

# Metropolitan Emergency Services Board

## Purpose and Values Statement

### Our Mission

The Metropolitan Emergency Services Board supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott and Washington Counties by maintaining and enhancing 9-1-1, the regional Allied Radio Matrix for Emergency Response (ARMER) radio system, and facilitating coordination of Emergency Medical Services (EMS). This coordinated, regional approach to 9-1-1, interoperable radio communications and EMS ensures the integrity and accuracy of the metro 9-1-1 system and an integrated public safety communications system for response to emergencies while reducing costs.

### Our Customers

We serve the residents of the Metro Region by providing support services and working with Public Safety Answering Points (PSAPs), ARMER system users and EMS providers in coordination with government agencies and telephone service providers.

### Our Services

We:

- ❖ Provide 911 network oversight, establish standards and guidelines for 9-1-1 service and coordinate the 911 database to ensure accuracy, reliability and integrity of the 9-1-1 system;
- ❖ Oversee and manage the metro portion of the ARMER system, establish standards and guidelines for ARMER system operation, and encourage and facilitate participation among all metro area first responder agencies;
- ❖ Coordinate regional activities, serve as an information clearinghouse and support EMS providers with monetary and programmatic resources to enhance the regional EMS system;
- ❖ Provide a forum for problem-solving and discussion by facilitating meetings for ARMER users, PSAPs and EMS providers and coordinate activities between agencies involved in providing 9-1-1, ARMER service and EMS;
- ❖ Plan, prepare for, and manage change in the 9-1-1, radio and EMS industries by providing information on potential impacts, facilitating activities to implement or manage change, and supporting research to validate and/or enhance 9-1-1, ARMER service and EMS;
- ❖ Educate the public about how to effectively access 9-1-1 and EMS and about changes or issues that affect the system.

### Our Values

We value:

- ❖ **Public Trust:** We strive to maintain the confidence of the public through system reliability, consistent service and data integrity;
- ❖ **Collaborative Government:** We support the synergy and economies of scale and effort of region-wide coordination while preserving the autonomy of individual organizations;
- ❖ **Commitment:** We strive to be responsive in our work and maintain a helpful and honest approach;
- ❖ **Innovation:** We support visioning and research as part of our commitment to the use of the best technology and practices in our business.