



## Mdwakanton Public Safety Prior Lake, MN

Mdwakanton Public Safety is a full-time, fire and ambulance service staffed 24/7 to protect the Shakopee Mdwakanton Sioux Community's thousands of residents, employees, and guests of its business enterprises. The agency responds to about 140 calls monthly, including some 60 medical transports.

"It's a massive operation, so with it, the expectations are pretty high for public safety," said Director Greg Hayes of the Shakopee Mdwakanton holdings. "We have a community that when they dial 9-1-1, our response time is 2 minutes, 47 seconds from the time of call until we show up at the door. The far reaches of our community can be four minutes, but never longer than that."

Hayes equips his people with the best training and tools he can get. Only recently, the last of 25 paramedics earned Tactical Medic certifications. And every individual has the latest in protective gear.

"For me to send everyone through tactical medic school was a better solution than just saying -- 'You know what? It's not going to happen here. Nobody knows where we're at.' I don't want to put my head in the sand. You can never assume it's not going to happen to you. You need to do what you can do to protect the assets that are within your jurisdiction."

Earlier this year, MPS earned a Class 2 rating from the Insurance Services Office (ISO), only the fourth department in Minnesota to achieve that distinction. It ranks MPS among the top 2 percent of fire departments nationwide.

Hayes found Aladtec via word of mouth shortly after he became MPS' director in 2013.

"We needed a system that would help manage our three shifts a little bit better and give us the ability to (schedule). We were doing shift-trades, and we operate similarly to any full-time



### Department Info:

**Roster:** 33 full-time employees.

**Calls:** 2,000 per year.

**Service area:** Approx. 7 sq. miles of tribal lands, protecting homes and commercial properties; plus responses into nearby Prior Lake and Shakopee.

**Apparatus:** Engine and ladder, three ALS units, brush truck, two command squads, and a Ranger.

**Challenges:** Providing medical and fire response to entertainment and lodging venues hosting thousands of visitors daily.

**Special skills:** Tactical rope rescue, hazardous materials response team, Incident Management process.

**Aladtec users since 2013**

[www.mdfire.org](http://www.mdfire.org)

### Neighboring agencies also using Aladtec:

Carver County Dispatch, Chaska; Rescue Resources of Minnesota, Inc., Bloomington; Eden Prairie Fire Dept., Eden Prairie; Chaska Fire Dept., Chaska; Edina Fire Dept., Edina; Eagan Fire Dept., Eagan; HealthPartners Medical Transportation, Bloomington; Northfield Hospital EMS, Northfield; Excelsior Fire District, Shorewood; Minnetonka Fire Dept., Minnetonka; St. Louis Park Fire Dept., St. Louis Park; Catholic Charities, St. Joseph's, Minneapolis; Catholic Charities of Minneapolis; Inver Grove Heights Fire-Rescue, Inver Grove Heights; Hennepin County Sheriff's Office, Minneapolis; University of Minnesota Ambulance, Minneapolis; Waconia Fire Dept., Waconia; Allied Barton Security, St. Paul Park; Golden Valley Police Dept., Minneapolis; Allina Health EMS, St. Paul; North Memorial, Robbinsdale; Life Link III, Minneapolis; Cottage Grove Public Safety, Cottage Grove; East Metro Medical Control Ctr., St. Paul.



department out there, but we do things radically different in how we staff, in that our shifts are the same, and we don't do annual bids."

"We were doing it via paper before, where we'd post our shifts three months out. You'd see someone draw a line, crossing their name off, that's how the trades would happen. Then a couple of times a week, our guy that was managing it would update that spreadsheet."

"I teach a lot around the state, and a couple of guys had heard about this system. I was at Minnetonka, and they were talking about the system. They showed me, and that's what my guys were talking about, so, I'm like, let's try it and see if it works. We tried it and haven't gone to anything else."

The sovereign nation owns and operates Mystic Lake Casino Hotel and Mystic Lake Center, Little Six Casino, as well as an RV park, sport & fitness club, ice arena, childcare center, biomass energy- and recycling facilities, a mini-storage, and retail outlets.

Although Scott County is somewhat rural, it falls within the Minneapolis-St. Paul-Bloomington Metropolitan Statistical Area and draws thousands of visitors to its enterprises. The SMSC is the county's largest employer with an annual payroll nearing \$177 million.

Mdewakanton Public Safety received statewide press coverage in 2017 when it christened the nation's first custom-designed Pierce lightweight ladder truck used as both an EMS- and fire-response vehicle. The lighter-than-average truck boasts a compressed air foam system that can stretch a 480-gal. water supply into 10 minutes of continuous flow. The rig also carries extrication equipment, lift bags, and stabilization jacks.

Aladtec is just one of many tools Hayes and his staff use to plan, manage responsibilities, and communicate.

"I use it when I'm off. I will pull up the schedule to see which captain is on-duty or which shift is on. We're actually going to change our rhythm a little bit with our scheduling software," said Hayes, explaining that a new protocol will require a captain or shift commander be designated for every shift. "We're going to start using it a little bit more in-depth to manage exactly which slots we have filled on what days."

"(Aladtec) has saved us a ton of time on trying to make phone calls, chase people down because we're below minimums. All we do is blast out a message that 'Hey. We're going to be below minimums tomorrow, and we need somebody to pick up an overtime shift.' And that rarely

happens, because most of our guys are watching -- 'Oh. There's an open shift. Maybe our guys are on B Shift. There's an open shift on C Shift next week. Maybe I'll work 48 hours, and I'll ask for an approval off on another given day.' Our guys use it pretty regularly in that fashion."

"It's very efficient. It helps our people manage their on-duty time and their off-duty time better. That's big for me. This is a pretty tough, consuming job. I want guys to be away when they're not here."

"Helping out other agencies, we do get a number of fires, and if you want to come back, we'll call for you. Stay home and have time with your family versus always being at work. So (Aladtec) has helped us manage that, and I'm sure some of the guys are sharing the schedule with their (families, so they're) a little bit better in the know as to when they're working."

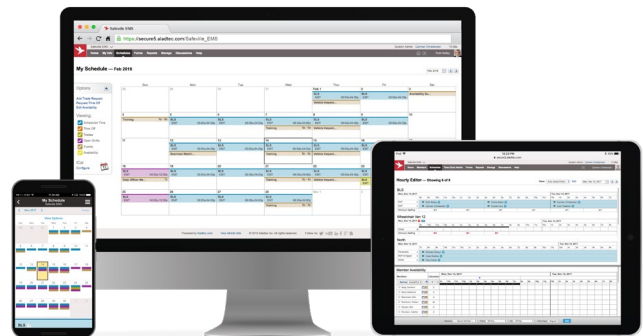
"Tribal nations protect their sovereignty. That is the most important part of sovereignty is the right to self-govern," said Hayes. "You also must be responsible for taking care of your own. Because of that, we've started and said we're going to take ownership of having a hazardous materials team -- a basic team. We will still rely on the state teams to come and assist us if needed. Likewise, the department is trained in rope rescue, and we operate an Incident Management team that supports major events."

"That's where all of our critical thinking occurs, from our mobile command to our command rooms at our public safety building," said Hayes. "If we're going to be a nation, we need to act like a nation."



### Gregory Hayes

Greg Hayes has served as Director of Mdewakanton Public Safety since 2013. He worked previously as Assistant Director of Public Safety at University of Minnesota's Minneapolis campus, and Deputy Chief at Chanhassen Fire Dept. His certifications include Firefighter 2, EMT, Hazmat Tech, Fire Instructor, and Fire Inspector. Special areas of training expertise are firefighter safety, hazardous materials, ethanol, and critical incident management. He regularly teaches for the Minnesota State Fire Chiefs Assoc.



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