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

February 19th, 10:00 a.m.

Hybrid Meeting
Webex Meeting
Phone: (408) 418-9388
Meeting Number:
Password: RXtny6k3P4c (79869653 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 December, 18th, 2025 Minutes** – Morrissey

4. **Action Items**
   A. Approval of 2026 Regional Needs Document

5. **Discussion Items**
   A. Review of Roberts Rules – Frank Jarman, Jill Rohret
   B. 9-1-1 Sur charge increase discussion Jarman, Rohret
   C. MESB website PSAP Manual – How are you using it, could it be made better? Jarman
   C. Safer Streets for All Grant Update – Tony Martin
   D. Public Safety Telecommunicator Pension Update – Darlene Pankonie
   E. ALI Changes for Non-Conventional 9-1-1 Calls – Pamela Oslin
   F. School Mapping Project Update – Rohret
   G. 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 – Oslin

7. **New Business**
   A. Regional Training Classes - Morrissey

8. **Adjourn**

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
Meeting Minutes
December 18, 2025

Committee Members Attendance:

Airport – **absent**
Allina EMS – **absent**
Anoka County – Kari Morrissey
Bloomington – **absent**
Carver County – Susan Bowler
Chisago County – Mike Parker
Dakota County – Brent Anderson
Eden Prairie – **absent**
Edina – **absent**
Hennepin – Tony Martin
Hennepin EMS – Dan Klawitter
Isanti County – Robert Shogren
M Health EMS – **absent**
Metro Transit – Chad Ladda
Minneapolis – Joni Hodne
North Memorial – Nick Jost
Ramsey County – Dan Palmer
Ridgeview EMS – John Scheuch
Scott County – Carrie Bauer
Sherburne County – **absent**
St. Louis Park – **absent**
U of M – Joe McCollow
Washington County – **absent**

Alternates/Guests: Paul Botnen, *CentraCare;* Kelley Callahan, *IES;* Chad Gappa, *Motorola;* Scott Haas, *Scott County;* Dawn Kenyon, *Hennepin County;* Mike Lunde, *Motorola;* Kevin McNallan, *ACECC;* Heidi Meyer, *ACECC;* Kelley Ordoff, *Motorola;* Sheri Stevens, *State Patrol;* Alisha Vars, *EMRCC;* Jordan Weidenhaft, *State Patrol;* and Kent Wilkening, *DPS/ECN.*

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

1. Call to Order
The meeting was called to order at 10:04 a.m.

2. Approval of Agenda
Motion made by Tony Martin, seconded by Robert Shogren to approve the December 18, 2025 9-1-1 TOC meeting agenda. Motion carried.

Roll call for Approval of Agenda

City/County/Organization	Name	Yes	No
Allina EMS			
Anoka County	Kari Morrissey	X	
Bloomington			
Carver County	Susan Bowler	X	
Chisago County	Mike Parker	X	
Dakota County	Brent Anderson	X	
Eden Prairie			
Edina			
Hennepin County	Tony Martin	X	

Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS			
MAC/Airport	Sara Boucher-Jackson	X	
Metro Transit	Chad Ladda	X	
Minneapolis	Joni Hodne	X	
North Memorial	Nick Jost	X	
Ramsey County	Dan Palmer	X	
Ridgeview EMS	John Scheuch	X	
Scott County	Carrie Bauer	X	
Sherburne County			
St. Louis Park			
University of Minnesota	Joe McCollow	X	
Washington County			

Yea: 15 Nay: 0 Motion passes.

3. Approval of October 16, 2025 Minutes

Motion made by Martin, seconded by Carrie Bauer to approve the October 16, 2025, 9-1-1 TOC meeting minutes. Motion carried.

Roll call for Approval of Agenda

City/County/Organization	Name	Yes	No
Allina EMS			
Anoka County	Kari Morrissey	X	
Bloomington			
Carver County	Susan Bowler	X	
Chisago County	Mike Parker	X	
Dakota County	Brent Anderson	X	
Eden Prairie			
Edina			
Hennepin County	Tony Martin	X	
Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS			
MAC/Airport	Sara Boucher-Jackson	X	
Metro Transit	Chad Ladda	X	
Minneapolis	Joni Hodne	X	
North Memorial	Nick Jost	X	
Ramsey County	Dan Palmer	X	
Ridgeview EMS	John Scheuch	X	
Scott County	Carrie Bauer	X	
Sherburne County			
St. Louis Park			
University of Minnesota	Joe McCollow	X	
Washington County			

Yea: 15 Nay: 0 Motion passes.

4. Action Items – None

5. Discussion Items

A. 2026 Regional Needs Document

Frank Jarman said the 2026 Regional Needs Document needs some feedback so it can be passed at the February 2026 9-1-1 TOC meeting.

The 9-1-1 TOC committee members agreed that the 9-1-1 Staffing and Operations Study should move to a lower priority and shift to a regional focus. CAD-to-CAD Interoperability will be the top priority. PSAP Radio Console Replacement will be removed from the 9-1-1 portion of the document as it will be included in the Radio section. Geo-Diverse 9-1-1 Call Handling Equipment will be removed from the document.

The 9-1-1 TOC members suggested creating a workgroup meeting in January 2026 to continue work on the Regional Needs Document. The recommendations from the workgroup will be put in front of the full 9-1-1 TOC at the February 2026 meeting.

B. Code Red – ANI/ALI Data Discussion

Frank Jarman led a discussion on the Code Red security breach and the potential exposure of customer data. Key points from the discussion:

1. The risk was assessed as minimal because the affected ALI data dated from 2011 to 2012.
2. Scott County never loaded the ALI data records.
3. Those transitioning to the newest product will not be loading ALI records.

C. Safer Streets for All Grant Update

Martin said there are no new updates. Hennepin County is still waiting for a response on the grant.

D. Public Safety Telecommunicator Pension Update

There is no new update.

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

There is no new update.

F. School Mapping Project – Integration of Maps with RapidDeploy and Rapid SOS

Frank Jarman said the indoor school mapping project contract was awarded to Critical Resource Group, Inc. An additional feature of the contract is the ability to integrate the maps within RapidDeploy and Rapid SOS. MESB staff is continuing to learn more about this feature and will provide more information to the 9-1-1 TOC at a later date. Upon receiving additional information, the MESB staff will expect the 9-1-1 TOC to determine whether the metro maps should be integrated with those vendors. The reason the 9-1-1 TOC will make such a recommendation is that the regions own the data produced under the CRG contract, thus the regions should make decisions regarding whether the maps are integrated, not the vendors. Please contact Jill Rohret with any specific questions regarding the school mapping project.

G. ECN Update

Kent Wilkening said the RFP for the NextGen 9-1-1 Facilitator is closed. The Cybersecurity training RFP process is ongoing. Updates on both RFPs will be provided at the next 9-1-1 TOC.

6. Reports

A. SECB Mapped ALI Workgroup

There is no new update.

B. PSAP Operations Roundtable Workgroup
There is no new update.

C. SECB NG9-1-1 Technical Operations Workgroup
There is no new update.

D. SECB NG9-1-1 Operations Workgroup
Kari Morrissey said the workgroup discussed swatting, training, outages, and best practices.

E. SECB NG9-1-1 Committee
There is no new update.

F. SECB IPAWS Committee
Scott Haas said the Missing and Endangered Person code was discussed.

G. Minnesota Sheriff's Association PSAP Subcommittee Report
There is no new update.

8. New Business – None

9. Adjourn
The meeting was adjourned at 11:44 a.m.

*

Metropolitan Emergency Services Board

2026~~5~~ Regional Needs Document

Approved: May 14, 2025

The Metropolitan Emergency Services Board (MESB) is one of seven regional Emergency Communications Boards and Emergency Services Boards in the state of Minnesota. Formed in 1979 under MSS 471.59, and later amended in conformance with MS 403.39, and 403.392, the MESB provides local governance on matters related to emergency communications (9-1-1 and ARMER), as well as serving as the regional EMS system for the metro region. The MESB is a joint powers board composed of the following entities: Anoka County; Carver County; Chisago County; Dakota County; Hennepin County; Isanti County; Ramsey County; Scott County; Sherburne County; Washington County; and the City of Minneapolis.

The Public Safety Emergency Communications Ecosystem

The statewide Allied Radio Matrix for Emergency Response (ARMER) system, procured by the Metropolitan Radio Board, built by Motorola Solutions, and owned and operated by the Minnesota Department of Transportation (MnDOT), provides interoperable Land Mobile Radio (LMR) communication capabilities to 9-1-1 emergency communication centers (ECCs) (also known as Public Safety Answering Points or PSAPs), law enforcement, fire, Emergency Medical Services (EMS), emergency management, public works and other public safety users across Minnesota. Currently, the ARMER system has approximately 125,000 active radios.

Construction of the ARMER system in the Twin Cities metropolitan region began in the late 1990s and expanded to include Greater Minnesota in the mid-2000s. In late 2020, MnDOT completed its backbone of the ARMER system. There are 335 state-maintained and 100 locally maintained ARMER tower sites on the air across Minnesota. The system provides 95% coverage for mobile radios across the state. Of the 100 local ARMER towers, 54 are in the metro region.

As the ARMER system matures, there is a need to maintain and replace or upgrade aging infrastructure, equipment, and technology. Currently, the Statewide Emergency Communications Board (SECB), MnDOT, the Minnesota Department of Public Safety (DPS), and ARMER stakeholders endeavor to develop a capital improvement and funding plan to address this need.

In 1979, the Metropolitan 9-1-1 Telephone Board formed as a joint powers board of the seven metropolitan counties to plan, design, and implement the first multi-jurisdictional Enhanced 9-1-1 (E9-1-1) system in the United States. This system went live at midnight on December 1, 1982, and provided the basis for the statewide buildout of E9-1-1. Today, all 103 PSAPs in the state are part of the network. Of the 103 PSAPs in the state, 24 reside in the metro region. In 2024, the metro region answered 70% of all 9-1-1 calls in the state.

Planning for the 9-1-1 network to transition from E9-1-1 to Next Generation 9-1-1 (NG9-1-1) is underway. NG9-1-1 will provide PSAPs with additional capabilities to answer texts, receive photos and videos, provide improved 9-1-1 caller location, and provide pre-determined rules for routing 9-1-1 calls.

Today, DPS' Emergency Communication Networks (ECN) division contracts and pays for the statewide 9-1-1 network. Local governments pay for costs for a 9-1-1 system associated with receiving 9-1-1 calls and dispatching public safety responders. Local government costs (this is not an exhaustive list) include maintenance of the physical PSAP; salaries/benefits for PSAP employees, including public safety telecommunicators (PSTs), administrative and technical staff, and in some cases, dedicated GIS staff; employee training; purchase and maintenance of call handling equipment (CHE), including software, used to answer 9-1-1 calls; procure and maintain communications/radio equipment used to dispatch response to 9-1-1 calls; software or subscription services for training, quality assurance/quality control, CTO, and location mapping; software or subscription services to maintain the PSAP's 9-1-1 data and services, including GIS data; and software or subscription services to provide integrated public alert and warning systems (IPAWS) alerts to the public. Much like the ARMER system, as the 9-1-1 network and associated equipment continue to evolve, there is a need to maintain, upgrade, or replace aging equipment to allow for new technology to meet the expectations of the public, which would like to communicate with 9-1-1 in the way the public communicates with one another.

Much like hardships of recruitment and retention of staff across public safety disciplines, PSAPs today face difficulty in maintaining a full complement of PSTs which are needed to answer a PSAP's specific volume of 9-1-1 and administrative calls. PSAPs also face difficulty in recruiting new people to serve as PSTs, as many people do not wish to work in a high-stress environment or work nights, weekends, and/or holidays, which are required in a public safety field, without additional benefits similar to those received by other first responders.

Funding Considerations

The State of Minnesota's portion of the costs associated with operating the ARMER system is funded through a combination of trunk highway funds, 9-1-1 special revenue funds, and radio tower lease receipts.

Except for PSAP equipment and a limited portion of local infrastructure expenses which can be funded via the 9-1-1 special revenue fund, local costs (including tower site leases, utilities, and system and equipment maintenance) associated with the ARMER system are typically funded via local property tax revenues or per radio charges to ARMER system users in a county. Due to these constraints, public safety agencies across Minnesota face significant funding challenges related to the escalating costs of maintenance of ARMER system infrastructure, equipment, and technology. Without access to stable, adequate supplemental funding sources, it will be increasingly difficult for local entities to support their ongoing ARMER system maintenance and sustainment needs.

Regional Priorities

The following are priorities for regional projects. 9-1-1 projects are listed in priority order, followed by ARMER projects in priority order.

9-1-1 Projects

CAD-to-CAD Interoperability: Why It Matters

When someone calls 9-1-1, every second counts. Today, if an emergency crosses city or county lines, dispatch centers (PSAPs) must relay details manually—by phone or radio—before help can be sent. This slows response times and increases the risk of errors.

A **CAD-to-CAD interoperability solution** would connect the 24 dispatch centers in the metro region so their systems can share information instantly. This means:

- **Faster Response:** No more delays from manual call transfers.
- **Better Accuracy:** Automated data sharing reduces address and detail errors.
- **Improved Service During Crises:** If one center is overwhelmed (like during civil unrest or major storms), others can immediately take calls and dispatch help.
- **Daily Efficiency:** Not just for big events—this improves routine cross-jurisdictional responses every day.

This need was identified after the 2020 civil unrest, where delays impacted emergency response. Implementing this system will make our region safer and more resilient.

CAD-to-CAD Interoperability Solution

Overview

The Metropolitan Emergency Services Board (MESB) has identified the implementation of a Computer-Aided Dispatch (CAD)-to-CAD interoperability solution as a critical regional need. This technology will connect the 24 primary and secondary Public Safety Answering Points (PSAPs) in the metro area, enabling seamless, real-time sharing of incident data across jurisdictional boundaries. The goal is to improve emergency response times, enhance accuracy, and strengthen regional coordination during both routine and extraordinary events.

Current Challenge

Today, when emergencies cross city or county lines, PSAPs must manually relay information by phone or radio. This process introduces delays, increases the risk of errors,

and limits situational awareness. These inefficiencies were highlighted during the 2020 civil unrest and again during the Minnesota Lawmaker Shootings in 2025, where faster and more integrated communication could have improved regional response.

Proposed Solution and Benefits

A CAD-to-CAD interoperability system will automate data exchange between disparate CAD platforms, delivering significant operational improvements:

- **Faster Response**
  Currently, when an incident occurs near jurisdictional boundaries or involves multiple agencies, dispatchers must call or radio neighboring PSAPs to pass along details. This manual process can take several minutes—time that could mean the difference between life and death. CAD-to-CAD integration eliminates these delays by automatically sharing incident data across systems in real time, allowing responders from multiple jurisdictions to be dispatched immediately.
- **Better Accuracy**
  Manual call transfers often lead to misheard addresses, missing details, or duplicated information. These errors can cause responders to arrive at the wrong location or without critical context. CAD-to-CAD ensures that all relevant data—location, caller information, incident type—is transmitted electronically and accurately, reducing human error and improving the quality of information available to first responders.
- **Improved Service During Crises**
  During major events like civil unrest, severe weather, or large-scale emergencies, some PSAPs can become overwhelmed with calls. CAD-to-CAD allows other PSAPs to instantly assist by taking overflow calls and dispatching resources without delay. **Additionally, agencies can see and be added to other jurisdictional events in real time, improving coordination and resource allocation across the region.** This capability ensures that no call goes unanswered and that resources are deployed where they are needed most.
- **Daily Efficiency**
  While CAD-to-CAD is critical during large-scale emergencies, it also improves everyday operations. Cross-jurisdictional incidents—such as traffic accidents on county lines or mutual aid fire responses—happen daily. Automating data sharing streamlines these routine interactions, saving time for dispatchers and responders and improving service for the public.

Regional Impact

Implementing CAD-to-CAD interoperability will make the metro region safer, more resilient, and better prepared for large-scale emergencies and daily operations alike. This solution directly supports MESB's mission to enhance emergency communications and public safety across the region.

Estimated Cost: $2.7–$3.5 million annually.

~~Computer-Aided Dispatch (CAD)-to-CAD Interoperability Solution~~

~~The 24 primary and secondary PSAPs in the metro region desire procurement of a CAD-to-CAD integration solution designed to connect disparate CAD systems for the purpose of expediting emergency response which may cross jurisdictional and PSAP boundaries.~~

~~It is anticipated that the solution provides improved situational awareness for metro region PSAPs. Such a solution was found to be a need in the MESB's May/Juen 2020 Civil Unrest After Action Report/Improvement Plan. The solution allows other PSAPs to answer 9-1-1 calls intended for a PSAP which has been inundated with 9-1-1 calls; this provides 9-1-1 callers with better service in extraordinary situations/events.~~

~~MESB expects that implementing CAD-to-CAD integration will significantly enhance daily response times for cross-jurisdictional incidents. Currently incident relaying between PSAPs occurs manually, creating delays and increasing the potential for address errors. Automating this process through CAD-to-CAD communication will reduce response times, enhance accuracy, and improve overall operational efficiency.~~

~~Estimated cost: $2.7 million - $3.5 million~~

Comprehensive PSAP Staffing and Operations Study

Formatted: Font: Bold

MESB recognizes a critical need to conduct a comprehensive PSAP Staffing and Operations Study to address existing inconsistencies and establish best-practice guidelines across the region. The study will develop standardized staffing models and operational guidelines, including recommendations on minimum staffing levels relative to call volume, requirements for dedicated Quality Assurance personnel, and mandatory separation of duties for personnel managing law enforcement talk groups and call answering functions. The study should also explore possible alternative staffing solutions, such as the use of AI and automation for triaging and handling non-emergency calls, which have proven effective in reducing telecommunicator workload and allowing greater focus on true emergencies. This strategic initiative aims to enhance efficiency, operational consistency, and overall service quality in emergency communications in the metro region

Additionally, it should establish minimum training standards and recommendations for training coordinator positions within each PSAP. This strategic initiative aims to enhance efficiency,

Formatted: Normal (Web), Add space between paragraphs of the same style

operational consistency, and overall service quality in emergency communications in the metro region.

Estimated cost: $250,000

PSAP Continuity of Operations Study

Formatted: Font: Bold

Metro region PSAPs have varying capabilities for continuity of operations. Some PSAPs maintain dedicated backup call centers that can serve both their own operational needs and potentially assist neighboring PSAPs. One PSAP implemented an external agency 9-1-1 call queue, featuring a distinctive ring pattern, allowing for independent call answering separate from their primary lines. Other PSAPs plan to leverage local library facilities during disruptions due to essential services, such as CHE, being cloud-based applications. Other PSAPs have no alternative facility.

The MESB seeks funding for a comprehensive study to evaluate comprehensive PSAP staffing, operations, and current PSAP continuity capabilities and proposals for improvements tailored to regional demographics, call volumes, and operational needs. The study will assess the practicality and benefits of establishing a dedicated regional backup PSAP facility, including recommendations on how regular utilization could ensure operational familiarity and seamless transitions during PSAP relocations.

Estimated cost: $250,000

~~Computer-Aided Dispatch (CAD)-to-CAD Interoperability Solution~~

~~The 24 primary and secondary PSAPs in the metro region desire procurement of a CAD-to-CAD integration solution designed to connect disparate CAD systems for the purpose of expediting emergency response which may cross jurisdictional and PSAP boundaries.~~

~~It is anticipated that the solution provides improved situational awareness for metro region PSAPs. Such a solution was found to be a need in the MESB's May/Juen 2020 Civil Unrest After Action Report/Improvement Plan. The solution allows other PSAPs to answer 9-1-1 calls intended for a PSAP which has been inundated with 9-1-1 calls; this provides 9-1-1 callers with better service in extraordinary situations/events.~~

~~MESB expects that implementing CAD-to-CAD integration will significantly enhance daily response times for cross-jurisdictional incidents. Currently incident relaying between PSAPs occurs manually, creating delays and increasing the potential for address errors. Automating this process through CAD-to-CAD communication will reduce response times, enhance accuracy, and improve overall operational efficiency.~~

~~Estimated cost: $2.7 million - $3.5 million~~

~~PSAP Radio Console Replacement~~

~~A large majority of ARMER users utilize Motorola MCC 7500 consoles to dispatch public safety resources in response to 9-1-1 calls. Motorola has announced end-of-life of this product and stated that the consoles must be replaced by early 2029 to maintain cybersecurity resilience. In 2024, Motorola stated that if there is one statewide contract to replace all consoles (736 stated in 2024), the cost would approximately be $55,880,000 - $56,500,000. If contract replacement is done via individual agency contracts, the cost was estimated to be $80,000,000 - $92,000,000. The metro region wishes to pursue a joint contract to replace all dispatch consoles in the region. This item includes all consoles except for those explicitly stated in individual agency projects below.~~

~~Estimated cost: Approximately $100,000 per console or $36,800,000 total, including encryption~~

Feasibility and Cost Effectiveness Study on Regional Purchase of PSAP Technology

Formatted: Font: Bold

A cost study initiated by the MESB analyzed 2023 costs of providing public safety communications in the metro region. The study demonstrated the possibility that local units of governments operating PSAP could save significant money if regional technology, such as CAD, logging, and CHE, were deployed. The aim of the feasibility and cost effectiveness study is to determine if cost savings would be realized if regional technology were deployed.

Estimated cost: $200,000

~~Geo-Diverse 9-1-1 Call Handling Equipment (CHE) ESInet Connections~~

~~Taking advantage of geo-diverse technology offered by new CHE platforms allows 9-1-1 calls to be delivered to two locations simultaneously, which is an attractive option for Minnesota PSAPs to provide 9-1-1 network and call delivery redundancy. Geo-diverse configurations split the A and B services typically found at one location, into two separate geo-diverse locations, which allows for additional staff at another location, or PSAP, during extraordinarily busy times or special events to answer 9-1-1 and administrative calls while the main PSAP is still active. It also allows the PSAP to abandon its primary location while ethe backup- location is fully operational and gives the opportunity for a staged evacuation while staff is enroute to the backup location. Additionally, the main PSAP can operate on the connections that exist at its backup location if the main PSAP experiences any technical issues with its connections. To allow for full redundancy and resiliency, each PSAP utilizing geo-diverse CHE should have two Emergency Services Internet (ESInet) connections at each location to ensure the maximum number of 9-1-1 calls can be received at either location at any time, regardless of any problems occurring at the other location. Currently, ECN pays for two ESInet connections at each PSAP, which is the typical setup for legacy CHE. ECN should reconsider its position and pay for four ESInet connections for PSAPs which implement geo-diverse CHE systems. Having four ESInet connections provides~~

~~improved resiliency and redundancy for PSAP's 9-1-1 system and best serves the residents of its jurisdiction.~~

~~Estimated cost: $216,000 annually, in addition to ECN's current costs~~

Cybersecurity Metro Wide

The Public Safety Answering Points (PSAPs) coordinated under the Metropolitan Emergency Services Board (MESB) collectively request funding to strengthen cybersecurity defenses for our shared, mission-critical public safety communications infrastructure.

In response to several high-profile ransomware cyberattacks on U.S. local governments and cities in 2025—including incidents that forced full network shutdowns, disrupted essential public services, required external recovery assistance, and exposed sensitive resident data—we, the PSAPs of the metropolitan region, urgently seek resources to protect the interconnected systems we all rely upon.

These incidents exposed the vulnerability of interconnected local networks in densely populated metro areas. Cyber threats can quickly spread, endangering 911 call handling, ARMER radio communications, CAD systems, and multi-agency coordination—potentially delaying emergency responses and risking lives across the region.

The requested funding will enable targeted, region-wide cybersecurity enhancements, including:

- Advanced endpoint detection and response (EDR) solutions across PSAP workstations and servers
- Improved network segmentation to isolate critical 911, CAD, and radio infrastructure
- Enhanced intrusion detection/prevention systems (IDS/IPS) and real-time monitoring
- Regular, independent vulnerability scanning and penetration testing
- Comprehensive, recurring cybersecurity awareness training and tabletop exercises for dispatchers, IT staff, and leadership

These measures will collectively harden our networks against ransomware, supply-chain attacks, and other advanced persistent threats.

Formatted: Font: Bold

Formatted: Font: Bold, Underline

Key benefits for our communities and region include:

- Ensuring uninterrupted 911 access and emergency response continuity, even under sustained cyber pressure
- Minimizing the risk of prolonged outages that could require manual fallback processes or external assistance
- Safeguarding sensitive public safety data, caller information, and resident privacy across jurisdictional boundaries
- Upholding public confidence in the reliability of emergency communications services that our diverse metro populations depend on daily

Without this proactive investment, our PSAPs and interconnected systems remain vulnerable to similar—or more aggressive—attacks, heightening the probability of service interruptions, escalated recovery expenses borne by taxpayers (as seen in recent local government ransomware incidents averaging millions in recovery costs), and diminished trust in regional emergency capabilities during high-stakes incidents.

This funding request is vital for building true regional resilience, enabling proactive threat mitigation, and sustaining the high-quality, coordinated emergency communications that protect every resident, business, and visitor in the Twin Cities metropolitan area. We stand united in our commitment to public safety and call for immediate support to fortify these essential lifelines.

Estimated Cost: $5,000,000

GIS Software Services – Web-Based Map Viewer

Formatted: Font: Bold

GIS software services are needed to support the creation, conversion, and maintenance of GIS-derived Master Street Address Guides (MSAGs) for PSAPs in the ten-county metro region. The web-based map viewer allows all metro region PSAPs and GIS partners to have visibility to the region's current NG9-1-1 and related geospatial datasets in a secure, shared environment, allowing for seamless data sharing, greater collaboration, and improved data integrity.

Estimated cost: $353,000 for five years, including implementation costs

~~Telecommunicator Resiliency Training~~

~~Over the last six years, the MESB received grant funds for resiliency training for metro public safety telecommunicators in an effort to maintain their emotional well-being, but also to assist in their retention as employees. In 2025, MESB contracted with Blue Ethos for this training, and it has been very well received. The training given was a shortened version, and there is a desire to provide additional training in the future.~~

~~Estimate cost: $100,000~~

ARMER Projects

PSAP Radio Console Replacement
A large majority of ARMER users utilize Motorola MCC 7500 consoles to dispatch public safety resources in response to 9-1-1 calls. Motorola has announced end-of-life of this product and stated that the consoles must be replaced by early 2029 to maintain cybersecurity resilience. In 2024, Motorola stated that if there is one statewide contract to replace all consoles (736 stated in 2024), the cost would approximately be $55,880,000 - $56,500,000. If contract replacement is done via individual agency contracts, the cost was estimated to be $80,000,000 - $92,000,000. The metro region wishes to pursue a joint contract to replace all dispatch consoles in the region. This item includes all consoles except for those explicitly stated in individual agency projects below.

Estimated cost: Approximately $100,000 per console or $36,800,000 total, including encryption

Bi-Directional Amplifiers (BDAs) in Schools and Government Buildings
Many government facilities and schools in the region have ARMER coverage gaps and would benefit from having BDAs installed, allowing first responders with ARMER radios to communicate via the ARMER system no matter where in a building the responder is located.

Estimated cost: $40 million in capital costs; $4 million in annual maintenance costs

AES Encryption for Subscriber Radios

The SECB recommends ARMER users transition to Advanced Encryption Standard (AES) encryption for transmitting criminal justice information or sensitive radio transmissions on the ARMER system. To achieve this, supplemental funding is necessary to replace or upgrade existing ARMER subscriber equipment for public safety agencies. It is recommended to most agencies that, as devices are upgraded, purchase AES encryption-capable devices. The Metro Region also desires to procure a key management facility (KMF) device for use across the region.

Estimated cost: $100 million plus $5,000 for initial KMF cost

Vendor-provided Radio Technical Training

According to SECB standards, system administrators are required to complete technical training once every two years. To keep current with evolving technology, vendor technical training must be provided.

Estimated cost: $45,000 annually

CRTF Training and Exercises

The Metro Communications Response Task Force (CRTF) holds quarterly training/exercises for deployable personnel to remain current with local, state, and national training standards. These deployable personnel typically assist in the field, the command post, emergency operations centers (EOCs), and PSAPs during planned and emergency events.

Estimated cost: $10,000 annually

Ongoing Maintenance for Existing ARMER Infrastructure

Every five years, MnDOT executes a service contract with Motorola for maintenance of and upgrades to the ARMER system. A combination of 9-1-1 fees, state funds, and state trunked highway funds pay for maintenance of state-owned infrastructure. Counties and the City of Minneapolis own local enhancements, which are additional tower sites and/or channels which interconnect to state-owned sites to provide additional coverage and capacity for local users. Though local enhancements are shared with general users of the ARMER system, funding for the enhancements and related backhaul network is provided by the local agency which owns the enhancement. Since the state-owned and locally owned infrastructure form the completed radio network, a funding source to assist in paying for maintenance of all sites must be determined. With a higher-than-expected price increase for the 2026-2030 maintenance agreement, paired with increases in operating costs and the need to replace aging infrastructure, the financial burden on local agencies can no longer be borne without a significant increase to the tax levy.

Estimated cost: $4 million annually

Subscriber Equipment Replacement
Subscriber radios (mobiles and portables) used to communicate via the ARMER system have a finite lifespan. Radios reach end of life status when firmware, batteries, or replacement parts become unavailable. Public safety agencies continuing to use outdated subscriber equipment often results in distorted or incomplete communications. Regular replacement of equipment in the metro region is typically funded locally, using no state or federal funds. Having an additional shared funding source to purchase this equipment would be ideal to ensure the quality and consistency of emergency communications.

Estimated cost: $52 million

~~Strategic Coverage Enhancement Equipment~~
~~Throughout the metro region, a significant number of buildings lack adequate indoor ARMER coverage. Newly constructed structures often do not consider the need for public safety communications when built. The metro region wishes to purchase equipment that enhances coverage in these structures which can be deployed across the region on a rapid deployment basis. The desired equipment includes two mobile transceivers, a portable rack, and a JPS module. The region wishes to purchase two of the packaged units.~~

~~Estimated cost: $50,000~~

In-Building Coverage Assessment Equipment
With discussion about school mapping, the metro region partners have discussed the difficulties in completing coverage assessments to determine where gaps in buildings occur. Furthermore, many regional partners do not have equipment sufficient to perform these assessments. The metro region wished to purchase equipment that can be shared between all regional partners to perform these assessments at any time in the future. The suggested equipment is an Anritsu LMR Site Master S412D.

Estimated cost: $40,000 initial cost, plus $10,000 recurring annual license

Base Station Replacement
The metro region is looking at a proactive approach to come in line with the Motorola lifecycle replacement. In the 2030 Motorola lifecycle plan, base stations will need to be replaced, at a significant cost to local agencies. The metro region also has 10 subsystem sites, which will have a higher replacement cost. This item is meant to be for awareness, as the funding will be needed beginning in State Fiscal Year 2029.

Estimated cost: $89.68 million ($82.5 million for 1500 base stations, $7.18 million for subsystems)

Regional Logger

Agency Priorities

The following are local agency priorities, including both 9-1-1 and ARMER projects.

Anoka

Establish a Real-Time Center (RTC)
Anoka Count Emergency Communications Center (ECC) in partnership with Anoka County Sheriff's Office is starting a Real-Time Center. The RTC will have different roles, one of those being an ECC frontline role. The goal is a dedicated space for the RTC within the existing ECC building. This would include construction, furniture, monitor wall, cabling, software, drones, additional staff, etc.

Estimated Cost: $1,000,000 plus

Carver County

Replacement of ARMER Tower Site
Carver County installed ARMER equipment at a tower structure located in Hollywood Township since ARMER's inception. Ownership of the tower has changed from private ownership to ownership by the local township, has been shortened from its original design, and is halfway through its economic lifespan. With permitting, licensing, and construction timelines, the County plans to replace the tower by 20xx.

Estimated cost: $1.5 million

Additional ARMER Local Enhancement Site
Since Carver County built its local enhancement subsystem in the early 2000s, it has identified the need for an additional site. The County wishes to add this site to provide better ARMER coverage for public safety response to emergencies in the Waconia area of the county.

Estimated cost: $1.5 million

CAD Replacement
Carver County 9-1-1 expects to replace its CAD in 2027-2028. This purchase would be made with the potential to interface or integrate with a regional CAD-to-CAD solution.

Estimated cost: $1 million

CHE Upgrade/Replacement
Carver County Sheriff's Office must upgrade its PSAP's CHE. The current system was purchased in 2014 and has had a complete hardware refresh. The current contract expires in May 2027. This system is a shared/hosted system with Ridgeview Medical Center known as CHS-2. The upgrade/replacement CHE will meet NG9-1-1 standards.

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Estimated cost: $650,000

9-1-1 Logger Replacement

Carver County's 9-1-1 logger is scheduled for replacement in 2026.

Estimated cost: $400,000

Formatted: Font: Bold

Chisago County

9-1-1 Cybersecurity Equipment
In 2025, Chisago County is undergoing a security audit of its CHE. The county expects to require additional equipment in 2026 to meet cybersecurity requirements of both the county and an NG9-1-1 network.

Estimated cost: $100,000

Replacement of Fire Simulcast Paging System
Chisago County requires replacement of its simulcast fire paging system in 2029.

Estimated cost: $300,000

CHE Replacement
Chisago County requires replacement of its CHE to maintain compatibility with i3 requirements. Replacement timeline may depend on Minnesota's migration to NG9-1-1.

Estimated cost: $500,000

2027-2028 HVAC Replacement at ARMER Tower Sites
HVAC units at Chisago County-owned ARMER sites require replacement, as tower sites are aging and equipment is nearing the end of expected life.

Estimated cost: $275,000

Back-up Battery Replacement at ARMER Tower Sites
Chisago County plans to replace -48-volt power plant and backup batteries at county-owned ARMER sites in 2027-2028. Equipment at the tower sites is powered by -48 volt DC power, the rectifier power plants convert the AC power from the power company and on-site generator into DC power. The backup batteries power the equipment during power outages until the on-site generator starts up and can produce power for the equipment.

Estimated cost: $175,000

Tower Site Replacement/Repair Needs
The tower sites in Chisago County have significant replacement and repair needs in current year and over the decade. These replacement and repair needs include, but are not limited to, service contracts, tower rent and utilities, exterior site maintenance, and antenna maintenance.

Estimated cost: $1,849,050, with approximately $164,000 needed in 2026.

Subscriber and Console Replacement Needs

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Estimated cost: $2,356,100 in future (after 2026) need.

Formatted: Underline

Dakota County/Dakota 9-1-1

Additional ARMER Local Enhancement Site

Formatted: Font: Bold

Since Dakota County built its local enhancement subsystem, the need for an additional 11th site was identified. The County wishes to add this site to provide better ARMER coverage for public safety response to emergencies in the Castle Rock area of the county.

Estimated cost: $1.5 million

CAD Replacement

Formatted: Font: Bold

Dakota 9-1-1 expects to replace its CAD in 2028. It is possible that this procurement could be leveraged to result in a regional CAD procurement, dependent on the results of the aforementioned Feasibility and Cost Effectiveness Study.

Estimated cost: $3 million (county only)

CHE Replacement

Formatted: Font: Bold

Dakota 9-1-1 is currently part of the statewide Motorola Software as a Service (SaaS) CHE system, with the contract terminating in 2028. The county has experienced several technical issues resulting in the CHE going down and requiring 9-1-1 calls to be alternately routed; these experiences resulted in concern regarding the viability of the state's fifth largest PSAP (by 2024 call volume) operating on this shared system.

Estimated cost: $825,000 over five years, plus non-recurring charges

9-1-1 Logger Replacement

Formatted: Font: Bold

Dakota 9-1-1's 9-1-1 logger is scheduled for replacement in 2030.

Estimated cost: $266,000

Tower Site Replacement/Repair Needs

Formatted: Font: Bold

The 10 tower sites in Dakota County have significant replacement and repair needs in current year. These replacement and repair needs include service contracts, door access and alarms, and combiners for the 2026 fiscal year.

Estimated cost: $139,000

Hennepin County

~~Additional ARMER Local Enhancement Site~~

~~Hennepin County identified a need to add (an) additional ARMER tower site to its Hennepin East local enhancement subsystem to provide better ARMER coverage for public safety response in the Edina area(s) of the county.~~

~~Estimated cost: $2.5 million~~

Additional ARMER Local Enhancement Site

Hennepin County identified a need to add (an) additional ARMER tower site to its Hennepin East local enhancement subsystem to provide better ARMER coverage for public safety response in the Edina area(s) of the county.

Estimated cost: $2.5 million

ARMER Dispatch Radio Console Replacement

Throughout the course of the ARMER system, Hennepin County has migrated from the original Gold Elite platform to the MCC7500 dispatching platform. The focus of this Capital Project is to plan for the migration to the next Radio Dispatching platform. Motorola has announced their latest radio console platform: the AXS radio consoles that will replace the MCC7500 platform, which will no longer be supported in the next few years. Planning for radio console replacement 2027-2029.

Estimated cost: $5 Million

2029-2032 ARMER Infrastructure Equipment Platform Replacement

In the 2029-2032 timeframe, Hennepin County will replace existing ARMER equipment which is facing manufacturer end-of-life. The equipment to be replaced includes the prime site controller and base stations for Hennepin County's ARMER subsystem sites.

Estimated cost: TBD

9-1-1/Radio Logger Replacement

Hennepin County is planning to update or replace its 9-1-1 and radio audio logging system. The current system, purchased in 2014, is outdated due to significant technological advancements, creating a need for modernization. With numerous data sources across the county and 911, we require a centralized repository capable of receiving, storing, and organizing data, and linking it to specific incidents. Currently, we

maintain two loggers for redundancy and record various regional and statewide talkgroups.

Estimated cost: $1 Million

Backup 911 Center

Hennepin County is evaluating options to relocate or upgrade its backup 911 center. The existing facility requires significant repairs, which may cost more than constructing a new backup center.

Estimated cost: TBD

CAD System Replacement

Hennepin County implemented its current CAD system in 2018 and is in the process of onboarding Scott County. While there are no immediate plans to replace the system, many of the supporting processes remain labor-intensive compared to other solutions. With limited staff resources, it is critical to continually evaluate workload and efficiency. Once Scott County is fully brought on board, we will collaborate to assess future needs and desired enhancements for the system. Replacement year could be 2028-2030 if needed.

Estimated cost: $3-4 Million

Training Room/Console/Position Expansion

We have added temporary training positions in the training room; however, this was never intended as a long-term solution. Increasing class sizes have further strained the space, and the current layout is inefficient. To address this, we plan to relocate the existing training pod of four consoles to the dispatch floor and purchase new training consoles. These will be arranged in a more ergonomic and classroom-style environment that supports effective training and aligns with the overall aesthetics of the area. This would also require additional call handling, radio, and CAD equipment in addition to the consoles.

Estimated cost: $750,000 - $1 Million

Isanti County

Upgrade Existing Fire Rescue Paging System to Simulcast Paging System

Formatted: Font: Bold

Isanti County is needing to upgrade its existing fire rescue paging system. It is currently end of life. Ideally, Isanti County would like to upgrade the current system and add an additional site. If this option is not feasible, upgrading with existing sites would be acceptable.

Estimated Cost: $465,000 to $753,000

Ramsey County

2029-2032 ARMER Equipment Platform Replacement

Formatted: Font: Bold

In the 2029-2032 timeframe, Ramsey County will replace existing ARMER equipment which is facing manufacturer end-of-life. The equipment to be replaced includes the prime site controller and 168 base stations for Ramsey County's seven-site ARMER subsystem.

Estimated cost: $10 million

Non-Emergency Automated Call Handling Initiative

To uphold operational excellence and align with **National Emergency Number Association (NENA**) standards and emerging best practices for public safety communications, the **Ramsey County Emergency Communications Center (RCECC)** requests funding to deploy advanced voice AI technology. This solution will automate routine non-emergency phone calls and provide real-time translation in more than 30 languages.

RCECC handles **over one million calls annually**, with approximately **400,000** classified as non-emergency inquiries (e.g., barking dog complaints, medication drop-off questions, records requests, and event information).

Ongoing staffing shortages exacerbate the strain on 911 Telecommunicators, who must divert attention from life-safety emergencies to manage these routine interactions.

The proposed AI system is specifically trained to adhere to RCECC operating procedures, ensuring consistent, empathetic, and accurate responses. It can scale instantly to handle surges during peak periods, major incidents, or staffing shortfalls. By offloading non-emergency volume, the technology will: -

- Allow Telecommunicators to prioritize urgent, life-safety calls
- Reduce mandatory overtime and extended shifts
- Mitigate staff fatigue and support workforce well-being
- Deliver prompt, accessible service to callers in their preferred language.

Without this investment, RCECC will continue relying on "business as usual"—extended shifts and short-notice overtime—which strains personnel, increases burnout risk, and hinders efficient response during critical events.

This initiative strengthens regional resilience, improves equity and accessibility for our diverse community, and sustains the high-quality public safety service Ramsey County residents expect and deserve. This version is more concise (reduced word count while retaining all core points), uses stronger transitions, eliminates minor redundancies, and adopts a formal grant-proposal style suitable for a regional funding request. If you'd like adjustments (e.g., adding specific vendor references, metrics on potential ROI, or alignment with NENA's focus on reducing non-emergency load).

Estimated pricing $150,000 per year

Formatted: Font: Bold

Formatted: Font: Bold

Cybersecurity

In response to the July 2025 ransomware cyberattack on the City of St. Paul—which forced a full shutdown of critical IT systems, disrupted essential public services, required National Guard assistance, and exposed sensitive resident data—**Ramsey County Emergency Communications Center (RCECC)** requests funding to bolster cybersecurity protections for our mission-critical public safety infrastructure. The incident highlighted the vulnerability of interconnected local government systems and the speed with which cyber threats can compromise emergency operations, including 911 call-taking, **ARMER radio communications**, and **Computer Aided Dispatch (CAD)** networks. These systems are vital to life-safety response and regional coordination; any compromise could delay emergency services and endanger residents.

The requested funding will support targeted enhancements—such as advanced endpoint protection, network segmentation, intrusion detection and response tools, regular vulnerability assessments, and staff cybersecurity training—to harden these networks against evolving threats, including ransomware and other sophisticated attacks.

Key benefits include: -

- Maintaining uninterrupted operational continuity for 911 and emergency response systems.
- Reducing the risk of costly recovery efforts and prolonged outages.
- Protecting sensitive public safety data and resident information.
- Preserving public trust in Ramsey County's essential government services.

Without this investment, our critical systems remain exposed to similar or repeat attacks, increasing the likelihood of service disruptions, higher recovery costs, and erosion of community confidence during crises.

This initiative is essential for regional resilience, proactive risk mitigation, and continued delivery of reliable, high-quality emergency communications services that our diverse communities depend on every day.

Estimated pricing $100,000 per year.

Scott County

~~Additional ARMER Local Enhancement Site~~
~~Scott County identified a need to add an additional ARMER tower site to the local enhancement subsystem it owns with Carver County. The additional site would provide improved ARMER coverage for public safety response in the Shakopee area of the county.~~

~~Estimated cost: $1.75 million~~

Call Handling Equipment

Replace 9-1-1 call handling equipment used to answer 9-1-1 calls and non-emergency phone calls. Current system was in installed in 2021 and needs to be upgraded.

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Estimated cost $700,00 over five years.

Simulcast Paging system

2028 Replace fire paging system from 2008 to alert fire departments of incidents.

$850,000, one-time cost.

Dispatch Radio Console replacement

Replace radio console positions in the PSAP that allow Telecommunicators to communicate on the radio. The vendor has identified an end of life for the existing equipment which will require complete replacement.

Estimated Cost: $1,500,000.

"Regional Needs Document update"

Sherburne County

Upgrade to Fire & EMS Simulcast Paging System
Sherburne County requires an upgrade to its simulcast paging system to page out fire and EMS responders.

Estimated cost: $360,000

Washington County

Additional ARMER Local Enhancement Site
Since Washington County built its local enhancement subsystem, the need for an additional 15th site was identified. The County wishes to add this site to provide better ARMER coverage for public safety response to emergencies in the southern area of the county, primarily the City of Cottage Grove.

Estimated cost: $1.5 million

2027 CHE Upgrade
Washington County Sheriff's Office must upgrade its PSAP's CHE. Its current system was installed in 2021 and will require an upgrade for cybersecurity, additional functionality, and to continue to be ready for NG9-1-1.

Formatted: Font: Bold

Estimated cost: $1 million

2027 PSAP Backup Center
Washington County has purchased property on which it plans to build a back-up center for its PSAP. The County is in the planning stage for this project

Formatted: Font: Bold

Estimated cost: $2 million

Tower Site Replacement/Repair Needs
Washington County owns nine ARMER tower sites, all of which have significant replacement and repair needs in current year and over the next two decades. These replacement and repair needs include, but are not limited to, service contracts, tower rent and utilities, exterior site maintenance, and antenna maintenance.

Estimated cost: $2,271,400, with approximately $485,000 needed in 2026.

City of Bloomington

Microwave Link Upgrade
The City of Bloomington has a microwave link connecting its PSAP to the ARMER system which requires an upgrade.

Formatted: Font: Bold

Estimated cost: $130,000

CAD Replacement
The City of Bloomington anticipates a CAD replacement in 2028-2029. It is possible that this procurement could be leveraged to result in a regional CAD procurement, dependent on the results of the aforementioned Feasibility and Cost Effectiveness Study.

Estimated cost: $1 million

City of Eden Prairie

2026 Console Replacement
The City of Eden Prairie is building a new 9-1-1 center and requires new consoles for the center. The city will purchase the new AXS dispatch consoles and will do so before the required 2029 upgrade.

Estimated cost: $901,747

City of St. Louis Park

2027 Console Replacement
City of St. Louis Park is planning a new police building, which would include a new PSAP. Should these plans move forward, the City will require replacement of its four current consoles as well as four additional consoles in 2027, which includes two for working Supervisor/Lead Dispatcher offices.

Estimated cost: $900,000 - $1.5 million

Consolette Replacement
St. Louis Park has ten consolettes for varying functions in its PSAP. Three consolettes serve as back-up radios for the City's COOP plan, six are used for logging, and one is for use in the PSAP's restroom. These radios are end-of-life on June 30, 2025.

Estimated cost: $70,000

2026 CAD/RMS Replacement
City of St. Louis Park plans to procure new CAD and RMS in June 2026. The procurement may be a stand-alone system, or it may leverage the City of Edina's CAD/RMS and share the technology. It is possible that this procurement could be leveraged to result in a regional CAD procurement, dependent on the results of the aforementioned Feasibility and Cost Effectiveness Study.

Estimated cost: $450,000 (if shared with Edina) or $950,000

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

MSP Airport 9-1-1

2026 Console Addition
MSP Airport 9-1-1 plans to add a five-console site, plus AIS, to serve as a backup to its current PSAP prior to the completion of its new PSAP.

Estimated cost: $600,000

2027 Console Replacement
MSP Airport 9-1-1 is building a new PSAP and plans to replace its consoles before occupancy in mid-2027.

Estimated cost: $900,000

ARMER Microwave Link Upgrade
MSP Airport needs to upgrade its ARMER microwave link connecting its PSAP to the ARMER network.

Estimated cost: $150,000

Hennepin EMS

2027 Console Replacement
Hennepin EMS is in the planning process for a new emergency communications center, which will double its current console count to 12. This change will occur prior to the required 2029 upgrade.

Estimated cost: $1.080 million

M Health Fairview EMS

2026-2027 Additional Console Purchase
M Health Fairview EMS plans to purchase two MCC7500e consoles in the next one to two years.

Estimated cost~~: $100,000~~ $200,000

Metro Transit

~~2025 Console Upgrade~~
~~Metro Transit will upgrade its consoles in 2025.~~

~~Estimated cost: $750,000 (funding secured)~~

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Formatted: Font: Bold

Joint Operations Center

By 2030, Metro Transit plans to build a joint operations center to combine rail, bus, and police operations in one center.

Estimated cost: $30 million

New CHE Purchase

Metro Transit plans to purchase new CHE in the fourth quarter 2025 or first quarter 2026.

Estimated cost: $1 million

Formatted: Font: Bold

Formatted: Font: Bold

2025 call count by region

	# of Calls	% of Calls
Central	196,650	6.9%
Metro	1,999,544	70.1%
Northeast	254,216	8.9%
Northwest	83,058	2.9%
South Central Southeast	79,587	2.8%
Southwest	196,696	6.9%
	40,301	1.4%
Total	**2,850,052**	**100.0%**

Metro PSAP totals by call type

	Total	Wireless	Wireline	VoIP
Alina	54,531	41,104	5,648	7,779
Anoka	144,618	126,492	4,952	13,174
Bloomington	49,563	41,956	2,268	5,339
Carver	23,835	21,229	752	1,854
Chisago	16,509	12,015	3,198	1,296
Dakota	166,148	143,188	6,436	16,524
Eden Prairie	18,826	16,668	602	1,556
Edina	40,444	33,621	1,738	5,085
Hennepin	253,585	220,283	8,153	25,149
Hennepin EMS	37,964	29,936	3,378	4,650
Isanti	12,410	11,262	757	391
M Health	2,926	2,242	237	447
MAC	13,139	5,723	4,401	3,015
Metro Transit	4,465	4,303	44	118
Minneapolis	461,775	418,652	11,562	31,561
MSP Metro	147,819	146,909	96	814
North Memorial	35,732	26,764	4,677	4,291
Ramsey	339,044	301,437	9,400	28,207
Ridgeview	5,325	4,513	245	567
Scott	39,588	35,311	1,280	2,997
Sherburne	23,090	19,567	1,595	1,928
St Louis Park	23,051	18,937	695	3,419
U of M Metro	7,559	5,332	32	2,195
Ft Snelling	200	21	178	1
Washington	77,398	66,625	2,902	7,871
Totals	**1,999,544**	**1,754,090**	**75,226**	**170,228**

Metropolitan Emergency Services Board
9-1-1 Technical Operations Committee
MESB Report
February 12, 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 **December and January** NG9-1-1 validation results, MESB made:
      i. **166 referrals** related to address validation to county GIS data producers for GIS data updates
      ii. **413 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. 13 new ALI Telephone Number record change request (TN CR) for wireline location corrections
      v. 9 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 **December** and **January**, MESB processed **783 GIS-derived MSAG updates** to keep the live MSAG in sync with authoritative GIS data.
   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.
    a. During **December** and **January** MESB processed:
        i. 0 sectors from AT&T Mobile
        ii. 0 sectors from Dish
        iii. 39 sectors from T-Mobile
        iv. 677 sectors from Verizon
    b. Should PSAPs want the routing of a specific 9-1-1 call reviewed, they can email MESBGIS@mn-mesb.org with the details. MESB staff will investigate or recommend the PSAP open a ticket with the carrier.

5. **SECB NG9-1-1 GIS Workgroup:** The GIS Workgroup meets monthly to discuss topics of interest to statewide GIS stakeholders. On the 2/12/26 agenda:
    a. ***Best Practice – NG911 GIS Data Schemas:*** form focus group to revisit this best practice.
    b. ***Edge Matching Best Practice:*** form focus group 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 2/10/26:

County	Address Points	Road Centerlines
Anoka	12/3/2025	12/3/2025
Carver	2/6/2026	1/24/2026
Chisago	1/29/2026	1/13/2026
Dakota	1/28/2026	12/31/2025
Hennepin	1/16/2026	1/16/2026
Isanti	1/7/2026	12/4/2025
Ramsey	12/24/2025	1/5/2026
Scott	2/6/2026	12/30/2025
Sherburne	12/16/2025	12/17/2025
Washington	1/28/2026	1/22/2026

        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, Mobile Positioning Center, Text Control Center, and VoIP Positioning Center vendors are directed to the MN Geospatial Commons for downloads of metro's PSAP boundary polygons. This includes the MN State Patrol PSAP boundaries in the MESB region for wireless call Location Based Routing (LBR), as well as routing of Text-to-911 messages.

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: 1/6/26
      ii. Road Centerlines: 8/18/25
      iii. Emergency Service Zones: 9/5/25
   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).**