



METROPOLITAN EMERGENCY SERVICES BOARD 9-1-1 TECHNICAL OPERATIONS COMMITTEE AGENDA

April 16th, 2026 10:00 a.m.

Hybrid Meeting

[Webex Meeting](#)

Phone: (408) 418-9388

Meeting Number: 2552 733 1378

Password: TYknG36WbQ6 (89564369 when dialing from a phone or video system)

1. **Call to Order** – Kari Morrissey, 2026 Committee Chair
2. **Approval of Agenda** – Morrissey
3. **Approval of February 19th, 2026 Minutes** – Morrissey
4. **Action Items**
5. **Discussion Items**
 - A. 2025 Call and Text counts – Frank Jarman
 - B. Standards and Best Practices - Tracey Fredrick
 - C. MESB COOP – Jarman
 - D. NERIS/ Fire Department/Call Data – Carrie Bauer
 - E. National NENA Columbus – Jarman
 - F. Safer Streets for All Grant Update – Tony Martin
 - G. Public Safety Telecommunicator Pension Update – Darlene Pankonie
 - H. School Mapping Project Update – Jill Rohret
 - I. ECN Update – ECN
6. **Reports**
 - A. SECB Mapped ALI Workgroup – Heidi Hieserich
 - B. PSAP Operations Roundtable Workgroup – Heidi Meyer
 - C. SECB NG9-1-1 Technical Operations Workgroup – Scott Peterson
 - D. SECB NG9-1-1 Operations Workgroup – Morrissey/LaVae Robinson
 - E. SECB NG9-1-1 Committee – Janelle Harris/Brent Anderson
 - F. SECB IPAWS Committee – Morrissey
 - G. Minnesota Sheriff's Association PSAP Subcommittee Report – Susan Bowler
 - H. MESB GIS and Data Report – Pamela Oslin
7. **New Business** - None
8. **Adjourn**

**Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
February 19, 2026**

Committee Members Attendance:

Airport – Lauren Petersen	M Health EMS – Wendy Lynch (virtual)
Allina EMS – Victoria Vadnais (virtual)	Metro Transit – absent
Anoka County – Kari Morrissey	Minneapolis – Joni Hodne
Bloomington – LaVae Robinson	North Memorial – absent
Carver County – Susan Bowler (virtual)	Ramsey County – Dan Palmer
Chisago County – Mike Parker	Ridgeview EMS – John Scheuch (virtual)
Dakota County – Brent Anderson	Scott County – Carrie Bauer
Eden Prairie – Dennis Clark (virtual)	Sherburne County – Laura Anderson
Edina – Janelle Harris	St. Louis Park – Eric Lammler
Hennepin – Tony Martin	U of M – Joe McCollow
Hennepin EMS – Dan Klawitter	Washington County – Darlene Pankonie
Isanti County – Robert Shogren	

Reason(s) for Remote Attendance: Not in a position to travel at this time.

Alternates/Guests: Marv Bachmeier, *Code4Group*; Jeff Bonneville; Paul Botnen, *CentraCare*; Kelley Callahan, *IES*; Leticia Cardenas, *Minneapolis*; Laura Espy, *RCECC*; Scott Haas, *Scott County*; Heidi Meyer, *ACECC (virtual)*; Kelley Ordoff, *Motorola (virtual)*; Scott Petersen, *Minneapolis*; and Dave Taylor, *IES*.

MESB Staff: Elizabeth Clausen; Tracey Fredrick; Frank Jarman; Jacob Kallenbach; Pamela Oslin; and Jill Rohret.

1. Call to Order

The meeting was called to order at 10:01 a.m.

2. Approval of Agenda

Martin said there are two “5Cs” in the agenda. Those will be rotated down in the alphabet to their correct corresponding letter.

Motion made by Tony Martin, seconded by LaVae Robinson to approve the February 2026 9-1-1 TOC meeting agenda with the mentioned changes. Motion carried.

Roll Call for Approval of Agenda

City/County/Organization	Name	Yes	No
Allina EMS	Victoria Vadnais	X	
Anoka County	Kari Morrissey	X	
Bloomington	LaVae Robinson	X	
Carver County	Susan Bowler	X	
Chisago County	Mike Parker	X	

Dakota County	Brent Anderson	X	
Eden Prairie	Dennis Clark	X	
Edina	Janelle Harris	X	
Hennepin County	Tony Martin	X	
Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS	Wendy Lynch	X	
MAC/Airport	Lauren Petersen	X	
Metro Transit			
Minneapolis	Joni Hodne	X	
North Memorial			
Ramsey County	Dan Palmer	X	
Ridgeview EMS	John Scheuch	X	
Scott County	Carrie Bauer	X	
Sherburne County	Laura Anderson	X	
St. Louis Park	Eric Lammler	X	
University of Minnesota	Joe McCollow	X	
Washington County	Darlene Pankonie	X	

Yea: 21 Nay: 0 Motion passes.

3. Approval of December 18, 2025, Minutes

Motion made by Martin, seconded by Carrie Bauer to approve the December 18, 2025, 9-1-1 TOC meeting minutes. Motion carried.

Roll Call for Approval of Meeting Minutes

City/County/Organization	Name	Yes	No
Allina EMS	Victoria Vadnais	X	
Anoka County	Kari Morrissey	X	
Bloomington	LaVae Robinson	X	
Carver County	Susan Bowler	X	
Chisago County	Mike Parker	X	
Dakota County	Brent Anderson	X	
Eden Prairie	Dennis Clark	X	
Edina	Janelle Harris	X	
Hennepin County	Tony Martin	X	
Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS	Wendy Lynch	X	
MAC/Airport	Lauren Petersen	X	
Metro Transit			
Minneapolis	Joni Hodne	X	
North Memorial			
Ramsey County	Dan Palmer	X	
Ridgeview EMS	John Scheuch	X	
Scott County	Carrie Bauer	X	
Sherburne County	Laura Anderson	X	
St. Louis Park	Eric Lammler	X	
University of Minnesota	Joe McCollow	X	
Washington County	Darlene Pankonie	X	

Yea: 21 Nay: 0 Motion passes.

4. Action Items

A. Approval of 2026 Regional Needs Document

Frank Jarman gave an overview on the current MESB Regional Needs Document with the additions provided during previous 9-1-1 TOC meetings.

Susan Bowler provided updates to be added under the Carver County section.

Motion made by Martin, seconded by Bauer to approve the MESB 2026 Regional Needs Document. Motion carried.

Roll Call for Approval of 2026 Regional Needs Document

City/County/Organization	Name	Yes	No
Allina EMS	Victoria Vadnais	X	
Anoka County	Kari Morrissey	X	
Bloomington	LaVae Robinson	X	
Carver County	Susan Bowler	X	
Chisago County	Mike Parker	X	
Dakota County	Brent Anderson	X	
Eden Prairie	Dennis Clark	X	
Edina	Janelle Harris	X	
Hennepin County	Tony Martin	X	
Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS	Wendy Lynch	X	
MAC/Airport	Lauren Petersen	X	
Metro Transit			
Minneapolis	Joni Hodne	X	
North Memorial			
Ramsey County	Dan Palmer	X	
Ridgeview EMS	John Scheuch	X	
Scott County	Carrie Bauer	X	
Sherburne County	Laura Anderson	X	
St. Louis Park	Eric Lammler	X	
University of Minnesota	Joe McCollow	X	
Washington County	Darlene Pankonie	X	

Yea: 21 Nay: 0 Motion passes.

5. Discussion Items

A. Review of Robert's Rules

Jill Rohret gave an explanation, review, and demonstration on Robert's Rules and how they must be followed while participating in the 9-1-1 TOC meeting.

B. 9-1-1 Sur-charge Increase Discussion

The committee discussed the current surcharge rate, carryover balances, and generally how some of the agencies are spending their current allocations. It was mentioned that ECN will be polling the agencies statewide to see what they have carried over in 2025.

C. MESB Website PSAP Manual

Jarman asked the members of the 9-1-1 TOC to review the online PSAP manual via the MESB website and bring back items that could be updated, changed, or removed.

Darlene Pankonie said the manual needs to be modernized as much of the information available is out of date.

Kari Morrissey said standards and practices could be added to the PSAP manual.

D. Safer Streets for All Grant Update

Martin said Hennepin County was not awarded the Safer Streets for All grant. Martin said they will take feedback, reevaluate, and apply again when the grant application opens.

Rohret said the MESB and its lobbyists will be introducing a bill for CAD-to-CAD and push it as a high priority in the current legislative session.

E. Public Safety Telecommunicator Pension Update

Pankonie said the public safety telecommunicator pension plan is in the process of being finalized and will go to the commission for approval.

F. ALI Changes for Non-Conventional 9-1-1 Calls

There are no new updates.

G. School Mapping Project Update

Rohret said work on school mapping continues. There are schools in the final stages of walkthroughs and the mapping process. There are other schools who are still trying to decide whether to participate in the project or not. Rohret confirmed there will be two tabletop exercises showcasing the new school maps in the region for members, schools, and legislators to attend. Please reach out to Rohret if you have received any questions from schools regarding the school mapping project.

H. ECN Update

There is no new update.

6. Reports

A. SECB Mapped ALI Workgroup

There are no new updates.

B. PSAP Operations Roundtable Workgroup

Heidi Meyer said the workgroup met in January and discussed new equipment training and various regional projects.

C. SECB NG9-1-1 Technical Operations Workgroup

There is no new update.

D. SECB NG9-1-1 Operations Workgroup

There is no new update.

E. SECB NG9-1-1 Committee

Janelle Harris said the committee met. Upcoming trainings can be found on the ECN website. Report spoofing issues to ECN and the Fusion Center. The committee also discussed SCIP, workgroups, and the ECN cybersecurity training.

F. SECB IPAWS Committee

Scott Haas said the committee met and discussed the new standard for missing and endangered persons code. The SECB approved the code, standard, and training.

G. Minnesota Sheriff's Association PSAP Subcommittee Report

There are no new updates.

H. MESB GIS and Data Report

The MESB GIS and Data report is in the meeting packet.

7. New Business

A. Regional Training Classes

Morrissey said she is creating a document for training requests for APCO/ECN. Please come up with training costs/hosting locations and forward the information to Morrissey.

8. Adjourn

The meeting was adjourned at 11:19 a.m.

DRAFT

PSAP	Region	2025 Call Volume		# of Calls	% of Calls		
Aitkin	NE	5,610					
Allina	Metro	54,708	Central	196,306	6.9%		
Anoka	Metro	144,757	Metro	1,998,127	70.2%		
Becker	NW	9,342	Northeast	253,898	8.9%		
Beltrami	NW	14,002	Northwest	83,181	2.9%		
Benton	Central	8,135	South Central	79,638	2.8%		
Big Stone	Central	241	Southeast	196,817	6.9%		
Bloomington	Metro	49,469	Southwest	40,065	1.4%		
Blue Earth	SC	29,490	Total	2,848,032	100.0%		
Brown	SC	4,890					
Carlton	NE	16,495	Lumen		%		
Carver	Metro	23,814	VoIP	229,101	8.05%		
Cass	NE	13,613	Wireless	2,488,845	87.40%		
Chippewa	SW	3,231	Wireline	129,787	4.56%		
Chisago	Metro	16,533		2,847,733	100.00%		
Clearwater	NW	2,091					
Cook	NE	1,671		Total	Wireless	Wireline	VoIP
Cottonwood	SW	3,115	Alina	54,708	41,385	5,567	7,756
Crow Wing	NE	21,301	Anoka	144,757	126,602	4,974	13,181
Dakota	Metro	166,262	Bloomington	49,469	41,801	2,292	5,376
Dodge	SE	4,146	Carver	23,814	21,191	755	1,868
Douglas	Central	10,763	Chisago	16,533	12,007	3,215	1,311
Eden Prairie	Metro	18,972	Dakota	166,262	143,119	6,532	16,611
Edina	Metro	40,515	Eden Prairie	18,972	16,789	605	1,578
Faribault	SC	3,982	Edina	40,515	33,658	1,750	5,107
Fillmore	SE	5,050	Hennepin	253,365	219,912	8,265	25,188
Freeborn	SE	11,088	Hennepin EMS	38,000	30,159	3,141	4,700
Goodhue	SE	13,944	Isanti	12,419	11,277	743	399
Grant	Central	1,368	M Health	2,910	2,221	241	448
Hennepin	Metro	253,365	MAC	13,218	5,739	4,473	3,006

Hennepin EMS	Metro	38,000	Metro Transit	4,419	4,259	47	113
Houston	SE	3,664	Minneapolis	459,807	416,861	11,573	31,373
Hubbard	NW	5,154	MSP	148,162	147,227	98	837
Isanti	Metro	12,419	North Memorial	35,733	26,820	4,643	4,270
Itasca	NE	14,620	Ramsey	338,912	301,379	9,441	28,092
Jackson	SW	3,032	Ridgeview	5,334	4,517	240	577
Kanabec	NE	4,800	Scott	39,479	35,190	1,289	3,000
Kandiyohi	Central	13,491	Sherburne	23,109	19,543	1,640	1,926
Kittson	NW	896	St Louis Park	23,139	18,981	701	3,457
Koochiching	NE	3,303	U of M Metro	7,524	5,318	31	2,175
Lac Qui Parle	SW	1,443	Ft Snelling	203	23	178	2
Lake	NE	4,466	Washington	77,364	66,468	2,919	7,977
Lake of the Woods	NW	1,088	Total	1,998,127	1,752,446	75,353	170,328
Le Sueur	SC	5,966					
Lincoln	SW	993					
Lyon	SW	5,758					
M Health Fairview	Metro	2,910					
MAC Airport	Metro	13,218					
Mahnomen	NW	2,441					
Marshall	NW	1,744					
Martin	SC	5,833					
Mayo	SE	25,241					
McLeod	SC	8,554					
Meeker	Central	4,847					
Metro Transit	Metro	4,419					
Mille Lacs	Central	11,864					
Minneapolis	Metro	459,807					
Morrison	Central	9,192					
Mower	SE	11,882					
MSP Brainerd	NE	4,798					
MSP Detroit Lakes	NW	2,664					
MSP Mankato	SC	1,619					
MSP Marshall	SW	335					

MSP Metro	Metro	148,162
MSP Rochester	SE	30,968
MSP Thief River Falls	NW	275
Murray	SW	1,361
Nicollet	SC	9,299
Nobles	SW	6,203
Norman	NW	1,223
North Memorial	Metro	35,733
Olmsted	SE	50,701
Otter Tail	Central	14,559
Pennington	NW	2,998
Pine	NE	11,746
Pipestone	SW	2,053
Polk	NW	8,258
Pope	Central	2,369
Ramsey	Metro	338,912
Red Lake Co.	NW	663
Red Lake Res.	NW	4,357
Redwood	SW	4,468
Renville	SW	3,766
Rice/Steele	SE	25,034
Ridgeview	Metro	5,334
Rock	SW	1,968
Roseau	NW	2,971
RRRDC (Clay/Moorhead)	NW	23,014
Scott	Metro	39,479
Sherburne	Metro	23,109
Sibley	SC	3,299
St. Louis	NE	151,475
St. Louis Park	Metro	23,139
Stearns	Central	67,754
Stevens	Central	1,486

Swift	Central	2,124
Todd	Central	5,453
Traverse	Central	714
U of M	Metro	7,524
USAF/Ft. Snelling	Metro	203
Wabasha	SE	4,269
Wadena	Central	3,768
Waseca	SC	4,093
Washington	Metro	77,364
Watonwan	SC	2,613
Wilkin	Central	1,783
Winona	SE	10,830
Wright	Central	36,395
Yellow Med.	SW	2,339
		2,848,032
	Lumen	2,847,733
	Delta with Lumen	299

PSAP	Region	2025 Text to 9-1-1		# of Text	% of Text
Aitkin County PSAP	NE	31	Central	4,207	11.5%
Anoka County Emergency	Metro	1,609	Metro	25,375	69.4%
Becker County PSAP	NW	51	Northeast	2,256	6.2%
Beltrami County PSAP	NW	138	Northwest	620	1.7%
Benton County PSAP	Central	129	South Central	871	2.4%
Bloomington Police Depart	Metro	773	Southeast	2,710	7.4%
Blue Earth County PSAP	SC	496	Southwest	387	1.1%
Brown County PSAP	SC	21	Blank	114	0.3%
Carlton County PSAP	NE	115	Total	36,540	100.0%
Carver County Sheriffs Off	Metro	316			
Cass County PSAP	NE	108			
Chippewa County PSAP	SW	28			
Chisago County Sheriffs O	Metro	550	Months	Totals	% Change

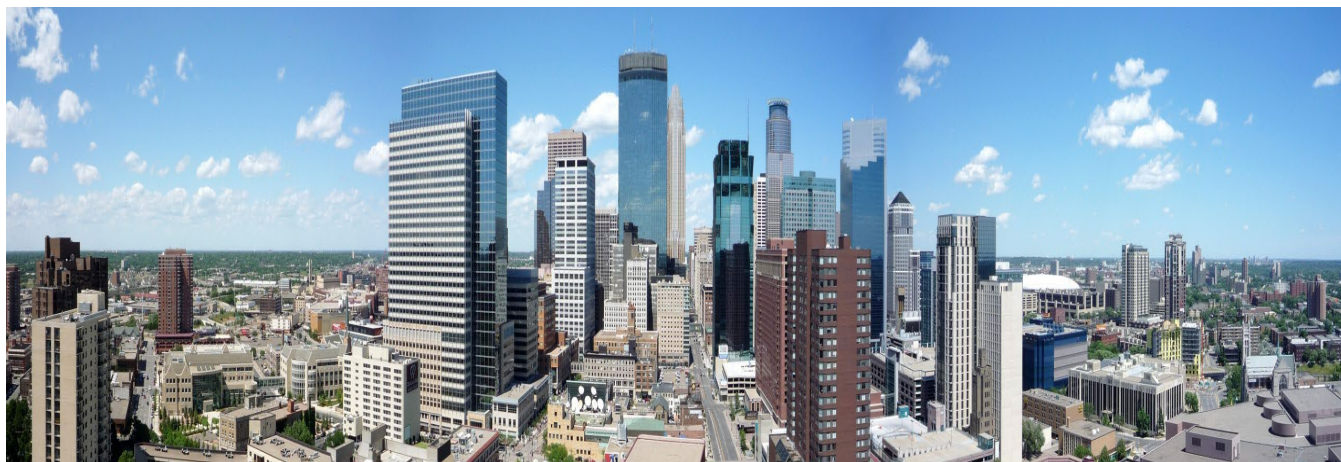
Clay County Law Enforcen	NW	166	Jan	2,541	
Clearwater County PSAP	NW	10	Feb	2,260	-11.1%
Cook County PSAP	NE	98	Mar	2,636	16.6%
Cottonwood County PSAP	SW	18	Apr	2,621	-0.6%
Crow Wing County PSAP	NE	171	May	3,238	23.5%
Dakota 911 Zone 1	Metro	527	Jun	3,178	-1.9%
Dakota 911 Zone 2	Metro	631	Jul	3,311	4.2%
Dakota 911 Zone 3	Metro	454	Aug	2,894	-12.6%
Dodge County PSAP	SE	70	Sep	3,172	9.6%
Douglas County PSAP	Central	118	Oct	3,581	12.9%
Eden Prairie Police Depart	Metro	299	Nov	3,628	1.3%
Edina Police Department	Metro	544	Dec	3,480	-4.1%
Faribault County PSAP	SC	21	Total	36,540	
Fillmore County PSAP	SE	63			
Freeborn County PSAP	SE	153			
Goodhue County PSAP	SE	450			
Grant County PSAP	Central	16			
Hennepin County East	Metro	867			
Hennepin County North	Metro	456			
Hennepin County South	Metro	1,450			
Houston County PSAP	SE	33			
Hubbard County PSAP	NW	37			
Isanti County Sheriffs Offic	Metro	621			
Itasca County PSAP	NE	106			
Jackson County PSAP	SW	39			
Kanabec County PSAP	NE	55			
Kandiyohi County PSAP	Central	118			
Kittson County PSAP	NW	18			
Koochiching County Sherif	NE	22			
Lac Qui Parle County PSAF	SW	29			
Lake County PSAP	NE	93			

Lake Of The Woods County	NW	20
Le Sueur County PSAP	SC	97
Lincoln County PSAP	SW	13
Lyon County PSAP	SW	52
Mahnomen County PSAP	NE	17
Marshall County PSAP	NW	19
Martin County PSAP	SC	46
McLeod County PSAP	SC	59
Meeker County PSAP	Central	65
Mille Lacs County PSAP	Central	305
Minneapolis Emergency C	Metro	4,956
Minneapolis St Paul Airpor	Metro	183
Minnesota State Patrol-Ea	Metro	453
Minnesota State Patrol-S	Metro	1,855
Minnesota State Patrol-W	Metro	114
Morrison County PSAP	Central	94
Mower County PSAP	SE	92
Murray County PSAP	SW	5
Nicollet County PSAP	SC	84
Nobles County PSAP	SW	66
Norman County PSAP	NW	12
Olmsted County PSAP	SE	1,327
Otter Tail County PSAP	Central	110
Pennington County PSAP	NW	37
Pine County PSAP	NE	86
Pipestone County PSAP	SW	15
Polk County PSAP	NW	63
Pope County PSAP	Central	13
Ramsey County Emergenc	Metro	3,425
Red Lake County PSAP	NW	4
Red Lake Indian Reservatic	NW	22

Redwood County PSAP	SW	65
Renville County PSAP	SW	28
Rice/Steele Counties Com	SE	226
Rock County PSAP	SW	14
Roseau County PSAP	NW	23
Scott County Sheriffs Offic	Metro	496
Sherburne County PSAP	Metro	936
Sibley County PSAP	SC	17
St Louis County PSAP	NE	1,354
St Louis Park Police Depar	Metro	285
Stearns County PSAP	Central	1,017
Stevens County PSAP	Central	32
Swift County PSAP	Central	25
Todd County PSAP	Central	93
Traverse County PSAP	Central	11
University Of Minnesota Pc	Metro	53
Wabasha County PSAP	SE	79
Wadena County PSAP	Central	40
Waseca County PSAP	SC	18
Washington County Sherif	Metro	3,522
Watonwan County PSAP	SC	12
Wilkin County PSAP	Central	13
Winona County PSAP	SE	217
Wright County PSAP	Central	2,008
Yellow Medicine County P	SW	15
Blank_1	Unknown	19
Blank_2	Unknown	23
Blank_3	Unknown	51
Blank_4	Unknown	21
Total		36,540

Metro Region Public Safety Answering Point (PSAP) Continuity of Operations (COOP) Plan

Metropolitan Emergency Services Board, Minnesota



FOUO / RESTRICTED DISSEMINATION

This plan, along with any supporting documents, contains security sensitive and/or confidential information that is for official use only (FOUO).

This document is intended for the exclusive use of Metropolitan Emergency Services Board personnel. Dissemination of any information contained in this document to unauthorized individual(s) or organization(s) is prohibited.

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SECTION 2: APPROVALS

This Continuity of Operations (COOP) plan was prepared by the Metropolitan Emergency Services Board to develop, implement, and maintain a viable COOP capability for the Public Safety Answering Point (PSAP). This COOP plan has been distributed internally within the Metropolitan Emergency Services Board and with external stakeholders that may be affected by its implementation.

Approved By: _____ Date: _____
NAME, TITLE

Approved By: _____ Date: _____
NAME, TITLE

Approved By: _____ Date: _____
NAME, TITLE

SECTION 3: PSAP INFORMATION

The Metropolitan Emergency Services Board (MESB) supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties.

Oversight and management of the metropolitan portion of the ARMER radio system; oversight and management of the regional 9-1-1 system; and coordination of the regional EMS system.

This regional approach to planning and supporting Public Safety Answering Points (PSAPs), radio system users, and EMS providers ensures optimal response to emergencies and large-scale public safety events occurring within the metropolitan region.

The MESB provides regional leadership, planning, coordination, and support for public safety communications and EMS providers, resulting in efficiencies for local governments and consistent public safety response within the metropolitan region.

The MESB coordinates with the region’s primary and secondary Emergency Communications Center (ECC) centers who have the authority as the PSAPs serving residents and visitors within the region

The region includes 19 primary PSAPs operated by local governments, one operated by the State of Minnesota, and one by the United States Air Force, along with six secondary PSAPs that employ public safety telecommunicators (PSTs), emergency medical dispatchers, and recognized National Incident Management (NIMS) communications unit members.

Metro Region Primary PSAPs		
Anoka County Emergency Communications	Bloomington Police Department	Carver County Sheriff’s Office
Chisago County Sheriff’s Office	Dakota 911	Eden Prairie Police Department
Edina Police Department	Fort Snelling (133 rd /934 th)	Hennepin County Sheriff’s Office
Isanti County Sheriff’s Office	Minneapolis Emergency Communications Center	Minneapolis-St. Paul Airport Police Department
Minnesota State Patrol	Ramsey County Emergency Communications Center	Scott County Sheriff’s Office
Sherburne County Sheriff’s Office	St. Louis Park Police Department	University of Minnesota Police Department
Washington County Sheriff’s Office		
Metro Region Secondary PSAPs		
Allina Health EMS	Hennepin EMS	Metro Transit
M Health Fairview EMS	North Memorial Ambulance	Ridgeview Ambulance

The MESB keeps a current list of PSAP locations as well as PSAP Managers.

SECTION 4: INTRODUCTION

Continuity of Operations (COOP) planning is designed to develop and maintain a program that enables an agency/organization and or multiple agencies simultaneously to preserve and reconstitute its capability to perform mission essential functions effectively if a disaster or emergency disrupts normal operations.

- The full range of hazards that may adversely affect normal operations.
- Scalable measures that can be implemented to facilitate the execution of mission essential functions during an emergency, disaster, or other incident.
- Alternate facilities where mission essential functions can be performed if necessary.
- Alternate PSAPs where mission essential functions can be transferred if necessary.
- Mechanisms for maintaining command, control and direction and facilitating decision making during an emergency, disaster, or other incident.
- Mechanisms for ensuring the safety and security of PSAP staff during an emergency, disaster, or other incident.
- Mechanisms for maintaining essential records during an emergency, disaster, or other incident.
- An order of succession with accompanying designated authorities should an emergency, disaster, or other incident render key leadership unable or incapable of assuming and performing their authorities and/or responsibilities.
- Actions necessary to facilitate the return to normal operations as soon as practical, based on circumstances and the threat environment.
- A training and exercise cycle to regularly test and validate COOP capabilities.

This plan applies to situations that include:

- Short-term critical system disruptions or outages that affect the ability of the PSAP to perform one or more of mission essential functions but do not require relocation to an alternate facility or the transfer of operations to another PSAP.
- The relocation of mission essential functions to an alternate facility.
- The transfer of mission essential functions to another PSAP.
- Anticipated events which could interrupt service to the system(s).

Planning Assumptions:

- An emergency, disaster, or other incident affecting one or more PSAP's within the Metro Region can occur at any time, with little or no warning. COOP capabilities must be maintained at a high level of readiness, capable of being activated both with and without warning.
- The PSAP will implement this COOP plan in a timely manner when confronted with a real or threatened emergency, disaster, or other incident.
- If the incident affects multiple centers within the Metro Region, this plan will help identify adequate back up centers to ensure one PSAP is not overwhelmed trying to cover multiple jurisdictions.
- This plan will be scalable and activated to the level necessary to address the situation at hand.
- Mission essential functions must be continued, regardless of the magnitude of the impact of the incident affecting facilities, systems, or operations. Based on circumstances, the PSAP may need to relocate operations to an alternate facility or transfer operations to another PSAP. This may require support and assistance from external partners.
- In the event of a widespread or catastrophic disaster, PSAP staff may need to take measures to ensure their own safety and security, or that of their families, prior to reporting to work. This plan serves as an annex to other relevant plans, procedures, and guidelines maintained by the Metropolitan Emergency Services Board. As such, it may be implemented independently.

SECTION 5: THREATS, HAZARDS, AND RISK ASSESSMENT

Conducting a Threat and Hazard Identification and Risk Assessment (THIRA) is a key component of COOP planning. A 'hazard' is a natural, technological, or human-caused source of a 'threat', which has or indicates the potential to harm life, information, operations, the environment, and/or property. 'Risk' is the potential for an unwanted outcome resulting from an incident, event, or occurrence, as determined by its likelihood and the associated consequences. With respect to continuity, risk' should be viewed as the potential for an unwanted outcome that affects the mission critical resources associated with PSAP operations and hinders the ability of PSAP personnel to perform mission essential functions.

The THIRA process includes the following components:

- What do we need to prepare for? Identify the threats and hazards that may affect PSAP operations.
- If they occur, what are the potential impacts that these threats and hazards might have on PSAP operations?
- What are the risks associated with these threats and hazards?
- Based on risk, what plans, procedures, and capabilities are necessary to support the continuity of PSAP operations?

While not a comprehensive list, the following threats and hazards present the greatest risk to PSAP operations:

Natural Hazards	Technological Hazards
<ul style="list-style-type: none"> • Severe winter weather (blizzard, ice storm, etc.) • Severe storms (hail, wind, lightning, etc.) • Tornado • Flood • Public health emergency (e.g., Infectious disease outbreak) 	<ul style="list-style-type: none"> • 9-1-1 system/network disruption or outage • ARMER system infrastructure disruption or outage • Utility disruption or outage • IT system/network disruption or outage • PSAP equipment/software failure • Facility equipment/system disruption or outage • Fire • Natural gas leak/explosion • Hazardous material release • Structure collapse
Human-Caused Hazards	
<ul style="list-style-type: none"> • Hostile threat/active shooter • Civil unrest • Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) attack • Cyber attack • Vandalism/sabotage • Security breach • Staffing issues 	

SECTION 6: MISSION ESSENTIAL FUNCTIONS

When addressing events that disrupt normal operations, the PSAP is committed to ensuring that Mission Essential Functions (MEFs) will be continued even under the most challenging circumstances. For the purposes of this plan, MEFs are defined as those activities that are required by statute, regulation, or executive order, or are otherwise necessary to provide vital services to emergency responders and the population within the PSAP's service area.

The Metropolitan Emergency Services Board PSAP has identified the following as MEFs:

- Employee Safety and Security
- 9-1-1 Call Processing
- Communication with Emergency Responders
- Administrative Call Processing
- Public Alert and Warning
- Record Keeping

The list of essential functions and their supporting critical resources will be reviewed and updated on a regular basis.

Non-Essential Functions:

Because the MEFs cannot be interrupted due to any circumstance and are critical to a PSAP's operation, other non-essential activities may be temporarily suspended during a COOP plan activation to enable the organization to concentrate on performing the essential functions and building the internal capabilities necessary to increase and eventually restore full operations. In these situations, appropriate internal and external communications with stakeholders impacted by reduced or suspended service levels will be conducted.

SECTION 7: MISSION CRITICAL RESOURCES

The MESB region's agency PSAPs have identified the following as 'mission critical resources:

- 9-1-1 Network Infrastructure
- IT Network Infrastructure
- 9-1-1 Call Processing Infrastructure
- Administrative Call Processing Infrastructure
- ARMER System Infrastructure
- Emergency Responder Notification Systems
- Public Alert and Warning Systems
- Facility Environmental Infrastructure
- Vital Records: Vital records are documents, data, and records, regardless of media type, that are necessary to support mission essential functions as well as those that the PSAP is required to maintain by law, policy, or other mandates. Examples of vital records include:
 - Standard operating procedures.
 - Continuity plan and other emergency operations plans.
 - Personnel and payroll records.
 - Contracts and vendor agreements.
 - Memoranda of agreement and understanding.
 - 9-1-1 call records.
 - Criminal justice information.
 - CAD and Records Management System data
 - Notification lists
 - Other reference information necessary to perform mission essential functions
- Computer Aid Dispatch (CAD) System
- Records Management System (RMS)
- Loggers

SECTION 8: PLAN ACTIVATION

Due to the variables associated with the scope, severity, and duration of the various hazards and threats that pose a risk to PSAP operations, the COOP plan must be flexible in nature. In many situations, COOP plan activation will not be required. In others, a limited or partial activation of this plan will be an appropriate response. In rare circumstances, the evacuation of the PSAP will be necessary (Attachment E: Example PSAP A to PSAP B Phased Devolution), and mission essential functions will need to be performed at an alternate facility or transferred to another PSAP.

The activation of this plan includes actions aligned with:

- Assessing the scope, severity, and duration of the threat/hazard that is disrupting PSAP operations.
- Accounting for personnel and ensuring their safety.
- Identifying available leadership to support decision-making.
- Performing mission essential functions.
- Establishing communications with internal and external stakeholders.
- Communicating with the responsible party for the outage.

The authority to implement this plan is specified in the ‘Delegations of Authority’ section of this document. Authorized individuals must decide whether to activate the COOP plan when conditions may threaten or impede the ability of the PSAP to perform mission essential functions. These conditions may include:

- Identification of a credible threat that may impede the ability of the PSAP to perform mission essential functions.
- An emergency or a disruption to personnel, facilities, equipment, infrastructure, or other key resources necessary to perform mission essential functions.
- Evacuation of a geographical area.

In all situations, the decision to activate the COOP plan will be based on the following factors:

- Direction or guidance from executive leadership.
- Employee health, safety, and security.
- Ability to carry out mission essential functions at the primary operating facility.
- Potential or actual effects on mission critical resources.
- Anticipated duration of the threat/hazard.

Delegations of Authority

Within the metro region the 9-1-1 Technical Operations Committee (TOC) has a chair and vice chair. Within this regional plan the 9-1-1 TOC Executive Leadership has the authority to do the following:

1. Enact this regional plan.
2. Request assistance on a state-wide basis to assist the region in recovering from a natural or man-made disaster
3. Establishing an Emergency Operations Center (EOC) physically at the MESB OR Virtually. The 9-1-1 EOC will establish a Multi Agency Coordination Center (MACC).
4. Activate an Incident Management Team (IMT) to assist.
5. [add additional]

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Authority	XXXX
Position Title	XXXX
Circumstances	XXXX
Limitations	XXXX

Order of Succession

In the event of an emergency or disruption, establishing a clear order of succession ensures the continuity of leadership and decision-making for the MESB Regional 9-1-1 system. The order of succession outlines the designated individuals who will assume key leadership roles if primary decision-makers are unavailable. This structure helps maintain operational stability, facilitates a swift response to crises, and ensures that critical 9-1-1 services continue without interruption. The following section details the established order of succession for the MESB 9-1-1 COOP plan, ensuring clarity and preparedness in times of need.

Position	Order of Succession (Position Title)
XXXX	1. XXXX 2. XXXX 3. XXXX
XXXX	1. XXXX 2. XXXX 3. XXXX
XXXX	1. XXXX 2. XXXX 3. XXXX
XXXX	1. XXXX 2. XXXX 3. XXXX

XXXX	<ol style="list-style-type: none"> 1. XXXX 2. XXXX 3. XXXX
------	---

NOTE: A roster containing the contact information of key personnel identified in the order of succession will be maintained in a separate document.

Employee Considerations

Ensuring the health, safety, and security of PSAP employees are important considerations during a COOP plan activation. In COOP situations, PSAP personnel will need to focus on performing mission essential functions and their efforts may be disrupted if employees are also concerned about their own (or their family's) well-being. Actions to address the health, safety, and security of PSAP employees will require a collaborative effort between the organization and its employees. While listing the specific measures necessary to address these concerns is beyond the scope of this document, some 'best practices' include the following:

PSAP Actions:

- Identify employees who have special needs (access, functional, medical, etc.) that may need to be accommodated during a COOP plan activation.
- Provide training to employees regarding recommended personal/family preparedness actions.
- Ensure that alternate facilities comply with all applicable ADA requirements.
- In certain circumstances, employees may need transportation to evacuate from the primary facility location.
- In certain situations, it may be necessary to transport employees to and from the primary and/or alternate facility location to address safety and security concerns.
- Consider the need for flexible work arrangements and/or contingency staffing plans to accommodate special needs.
- Counseling
- Family shelter/day care

Employee Actions:

- Develop a personal 'Go-Kit' that contains essential items such as important documents, extra medications, spare clothes, hygiene items, healthy snacks, charging cords, etc.
- If appropriate, develop emergency childcare, adult/elder care, and/or pet care plans.
- Develop an alternate transportation plan for yourself and other family members.
- Develop a family emergency communications plan.
- Develop a family emergency reunification plan.

Internal and External Communication Activities

Timely and effective communication with internal and external stakeholders is an important consideration during a COOP plan activation.

Internal Communication:

- How will the region be notified of the plan activation
- Notification to partner agencies

Methods used to communicate with internal stakeholders (e.g. employees, elected officials, key leadership, other regional agencies, etc.) during a COOP plan activation may include:

- Telephone (landline, fax, cellular, satellite)

- E-mail and text messaging
- Virtual meeting/video conferencing platforms

External Communication:

- How will external stakeholders be notified of the plan activation
- Crafting the appropriate message

Methods used to communicate with external stakeholders (e.g. public, media outlets, other public safety agencies, neighboring jurisdictions, government agencies, etc.) during a COOP plan activation may include:

- Telephone (landline, fax, cellular, satellite)
- E-mail
- MESB public website
- PSAP agency/ community social media accounts
- ARMER system
- Virtual meeting/video conferencing platforms
- Metro Region Mass Notification System (XXXX)
- Integrated Public Alert and Warning System (IPAWS) Notifications

Limited Activation

Would a limited activation be relevant at the MESB level? COOP can be activated in phases as needed, depending on the situation. For example, if it has to initiate abandonment routing but not evacuate their facility only portions of the COOP would be applicable. Is that what this section is going for?

PSAP Evacuation Procedures

In certain situations, the evacuation of the PSAP may be necessary to ensure the safety and security of employees. Examples of these types of situations include:

- Credible threat.
- Explosion.
- Fire/Smoke condition.
- Gas leak.
- Hazardous materials release.
- Structural damage.
- Flooding.
- Active threat.
- Civil unrest.

In the event of an evacuation, each of the metro region PSAPs have preplanned abandonment voice call routing.

Spell out what should be in an evacuation procedure: planned versus immediate evacuation. Rally points. PAR. Pre-staged resources (planned)

Additional information regarding specific PSAP evacuation procedures on file with the MESB.

Go-Kits:

'Go-Kits' are containers that are readily available and easily transportable. They contain equipment, supplies, and reference materials necessary to support the transition of PSAP operations to an alternate facility. Additional information regarding the MESB PSAP 'Go Kit' is included in Attachment B.

Relocation to an Alternate Facility

Alternate facilities are often referred to as either a hot, warm, or cold site.

- Hot site: A site ready to be operational within a short period of time. This type of facility already has in place the computer, telecommunications, and environmental infrastructure necessary to support the PSAP's MEFs. Hot sites need to be tested frequently to ensure the switchover runs smoothly and quickly.
- Warm site: Similar to a hot site but without the fully operational infrastructure already in place to facilitate an immediate switchover. Normally this type of facility offers network connectivity but requires readily available equipment to be brought to it before it is functional as a PSAP.
- Cold site: A facility with limited capabilities to support continuity operations. These types of facilities typically have basic environmental and technological infrastructure in place but will require the installation and configuration of the necessary equipment, hardware, and software to be functional as a PSAP.

Bloomington

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Eden Prairie

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Metropolitan Airports Commission

Alternate Facility Name	MAC Drivers Training Center (DTC)
Street Address	7550 22 nd Ave S
City, State, Zip Code	Minneapolis, MN 55450
POC Name/Title	Sara Boucher-Jackson

POC E-Mail	Sara.boucher-jackson@mspmack.org
POC 24/7 Phone	612-719-4928

Scott County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Hennepin County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Ramsey County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Isanti County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Sherburne County

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	

City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Alternate Facility Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Whenever feasible, the operation of mission essential functions should continue at the primary operating facility until they can be performed at the alternate facility.

Devolution: Short-Term Transfer of Mission Essential Functions to Another PSAP:

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	
-----------------------	--

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	

POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	

POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Short-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

Devolution: Long-Term Transfer of Mission Essential Functions to Another PSAP:

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	
-----------------------	--

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	
-----------------------	--

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	

POC 24/7 Phone	
-----------------------	--

[PSAP]

Long-Term Devolution PSAP Name	
Street Address	
City, State, Zip Code	
POC Name/Title	
POC E-Mail	
POC 24/7 Phone	

SECTION 9: RECOVERY AND RECONSTITUTION:

Recovery and reconstitution are the process by which the PSAP returns to 'normal' operations. This process can be as simple as communicating to stakeholders that a 911 service disruption has been resolved or as complicated as recovering from the complete destruction of the PSAP facility with challenges that include relocating operations, performing mission essential functions with survivors, and identifying and outfitting a new permanent operating facility.

The authority to initiate the recovery and reconstitution process is defined in the 'Delegations of Authority' and Order of Succession' sections of this plan.

It is understood that the process for returning to 'normal' operations will vary from one COOP scenario to another. With that in mind, the following considerations should be addressed during the recovery and reconstitution phase:

- Ensure that COOP capabilities remain available until operations have fully transitioned back to the primary facility.
- Verify that all mission critical resources (e.g., equipment, infrastructure, systems, etc.) at the primary facility are fully operational.
 - Verify the proper routing of emergency calls and the ability to communicate with emergency responders.
 - Are service providers, vendors, contractors, internal support staff, etc. on site to monitor these resources?
- Verify that appropriate health, safety, and security measures are in place to support the transition back to 'normal' operation.
- Ensure that proper communication/coordination has been established with key stakeholders to facilitate the transition of operations back to the primary facility.
 - Notify service providers, vendors, contractors, etc. regarding any changes in operating location, status, etc.
 - Notify PSAP personnel regarding any changes in operating location, status, procedures, etc.
 - Notify other PSAPs regarding any changes in operating location, status, etc.
 - Notify emergency responders regarding any changes in operating location, status, etc.
- In some situations, immediate recovery and reconstitution may not be practical and a longer-term and/or phased approach to resuming 'normal' operations may need to be adopted.
 - How long can operations be sustained in an alternate facility? Is there a need to transition operations to another longer-term facility or another PSAP?

SECTION 10: PLAN MAINTENANCE

Testing, Training, and Exercising (TT&E):

Testing, Training, and Exercising (TT&E) activities are intended to familiarize PSAP personnel and other key stakeholders with their roles and responsibilities during a COOP plan activation, ensure that mission critical resources necessary to support a COOP plan activation are maintained in a constant state of readiness, and validate the overall effectiveness of the COOP plan. Examples of TT&E activities include:

- Testing and validating COOP plans, policies, and procedures.
- Testing equipment, infrastructure, and backup systems at alternate facilities.
- Ensuring that PSAP personnel are familiar with COOP plans, policies, and procedures.
- Ensuring that PSAP personnel are sufficiently equipped and trained to perform mission essential functions in all COOP scenarios.

Testing:

A test is an evaluation of a capability against an established and measurable standard. It is important to note that tests are conducted to evaluate capabilities, not personnel. Regular testing should be conducted to validate the operational readiness and effectiveness of:

- Alert and notification systems and procedures for all employees and continuity personnel.
- Protection, access, and recovery strategies found in continuity and disaster recovery plans for essential records, critical information systems, services, and data.
- Internal and external interoperability and functionality of primary and backup communications systems
- Backup infrastructure systems and services, such as power, water, and fuel.
- Other systems and procedures necessary to the organization's continuity strategy, such as the IT infrastructure required to support telework options during a continuity plan activation.
- Measures to ensure the safety, security, and well-being of PSAP personnel.

Training:

Training encompasses a range of activities that build knowledge, skills, and core competencies. Before the COOP plan is exercised, PSAP personnel must be trained so they develop an understanding of their roles and responsibilities in executing the plan and possess the requisite knowledge and skills to perform mission essential functions in all COOP scenarios. Initial and ongoing training activities should be conducted to ensure that PSAP personnel are familiar with the actions necessary to implement various components of the COOP plan. Examples of training topics include:

- Expectations, roles, and responsibilities during a COOP plan activation and how these functions might differ from normal operations.
- Troubleshooting mission critical resources (e.g., equipment, infrastructure, systems, etc.) to evaluate the scope and severity of a problem as well as the need to activate the COOP plan.
- Mission essential functions that must be performed during a COOP plan activation and the critical resources necessary to support them.
- Internal and external stakeholder communication which may be necessary during a COOP plan activation.
- An explanation of the order of succession and delegation of authority during a COOP plan activation.

Exercising:

Exercises focus primarily on evaluating capabilities or an element of a capability, such as a plan or policy, in a simulated situation. Exercise activities allow an organization to identify areas that may require additional training, planning, or other resources to improve their response capabilities. The goal of exercising the COOP plan is to assess overall preparedness, response, and recovery capabilities and identify:

- The need to update/revise COOP plan, policies, and procedures.

- Additional resources (e.g., equipment, infrastructure, systems, etc.) necessary to support COOP capabilities.
- Training needs.
- Opportunities to improve communication and coordination with internal and external stakeholders.
- Unforeseen internal and external interdependencies that may affect the ability to perform mission essential functions in COOP situations.

Improvement Planning:

Improvement planning incorporates ‘lessons learned’ from TT&E activities as well as real-world COOP events into concrete, measurable actions that can help strengthen an organization’s COOP capabilities. Areas for improvement and recommended corrective actions that are identified during the improvement planning process should be incorporated into the COOP plan as part of an ongoing continuous improvement process.

As part of the improvement planning process, the following questions should be considered:

- What changes to our planning efforts might improve COOP capabilities?
- Are there any opportunities to improve communication/coordination with internal/external stakeholders?
- What additional resources (equipment, infrastructure, systems, etc.) are needed to improve COOP capabilities?
- What types of testing, training, and exercising activities would help improve COOP capabilities?

Plan Review and Update:

To maintain viable COOP capabilities, this plan should be reviewed on a regular basis to ensure that it remains relevant and effective. Examples of key activities associated with maintaining the plan and the frequency of their occurrence are listed below:

Activity	Sample Tasks	Frequency
Review and update COOP plan document	<ul style="list-style-type: none"> • Ensure that current hazards and risks are addressed. • Incorporate any ‘lessons learned’. • Incorporate any internal policy and procedure changes. • Verify MOA/MOU with supporting entities. • Manage distribution of plan updates. 	Annually
Conduct Exercises	<ul style="list-style-type: none"> • Exercise activities may include drills, tabletop exercises, functional exercises, and/or full-scale exercises. 	Annually
Review and update COOP reference materials	<ul style="list-style-type: none"> • Delegation of authority and order of succession. • Mission Critical Resources – Emergency Contact Roster. • Mission Critical Resources – Troubleshooting Checklists. 	Quarterly
Perform Testing	<ul style="list-style-type: none"> • Check functionality of mission critical resources (e.g., equipment, infrastructure, systems, etc.). • Assess operational readiness of alternate facility. 	Monthly
Conduct Training	<ul style="list-style-type: none"> • Provide initial COOP training to new PSAP personnel • Provide refresher COOP training to existing PSAP personnel 	Ongoing

The appropriate sections of this plan will be updated as necessary. Changes to the contents of this plan will be documented in Attachment D (Record of Changes).

ATTACHMENT A: KEY TERMS AND ACRONYMS

Term/Acronym	Definition
A-Team	Advance Team
AAR	After Action Report
Activation	The implementation of a continuity plan, in whole or in part.
ADA	Americans with Disabilities Act
ALI	Automatic Location Identification
ANI	Automatic Number Identification
ARMER	Allied Radio Matrix for Emergency Response (Minnesota's Statewide Public Safety Land Mobile Radio (LMR) System
CAD	Computer Aided Dispatch
CCGW	Conventional Channel Gateway
Continuity	The ability to provide uninterrupted services and support, while maintaining organizational viability, before, during, and after an incident that disrupts normal operations.
Continuity Manager	The designated individual that is responsible for coordinating an organization's COOP activities.
Continuity of Operations (COOP)	Organizational activities to ensure that essential functions are continued under all circumstances. This includes plans and procedures that delineate essential functions; specify succession to office and the emergency delegation of authority; provide for the safekeeping of vital records and databases; identify alternate operating facilities; provide for interoperable communications; and validate the capability through tests, training, and exercises.
Continuity of Operations (COOP) Plan	A documented plan that details how an individual organization will ensure it can continue to perform its essential functions during a wide range of incidents that affect normal operations.
CPE	Customer Premise Equipment
Data Recovery	The restoration of data from backup media to restore software programs and vital records to the state that existed at the time of the last safe backup.
Delegation of Authority	Documentation that specifies who is authorized to act on behalf of the organization, department head, or other key officials for specific purposes.

Term/Acronym	Definition
Dependency	The reliance, directly or indirectly, of one activity or process upon another, including internal/external dependencies and IT/Non-IT dependencies.
Devolution	The capability to transfer the authority and responsibility for performing mission essential functions from an organization's primary operating staff and facilities to another PSAP, and to sustain that operational capability for an extended period.
Disaster Recovery Plan	Disaster Recovery is the technical recovery plan for networks, systems, applications, data, and communications, both voice and data. Disaster Recovery Planning provides for the recovery and restoration of an organization's information technology and telecommunications infrastructure in support of essential business functions and achieves a systematic and orderly migration toward the resumption of all computing services within an organization following a business or governmental disruption.
Drill	An operations-based exercise often employed to validate a single operation or function.
EAS	Emergency Alert System
ECC	Emergency Communications Center
ECN	Minnesota Department of Public Safety, Division of Emergency Communication Networks
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESInet	Emergency Services IP Network
FOUO	For Official Use Only
Full-Scale Exercise (FSE)	An operations-based exercise that is typically the most complex and resource-intensive of the exercise types and often involves multiple agencies, jurisdictions/organizations, and real-time movement of resources.

Term/Acronym	Definition
Functional Exercise	An operations-based exercise designed to assess and evaluate capabilities and functions while in a realistic, real-time environment; however, movement of resources is usually simulated.
GIS	Geographic Information System
“Go Kit”	Supplies and materials assembled to support the transfer of essential functions to an alternate location during an emergency, disaster, or other incident. It contains items needed to minimally satisfy personal and organizational needs during an emergency relocation.
Hazard	A natural, technological, or human-caused source or cause of harm or difficulty.
Human-Caused Hazard	A potential incident resulting from the intentional actions of an adversary.
HVAC	Heating, Ventilation, Air Conditioning
Impact	The specific effects that a threat or hazard scenario would have on operations if the threat or hazard occurred.
Incident	An occurrence, natural or manmade, that necessitates a response to protect life or property. The word “incident” includes planned events, as well as emergencies and/or disasters of all kinds and sizes.
IPAWS	Integrated Public Alert and Warning System
IT	Information Technology
LMR	Land Mobile Radio
Memorandum of Agreement/Memorandum of Understanding (MOA/MOU)	Written agreements between organizations that require specific materials and/or services to be furnished or tasks to be accomplished by one organization in support of the other.
MHz	Megahertz
Mission Critical Data	Information essential to supporting the execution of an organization's mission essential functions.
Mission Critical Resources	The minimum resource requirements needed to perform or restore an organization's mission essential functions. Critical resources could include facilities, communication systems, personnel, vital records and databases, vital systems and equipment, key vendors, and other government agencies.
Mission Critical IT Systems	Information Technology equipment essential to supporting the execution of an organization's mission essential functions, including hardware, software, networking components, etc.
Mission Essential Function	Organizational functions that are determined to be critical activities that must be performed under all circumstances.
MNIT	Minnesota Information Technology Services
Mutual Aid Agreement	A written or oral agreement between and among jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.
Natural Hazard	A potential incident resulting from acts of nature.
NG911	Next-Generation 911
OSP	Originating Service Provider

Term/Acronym	Definition
PIO	Public Information Officer
POC	Point of Contact
PSAP	Public Safety Answering Point
Reconstitution	The process by which organization personnel resume (transition back to) normal organization operations from the alternate location back to the primary or replacement primary operating facility.
Recovery	The implementation of prioritized actions required to return an organization's processes and support functions to operational stability following a change in normal operations.
Redundancy	The state of having duplicate capabilities, such as systems, equipment, or resources.
Resilience	The ability to prepare for, and adapt to, changing conditions and recover rapidly from operational disruptions. Resilience includes the ability to withstand and recover from deliberate attacks, accidents, or naturally occurring threats or incidents.
Risk	The potential for an unwanted outcome resulting from an incident, event, or occurrence, as determined by its likelihood and the associated consequences.
RMS	Records Management System
SaaS	Software as a Service
SOC	Security Operations Center
SOP	Standard Operating Procedure
SPF	Single Point of Failure
Tabletop Exercise (TTX)	A discussion-based exercise in response to a scenario intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures.
TDOS	Telephone Denial of Service
Technological Hazard	A potential incident resulting from accidents or failures of systems or structures.
Testing, Training, and Exercising (TT&E)	Measures to ensure that an organization's continuity program is capable of supporting the continued execution of its mission essential functions throughout the duration of a continuity event.
THIRA	Threat and Hazard Identification and Risk Assessment
Threat	Natural or manmade occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.
UPS	Uninterrupted Power Supply
Vital Databases	Information systems needed to perform and support mission essential functions during a continuity event.
Vital Records	Records that, regardless of media (paper, electronic, scanned, etc.), if damaged or destroyed, would disrupt an organization operations and information flow, cause considerable inconvenience, and/or require replacement or recreation at a substantial expense. Vital records also include information that must be maintained to comply with applicable law/statute.
Vital Systems and Equipment	Systems and equipment that are necessary to perform an organization's mission essential functions.

Term/Acronym	Definition
WEA	Wireless Emergency Alert

ATTACHMENT B: REFERENCE MATERIALS

Mission Critical Resources – Emergency Contact Roster

Critical System	POC Name	Agency/Organization	E-Mail	Phone
Electric				
Natural Gas				
Water				
HVAC				
Telephone Service: Administrative				
IT Equipment and Network Infrastructure				
Security Alarm				
Fire Alarm				
9-1-1 Network Connectivity				
9-1-1 CPE				
ARMER System				
Paging System				
Voice Logging System				
CAD/RMS				
Public Alert and Warning: Outdoor Warning Siren				
Public Alert and Warning: Community Notification				

Critical System	POC Name	Agency/Organization	E-Mail	Phone

Mission Critical Resources – Troubleshooting Checklist (XXXX)

PSAP Evacuation Checklist

The following is a checklist to assist an agency in evacuating their PSAP due to a incident and or event. This is not an all-inclusive list and specific agencies might add additional information.

- Notify all duty staff to respond to alternate site
- Notify your Communication Service Provider and/or 9-1-1 System Service Provider (9-1-1SSP) and when appropriate activate contingency routing of emergency and non-emergency phone calls. Ensure that routing includes both 9-1-1 trunks and other emergency and non-emergency lines. (Consider automation)
- Notify database providers
- Notify radio contractor
- Ensure alternate PSAP is staffed/notified of evacuation
- Notify other PSAPs of evacuation and termination of direct lines
- Alternate Route Law Enforcement Terminals
- Notify all agencies, service providers and emergency responders that could be impacted by the evacuation
- Ensure the evacuation of all staff
- Confirm routing of emergency and non-emergency calls as noted in Telephone Services 3.3.2
- Confirm the ability to communicate with emergency responders.

'Go Kit' Checklist

Alternate Facility Checklist

Purpose: Ensure the alternate 9-1-1 facility is fully operational and capable of supporting emergency communications during a disruption.

1. Facility Readiness

- Location is secure, accessible, and has backup power.
- Facility has adequate workspace for required personnel.
- HVAC, lighting, and plumbing systems are functional.
- Facility access control measures are in place.

2. Communications & Technology

- 9-1-1 call-handling equipment is operational.
- CAD (Computer-Aided Dispatch) system is fully functional.
- Radio and telecommunication systems are tested and working.
- Backup communication lines and internet connections are in place.
- Redundant network connections and cybersecurity measures are active.

3. Personnel & Staffing

- Staffing assignments for relocation are pre-determined.
- Key personnel are notified and prepared for transition.
- Sufficient workstations for dispatchers and supervisors.
- Transportation for staff to the alternate site is arranged.

4. Data & Records Accessibility

- Backup databases and records are accessible.
- GIS and mapping systems are functional.
- Secure access to critical software and systems is established.
- Necessary credentials and permissions are active.

5. Equipment & Supplies

- Computers, monitors, and peripherals are operational.
- Phones, headsets, and radios are available and tested.
- Office supplies and emergency kits are stocked.
- Backup generators and fuel supplies are sufficient.

6. Coordination & Testing

- Coordination with partner agencies and stakeholders is established.
- Regular testing and drills are conducted for system functionality.
- Contingency plans for system failures are documented.
- After-action reviews and updates to the COOP plan are performed.

Devolution Checklist

Continuity Communications Plan

Plans filed with the MESB as of October 23, 2024:

- Bloomington
- Dakota County
- Eden Prairie
- Isanti County
- MSP Airport
- Ramsey County
- Scott County
- Sherburne County

ATTACHMENT C: PLAN DISSEMINATION

Date	Recipient

ATTACHMENT D: RECORD OF CHANGES

Date	Author	Section	Description
23 OCT 24	Greg Hayes		Final Draft
09 APR 26	Frank Jarman		

ATTACHMENT E: EXAMPLE PSAP A TO PSAP B PHASED DEVOLUTION

Purpose

This annex outlines a phased, scalable process for short-term devolution of mission-essential functions from PSAP A to PSAP B during a PSAP abandonment event (e.g., facility evacuation due to a credible threat, fire, gas leak, or other hazards, per Section 8).

Mission Essential Functions (MEF) Definition

For this plan, MEFs are defined (Section 6) as those activities that are required by statute, regulation, or executive order, or are otherwise necessary to provide vital services to emergency responders and the population within the PSAP’s service area (per Section 6 of the Regional COOP Plan).

This annex ensures sustained performance of these MEFs, prevents overload at PSAP B, incorporates regional mutual aid if needed, and aligns with the Regional COOP Plan’s devolution provisions, abandonment routing, and Example Abandonment Call Protocol (Attachment E).

Scenario (Hypothetical)

At 1800 hours (6:00 p.m.), PSAP A initiates abandonment routing due to an immediate threat requiring evacuation. All 9-1-1 and administrative calls are transferred to PSAP B. If the abandonment persists, on-duty PSTs from PSAP A relocate to PSAP B for direct staffing support. Escalations occur at defined intervals to manage workload, request regional assistance, and plan for longer-term solutions (e.g., alternate facility relocation or long-term devolution per Section 8).

Phased Timeline & Triggers

1. Immediate Actions – Abandonment Routing Activation (T=0: 1800 hours)

- PSAP A initiates abandonment routing for 9-1-1 trunks only. PSAPs equipped with a PAD shall activate the PSAP Abandonment Device (PAD). PSAPs without a PAD (including some hosted and SaaS systems) shall contact the 9-1-1 service provider (e.g., Lumen/Intrado) to activate rerouting.
- Separately and concurrently, PSAP A initiates rerouting for non-emergency administrative lines (*time-sensitive; administrative phone service provider support is typically available only during business hours, so be sure to have a plan that covers after-hours scenarios also*).
- PSAP A notifies PSAP B immediately via the designated METCOM regional talk-around talkgroup.
- PSAP A simultaneously notifies:
 - ARMER radio contractor.
 - All responding agencies in PSAP A's jurisdiction (law, fire, EMS).
 - MESB 9-1-1 Services Manager.
- Both PSAPs implement the Example Abandonment Call Protocol (Attachment E of the Regional COOP Plan), including:
 - Immediate life-safety calls (9-1-1): warm transfers or relaying via designated talkgroup.
 - Non-life-threatening calls (including administrative lines): triage, documentation (e.g., Excel/CAD/manual form), caller advisements on potential delays, and periodic relay (every [INSERT INTERVAL, e.g., 30 minutes]) to PSAP A via email with read receipt.
 - PSAP B assumes primary call-handling responsibility for PSAP A's jurisdiction while maintaining its own operations.

2. Staffing Support Phase (T+30 or T+45 minutes: 1830 or 1845 hours)

- If abandonment persists, PSAP A dispatches a minimum of 2 on-duty PSTs (or more if requested by PSAP B) to PSAP B.
- Traveling PSTs bring Go-Kits (per Attachment B) and required credentials.
- Upon arrival, PSAP B provides immediate workstation assignment, brief orientation to CAD/radio systems, and workload balancing.

- Combined staffing handles calls for both jurisdictions, prioritizing MEFs (employee safety, 9-1-1 call processing, emergency responder communications).

3. Escalation Check & Regional Coordination (T+90 minutes: 1930 hours)

- PSAP A and PSAP B supervisors conduct a joint status check via METCOM talkgroup.
- If outage expected to continue:
 - Request additional PSTs or mutual aid from a third PSAP (via pre-existing MOAs).
 - Formally notify MESB 9-1-1 TOC Chair/Vice Chair and MESB 9-1-1 Services Manager; request activation of Emergency Operations Center (EOC) or Multi-Agency Coordination Center (MACC) if needed.
 - Begin planning for long-term devolution or relocation to a pre-identified alternate facility (hot/warm/cold site per Section 8).
- Decision documented (e.g., via shared log/email) and shared with all stakeholders.

4. Further Escalations (T+3 hours and beyond)

- T+3 hours (2100 hours): Activate mutual-aid agreements or relocate operations to a pre-identified alternate facility if staffing/operations become unsustainable at PSAP B.
- T+6 hours (0000 hours): Formal decision on long-term devolution (transfer to another PSAP or alternate site for extended period); shift relief rotations and fatigue management protocols implemented.
- Ongoing: Monitor workload, employee safety/security (per Section 8), and vital records access.

Roles & Responsibilities (All Phases)

- PSAP A Supervisor/Director: Retains command authority for jurisdiction; coordinates staffing support, notifications, and eventual recovery.
- PSAP B Supervisor: Manages combined operations, workload balancing, and on-site integration of PSAP A personnel.
- MESB 9-1-1 Services Manager / TOC Leadership: Coordinates regional support, mutual aid requests, EOC/MACC activation, and long-term resource allocation when requested.

Communications Plan

(This section expands the Internal and External Communication Activities guidance in Section 8 of the Regional COOP Plan.)

- Primary (Internal/Inter-PSAP): Designated METCOM regional talk-around talkgroup.
- Secondary (Internal): Cell phone, MESB mass notification system, email, or MESB intranet for employees, leadership, and partner agencies.
- External Notifications (Agencies & Stakeholders): Issued within 15 minutes of activation (T=0) and updated at each escalation point to responding agencies, neighboring PSAPs, and MESB.
- Public Communication: Coordinated messaging to the public will be issued as appropriate via:
 - PSAP agency/community social media accounts
 - Integrated Public Alert and Warning System (IPAWS) for significant service disruptions
 - Media releases through the designated Public Information Officer (PIO)

Messages will advise the public of any service impacts or delays and provide guidance on how to access emergency services (e.g., “Use 9-1-1 only for life-threatening emergencies; non-emergency calls may experience delays”). All public communications will be reviewed and approved by PSAP A leadership before release.

Recovery & Reconstitution

- PSAP A notifies PSAP B and MESB when primary facility/operations are ready to resume.
- Routing (both 9-1-1 and administrative) reverts to PSAP A; PSAP B confirms successful transfer and call routing integrity.
- Joint hot-wash/debrief conducted within 24 hours; After-Action Report (AAR) submitted to MESB for incorporation into plan maintenance (Section 10).
- Verify MEFs restored, mission-critical resources operational, and stakeholder notifications completed (per Section 9).

Pre-Identified Resources (to be completed/maintained by PSAPs/MESB)

- Designated METCOM regional talk-around talkgroup: _____
- PSAP B 24/7 contact: _____ (phone/email)
- Mutual-aid staffing MOAs on file: Yes / No (list if applicable)
- Alternate facility POC(s) for long-term relocation: _____

Approval

PSAP A Director: _____ Date: _____
 PSAP B Director: _____ Date: _____

MESB 9-1-1 Services Manager (review/concurrence): _____ Date: _____

This annex should be reviewed/updated annually (or after exercises/real events) as part of COOP plan maintenance (Section 10) and filed with MESB per Attachment C.

ATTACHMENT F: EXAMPLE ABANDONMENT CALL PROTOCOL

When a PSAP has initiated call abandonment procedures or during a large-scale event that causes a surge of calls to the involved 9-1-1 center the cellular towers may become busy and automatically route calls to a neighboring PSAP (technology initiated alternate routing) the area PSAP should have an agreed upon protocol for handling the calls at the receiving PSAP.

The principal PSAP must establish a regional talk-around talkgroup for communicating with the alternate PSAP(s) via METCOM.

The receiving PSAP PST should answer the incoming calls following their agency standards. When determined that the call is for the principal PSAP jurisdiction, the receiving PST should triage the call to identify if there is an immediate life safety issue requiring an immediate response.

Immediate Response Protocols:

- Medical emergency, warm transfer the caller to {INSERT EMS PROVIDER} at {INSERT EMS PSAP ONLY PHONE NUMBER}.
- Medical emergency with law enforcement, quickly receiving law enforcement scene safety information, then transfer the caller to {INSERT EMS PROVIDER} at {INSERT EMS PSAP ONLY PHONE NUMBER}. Then notify the principal PSAP via the designated talkgroup, providing all pertinent information.
- Medical emergency with fire, quickly receiving relevant safety information, then transfer the caller to {INSERT EMS PROVIDER} at {INSERT EMS PSAP ONLY PHONE NUMBER}. Then notify the principal PSAP via the designated talkgroup, providing all pertinent information.
- Law enforcement, gather pertinent scene safety information then relay the information to the principal PSAP on the designated talkgroup.
- Fire, gather pertinent information then transmit the information to the principal PSAP on the designated talkgroup.

If the PST determines that the scene is stable and there is no immediate threat of harm, the alternate PSAP should establish a call documentation procedure, such as an excel workbook, CAD event, or manual CAD form to collect low priority call information. This call information should then be relayed in {INSERT TIME} increments to the principal PSAP.

Non-life threatening call processing protocol:

- Advise caller they will likely receive a delayed response.

Information to obtain and document

- Address
- Tell me exactly what happened – capture the immediate information relevant to a public safety response
- Incident type – in plain language describe the chief complaint (e.g., damage to property)
- Caller name/phone # (include caller relationship to the event, e.g. 2nd hand information, witness, victim if applicable/appropriate)
- Description of any people and/or vehicles involved
- Parting statement: Call back if the situation escalates or resolves

Every {INSERT TIME}, email {INSERT PRINCIPAL PSAP EMAIL ADDRESS} with a read receipt, a compiled list of the calls for service.

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
MESB Report
April 16, 2026, Meeting

Importance of GIS for 9-1-1: PSAP managers are strongly encouraged to assist their GIS counterparts in helping key decisionmakers and county leadership understand the **vital role GIS has for current and future PSAP operations**. Geospatial datasets provide foundational data for PSAP CAD/mapping systems and NG9-1-1 core services, as well as many non-public safety use cases important to counties and cities.

1. Monthly Regional NG9-1-1 Regional Data Maintenance & QA/QC Cadence:

The MESB region maintains a **monthly cycle of NG9-1-1 data provisioning and maintenance**. This includes county GIS dataset maintenance, regional GIS data aggregation and schema validation, regional validations for the NG9-1-1 use case, and ongoing GIS-derived MSAG maintenance.

2. Regional 9-1-1 Data QA/QC:

- a. MESB continues to **analyze the region's NG9-1-1 data errors** that are identified monthly through MESB's internal validation tools, GeoComm and 1Spatial platforms.
- b. MESB also validates each month's actual 9-1-1 call locations against regional GIS to identify missing or inaccurate GIS data.
- c. When needed, MESB reaches out to county GIS contacts to make recommended data remediations. If MSAG and/or ALI updates are needed, MESB will process the update requests on behalf of its PSAPs.
- d. From MESB's analysis of the **February** and **March** NG9-1-1 validation results, MESB made:
 - i. **1,741 referrals** related to address validation to county GIS data producers for GIS data updates
 - ii. **2,130 referrals** related to road centerlines to county GIS data producers
 - iii. **6 referrals** for GIS updates resulting from VoIP 9-1-1 call location validation
 - iv. **125 ALI** Telephone Number record change request (TN CR) for wireline location corrections
 - v. **17 ALI** Discrepancy Reports from VoIP 9-1-1 call location validation

3. Metro Regional GIS-derived MSAG Maintenance:

- a. **GIS-driven MSAG Maintenance Activity:** In **February** and **March**, MESB processed **2,720 GIS-derived MSAG updates** to keep the live MSAG in sync with authoritative GIS data.
 - i. There were several ESN consolidation efforts which contributed to the number of MSAG CR updates
 - ii. Fire response changes also contributed to the high number of MSAG changes
- b. **GIS Drives MSAG Maintenance:** The monthly regional NG9-1-1 data provisioning/maintenance is the **primary method of maintaining the region's live MSAG**. Each month, MESB performs a comparison between the current live MSAG and the MSAG derived from the current month's refreshed GIS data. MESB then reviews/vets any needed MSAG updates prior to submitting them to Intrado on behalf of its PSAPs.
- c. **PSAP 911NET MSAG Change Request Activity:** Because of MESB's process, PSAPs no longer must carry primary MSAG maintenance responsibility through submitting 911NET MSAG CRs based on information obtained from cities or other sources. They may continue to do so at their discretion. MESB holds any PSAP submitted MSAG CRs until the updates appear in the county's GIS data.

4. **Wireless Call Routing:** MESB processes wireless routing updates for all carriers on behalf of metro area PSAPs. This is the default provisioning of Wireless Phase 1 routing when Location Based Routing (LBR) is not possible during call setup.
 - a. During **February** and **March** MESB processed:
 - i. 15 sectors from AT&T Mobile
 - ii. 0 sectors from Dish
 - iii. 78 sectors from T-Mobile
 - iv. 1,129 sectors from Verizon
 - b. Should PSAPs want the routing of a specific 9-1-1 call reviewed, please email MESBGIS@mn-mesb.org with the details. MESB staff will investigate or recommend PSAP open a ticket with the carrier.
 - c. MESB continues to publish the PSAP boundaries in a GIS data format for wireless carriers to use in their Location Based Routing (LBR) solutions. Those boundaries are updated quarterly to the Mn Geospatial Commons. This includes the MN State Patrol PSAP boundaries in the MESB region for wireless calls, as well as routing of Text-to-911 messages.

5. **SECB NG9-1-1 GIS Workgroup:** The GIS Workgroup meets monthly to discuss topics of interest to statewide GIS stakeholders.
 - a. **Best Practice – NG911 GIS Data Schemas:** focus group met to revisit this best practice. Minor revisions were proposed and the documents will be reviewed for ADA compliance.
 - b. **Edge Matching Best Practice:** focus group forming to revisit this best practice.

ONGOING ACTIVITIES

6. **Regional GIS Data Aggregation:**
 - a. **Road Centerline and Address Points:** MetroGIS/Met Council processes regional road centerline and address point dataset updates nightly to the MN Geospatial Commons website. Each metro county’s most recent centerline and address point data that has been uploaded to the portal and passed validations is included in the regional datasets. The regional road centerline and address point datasets comply with the current MN Geospatial Advisory Council (GAC) data standards.

i. The most recent Edited Dates in the dataset as of 4/8/26:

County	Address Points	Road Centerlines
Anoka	2/25/2026	3/9/2026
Carver	4/2/2026	3/31/2026
Chisago	4/2/2026	3/19/2026
Dakota	3/22/2026	3/30/2026
Hennepin	2/11/2026	2/9/2026
Isanti	2/10/2026	3/1/2026
Ramsey	3/24/2026	4/6/2026
Scott	4/3/2026	4/6/2026
Sherburne	3/25/2026	3/23/2026
Washington	3/27/2026	3/25/2026

ii. Note these are not Upload Dates, only the last date of a change to the data.

- b. **Boundary Polygons:** MESB maintains the regional PSAP, ESZ, MSAG community, law, fire, and EMS boundary polygon layers in coordination with the PSAPs. At least quarterly, vendors of Mobile Positioning Centers, Text Control Centers, and VoIP Positioning Centers are directed to the MN Geospatial Commons for downloads of metro’s PSAP boundary polygons.

7. **Regional Data Viewer:** PSAPs are encouraged to use the **new Metro Regional Data Viewer** developed by MetroGIS/Met Council to view the geospatial data county GIS departments consider valid and current for regional 9-1-1 use. This is the authoritative source of NG9-1-1 GIS data for the 10-county MESB region.
 - a. The new Data Viewer uses an industry standard background application.
 - b. **Any feedback** regarding this version of the Data Sources Viewer can be directed to MESBGIS@mn-mesb.org.

8. **GIS supporting RapidDeploy Radius ALI Mapping:** Every third Friday, MESB “refreshes” the metro GIS datasets used for ESRI map and geocoding services supporting RapidDeploy Radius mapping system used at many metro PSAPs.

9. **Integration with State NG9-1-1 GIS Activities:**
 - a. All MESB regional NG9-1-1 required datasets are included in the **MN DPS NG9-1-1 enterprise database**, including: the metro regional supplier boundary, road centerlines, address points, and emergency service boundary polygons. At least quarterly the datasets are updated. The latest submissions to the enterprise database are:
 - i. Address Points: 2/17/26
 - ii. Road Centerlines: 3/5/26
 - iii. Emergency Service Zones: 3/2/26
 - iv. Provisioning Boundary: 3/2/26
 - b. **Metro Regional GIS datasets are shared publicly** on the [MN Geospatial Commons](#) under the [MetroGIS](#) and [MESB](#) organizations. In addition, the regional data is also included as **part of the MN Road Centerline and MN Address Point datasets (Opt-In Open Data Counties)**.