Employer Have Discretion?

Employer is Responsible for Decisions

- The employer is best positioned to know the regular employment duties and training for each position
- Employers must make a good faith effort to accurately certify employees for membership
- PERA reviews position descriptions and offers guidance upon request



Correctional Plan: What if a Member Moves to a Non-Correctional Plan Position?

Eligibility Based on Position

- Members of the PERA Correctional Plan must work in a position that meets eligibility criteria in statute
- The employer is responsible to confirm continued eligibility following job changes
- Employees who move to a position that does not qualify for the Correctional Plan must change plans
- Plan Coverage Errors must be corrected at the time of discovery and may be retroactive up to two years

Local Government Correctional Service Retirement Plan

July 30, 2021

Doug Anderson, Executive Director



PUBLIC EMPLOYEES
RETIREMENT ASSOCIATION



Today's Agenda

- Introduction
- Eligibility
- Benefits
- Costs
- Questions





General Plan

Established

Membership*

1931

405,974



Police & Fire Plan

1959

25,806



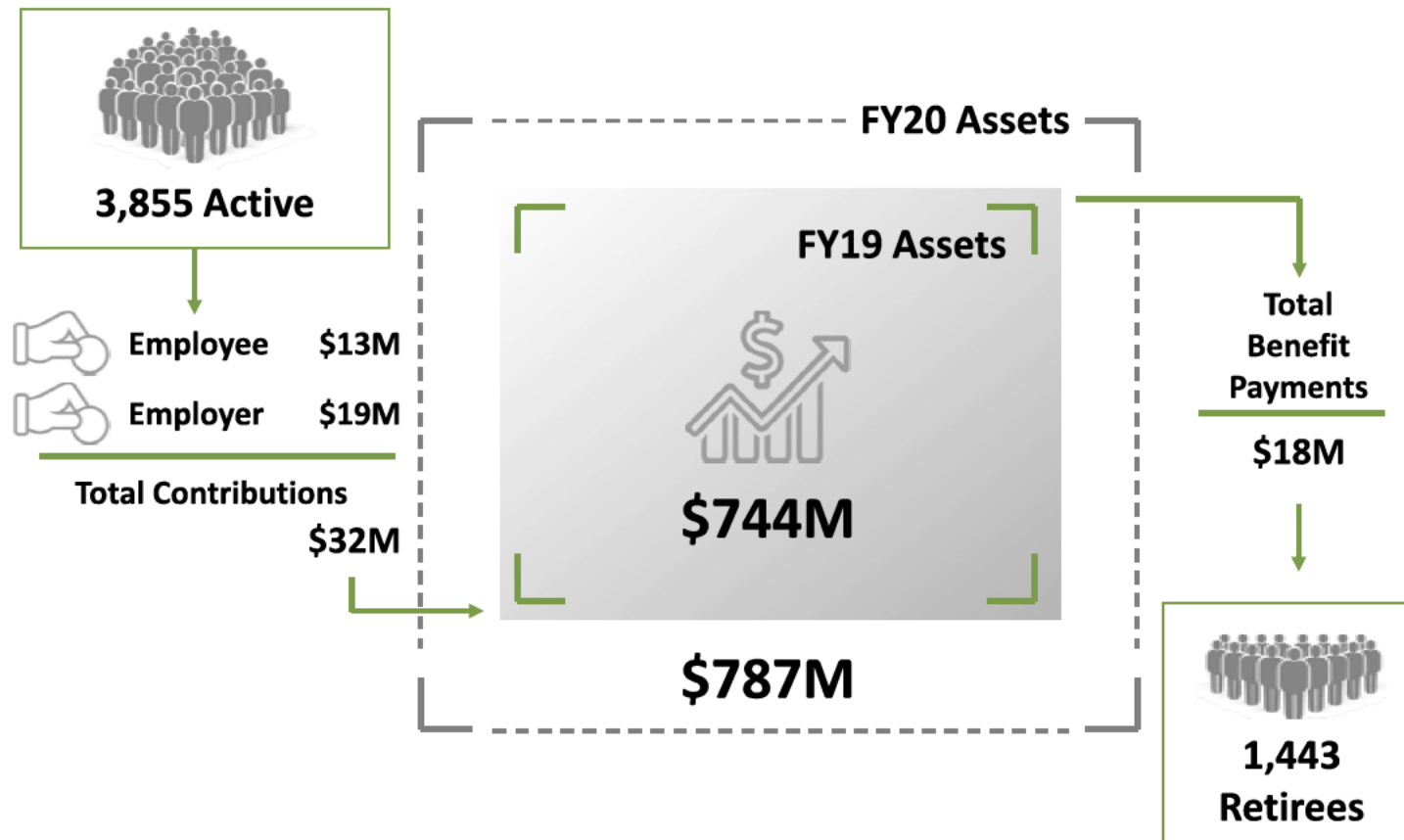
Correctional Plan

1999

11,119

*as of July 1, 2020







PERA is governed by Minnesota Statutes; especially chapters 11A, 353, 353A, 353D, 353E, 353F, 353G, 356 and 356A.

Changes to PERA's plans, including benefit provisions and contribution rates, are made through the introduction and passage of legislation by the Minnesota Legislature.



ELIGIBILITY



Local government employees in covered correctional service for a county administered jail or correctional facility or in a regional correctional facility administered by multiple counties, who are directly responsible for security, custody and control of persons confined in jail or facility, who are expected to respond to incidents within the jail or facility, and who are not members of the Public Employees Police and Fire Fund.



**General**

5 years – 100%

**P&F**

10 years – 50%
15 years - 75%
20 years – 100%

**Correctional**

5 years – 50%
7 years – 70%
10 years – 100%

**General**

55 Reduced
66 Unreduced

**P&F**

50 Reduced
55 Unreduced

**Correctional**

50 Reduced
55 Unreduced



BENEFITS



Refunds

If you leave public service
prior to retirement and
do not elect to collect a
deferred benefit, or are
not vested

Survivor Benefits

If you die prior to
retirement

Disability Benefits

If you become disabled
prior to retirement

**Retirement
Benefits**

Deferred, Early, or Normal
Single or Survivor
Coverage
Inflation Protected

If you are not vested

- Refund of member contributions
- Interest at 3%

If you are vested

- Refund of member contributions, or
- Deferred retirement benefit



If vested active or vested former member over 50 not yet retired

- Surviving spouse receives benefit as if member chose 100% survivor option
- Reduced for early commencement
- May elect refund of contributions
- If no surviving spouse, dependent children may be eligible

If not vested

- Refund of member contributions



Duty Disability

- Directly attributable to inherent dangers of the job
- Minimum of a 25 year service benefit
 - 47.5% of Average Salary plus 1.9% for each additional year of service
- Minimum benefit is non-taxable for 5 years or 55, whichever is later
- Converts to taxable retirement benefit at 55, or 5 years whichever is later

Regular Disability

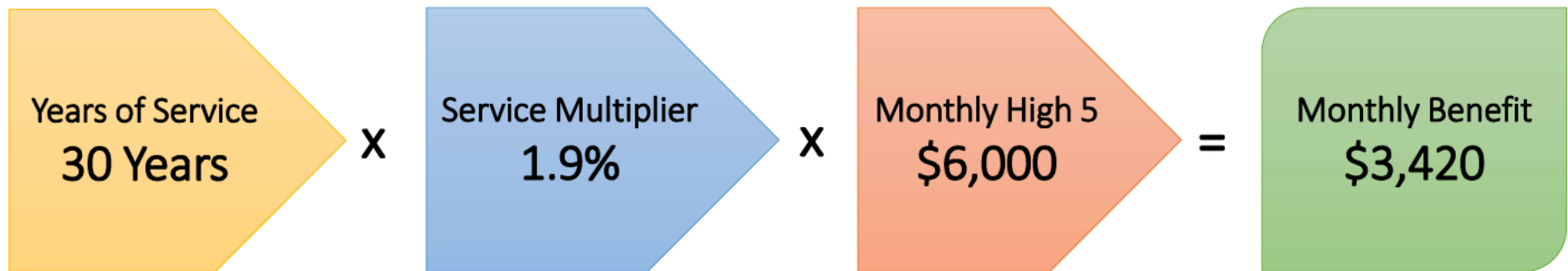
- Eligible after 1 year of service
- Minimum of a 10 year service benefit
 - 19% of Average Salary plus 1.9% for each additional year of service.
- Fully taxable
- Converts to a retirement benefit, 5 years or 55, whichever is later.



Three Factors

- Years of Service
 - General 1.7%
 - Correctional 1.9%
 - P & F 3.0%
- Age
- Average Monthly Salary





Early retirement benefits are actuarially reduced to reflect a longer payout period.

Survivor coverage elections will reduce the payout amounts.

All increases are payable on January 1 of each year.

PERA Correctional
100% of social security increase
(min 1%, max 2.5%)




PERA General
50% of social security increase
(min 1%, max 1.5%)

PERA Police & Fire 1.0%



COSTS

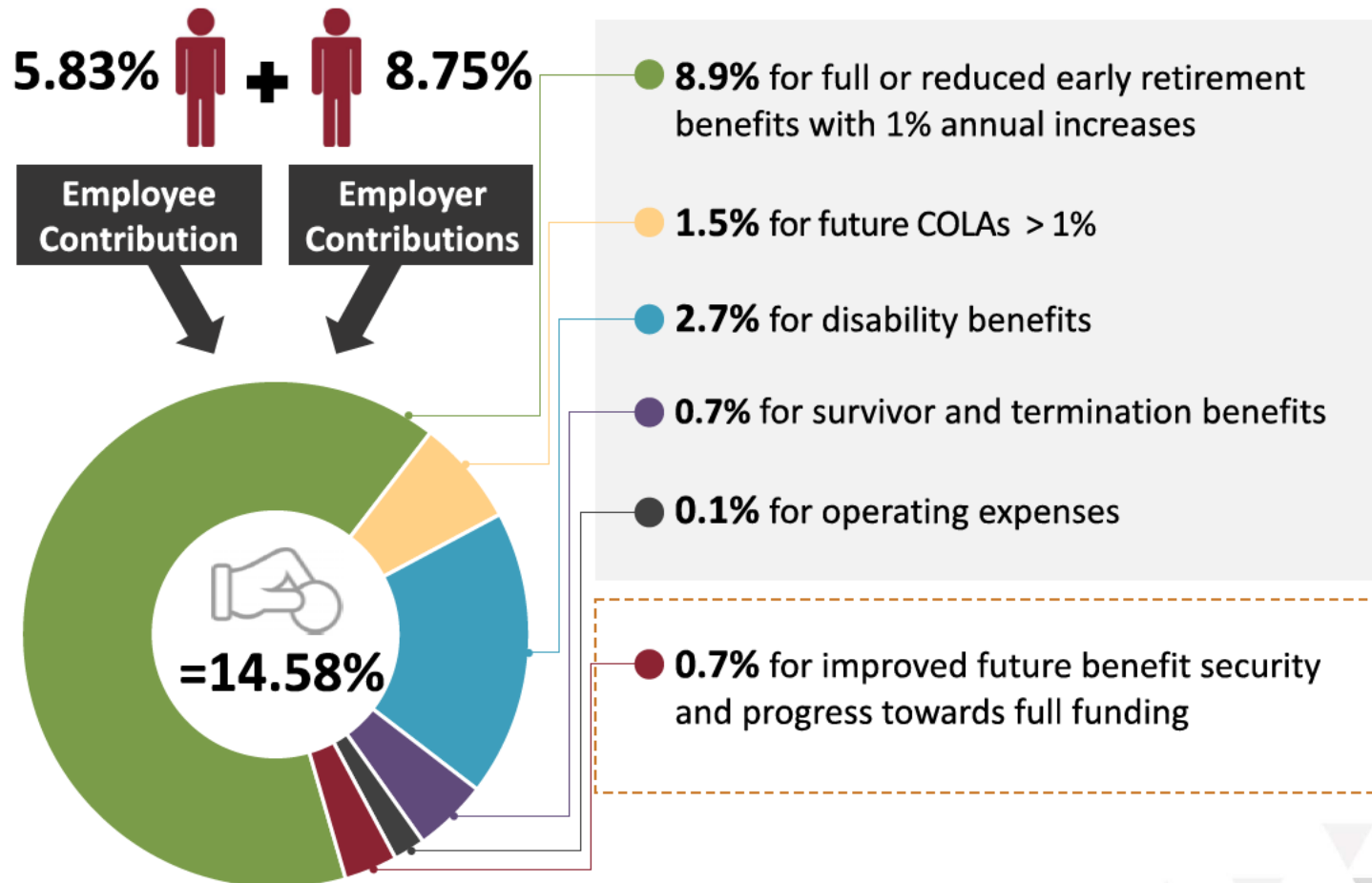


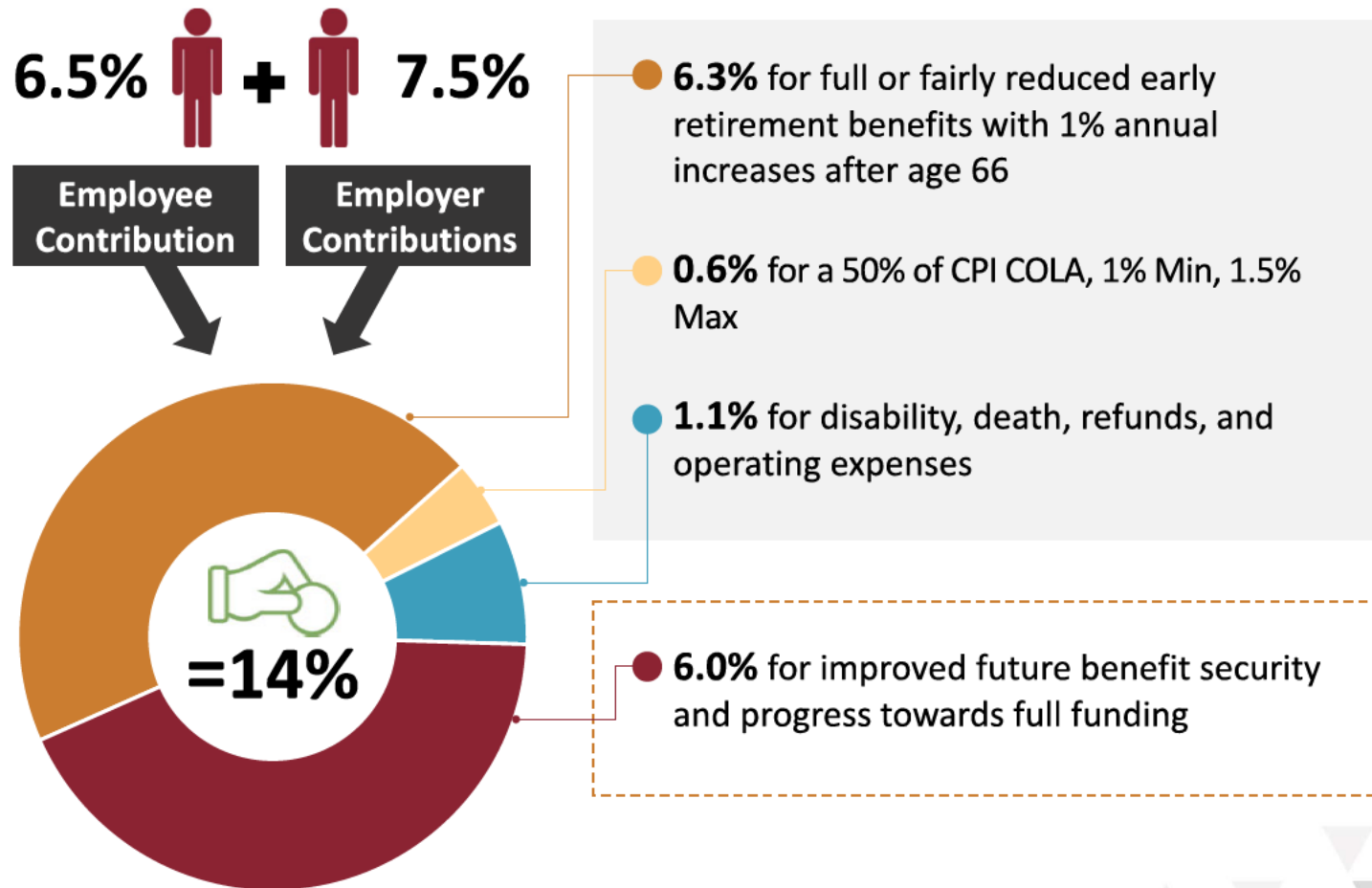
	Employee Contribution	Employer Contribution
 General Plan	6.50%	7.50%
 Police & Fire Plan	11.80%	17.70%
 Correctional Plan	5.83%	8.75%

Social Security costs are 6.2% for both the employee and employer.
Police & Fire are not covered under Social Security



CORRECTIONAL CONTRIBUTION ALLOCATION





Wrap-up and questions

www.mnpera.org

Doug Anderson

Doug.Anderson@mnpera.org
(651) 201-2690