



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

June 18th, 2026, 10:00 a.m.

Hybrid Meeting

[Webex Meeting](#)

Phone: (408) 418-9388

Meeting Number: 2550 265 5545

Password: sFGgkv3MT95 (73445836 when dialing from a phone or video system)

1. **Call to Order** – Darlene Pankonie, 2026 Committee Vice Chair
2. **Approval of Agenda** – Pankonie
3. **Approval of April 16th, 2026 Minutes** – Pankonie
4. **Action Items**
5. **Rail Control Center to talk about the SW Extension Line**
6. **Discussion Items**
  - A. Reconciling State vs PSAP Text counts – Frank Jarman
  - B. National NENA Columbus – Jarman
  - C. Safer Streets for All Grant Update – Tony Martin
  - D. Public Safety Telecommunicator Pension Update – Pankonie
  - E. School Mapping Project Update – Jill Rohret
  - F. ECN Update – ECN
7. **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 – Kari 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
8. **New Business** - None
9. **Adjourn**

**Metropolitan Emergency Services Board  
9-1-1 Technical Operations Committee  
Meeting Minutes  
April 16, 2026**

**Committee Members Attendance:**

Airport – Lauren Petersen	M Health EMS - <b>absent</b>
Allina EMS – <b>absent</b>	Metro Transit – Chad Ladda
Anoka County – Kari Morrissey	Minneapolis – <b>absent</b>
Bloomington – LaVae Robinson	North Memorial – <b>absent</b>
Carver County – Susan Bowler	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	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*; Chad Gappa, *Motorola (virtual)*; Dawn Kenyon, *HCSO*; Heidi Meyer, *ACECC (virtual)*; Marty O’Malley, *Motorola*; Kelley Ordoﬀ, *Motorola*; Scott Petersen, *Minneapolis*; and Kent Wilkening, *DPS/ECN*.

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

**1. Call to Order**

The meeting was called to order at 10:00 a.m.

**2. Approval of Agenda**

*Motion made by Susan Bowler, seconded by Tony Martin to approve the April 2026 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	LaVae Robinson	X	
Carver County	Susan Bowler	X	
Chisago County	Mike Parker	X	
Dakota County			
Eden Prairie	Dennis Clark	X	

Edina			
Hennepin County	Tony Martin	X	
Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS			
MAC/Airport	Lauren Petersen	X	
Metro Transit	Chad Ladda	X	
Minneapolis			
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 Lammle	X	
University of Minnesota	Joe McCollow	X	
Washington County	Darlene Pankonie	X	

Yea: 17 Nay: 0 Motion passes.

### 3. Approval of February 19, 2026 Minutes

Darlene Pankonie said she should be removed from being listed as having voted for the meeting minutes and the meeting agenda, and the discussion on regional training classes should be changed to "APCO/NENA".

*Motion made by Pankonie, seconded by Carrie Bauer to approve the February 2026 9-1-1 TOC meeting minutes with the mentioned changes. Motion carried.*

### Roll Call for Approval of Minutes

City/County/Organization	Name	Yes	No
Allina EMS			
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			
Hennepin County	Tony Martin	X	
Hennepin EMS	Dan Klawitter	X	
Isanti County	Bob Shogren	X	
M Health EMS			
MAC/Airport	Lauren Petersen	X	
Metro Transit	Chad Ladda	X	
Minneapolis			
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 Lammle	X	

University of Minnesota	Joe McCollow	X	
Washington County	Darlene Pankonie	X	

Yea: 18 Nay: 0 Motion passes.

**4. Action Items – None**

**5. Discussion Items**

**A. 2025 Call and Text Counts**

Frank Jarman displayed and reviewed the yearly breakdown of 9-1-1 call counts provided by Lumen. Jarman asked the committee members to review the listed amounts in comparison to their internal data.

Numerous members of the committee stated that the counts listed by Lumen were off compared to their internal findings/data. Jarman will work with the committee members and Lumen to find out if the disparity is from a coding or technological issue.

**B. Standards and Best Practices**

Tracey Fredrick said the Metro Interop Workgroup will be meeting monthly to discuss and review standards and best practices. This will likely be a virtual meeting. Please reach out to Fredrick if you are interested in joining the workgroup.

**C. MESB COOP**

Jarman gave a brief presentation on the current draft of the 9-1-1 Regional COOP plan.

Pankonie asked how this COOP plan was different from the one the committee saw in December. She said the document is excellent and much needed. She recommended that the language targeting “call backup centers” and “emergency call dumping backups” needs to be distinguished so they are not to be confused with one another.

Jill Rohret said the document is the same COOP plan the committee had seen. The document has not been approved and is in draft status. Rohret asked the committee members to review the document.

Pankonie recommended that the May 2026 9-1-1 TOC meeting time be used to review the Regional COOP plan for the workgroup only.

**D. NERIS/FIRE Department/Call Data**

Carrie Bauer said Scott County is looking at NERIS as a platform for Fire Department call data. She asked the members of the TOC for platform recommendations.

Pankonie said Washington County gets their Fire data through ImageTrend. The CAD absorbs the call and response time data and sends the information to ImageTrend who then provides a spreadsheet with the findings.

FirstDue was also mentioned as a popular platform among the members of the TOC.

**E. National NENA Columbus**

Jarman gave an overview of the national NENA conference occurring in Columbus. Please tell Jarman if you will be attending.

**F. Safer Streets for All Grant Update**

Martin said Hennepin County wasn't chosen as a recipient of the Safer Streets for All grant. Hennepin County is reviewing and revamping their application and will resubmit in the late April/early May timeframe. More updates will come as the grant process continues.

#### **G. Public Safety Telecommunicator Pension Update**

Pankonie said the commission heard testimony on the public safety telecommunicator pension plan. The pension was laid over by the commission. Discussion with the commission are ongoing prior to another vote.

#### **H. School Mapping Project Update**

Rohret said work on the school mapping project continues. The list of schools that have not responded has dwindled to 139. Rohret may be reaching out to for help in contacting these schools. The regions will be asking for an extension to the grant deadline. The tabletop exercises portraying the newly created maps have had extremely positive feedback.

#### **I. ECN Update**

Kent Wilkening said that ECN will be hosting cybersecurity training around the state. The 9-1-1 Program Manager position is in the interview stage of the hiring process. The SECB Executive Director job offer was made and accepted. Federal Engineering will be assisting ECN with their NG9-1-1 Strategic Plan.

### **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**

There is no new update.

#### **E. SECB NG9-1-1 Committee**

Janelle Harris said the committee met and discussed the SECB governance structure, the strategic plan, and the open positions within ECN.

#### **F. SECB IPAWS Committee**

There is no new update.

#### **G. Minnesota Sheriff's Association PSAP Subcommittee Report**

Susan Bowler said the SECB operational PSAP cost study was approved.

#### **H. MESB GIS and Data Report**

The report was in the meeting packet.

### **7. New Business**

#### **A. Hennepin County Rerouting**

Martin said Edina went offline and had to have their calls rerouted to St. Louis Park over the weekend. The vendor was able to solve the routing issues and get Edina back online.

**8. Adjourn**

The meeting was adjourned at 11:48 a.m.

Draft

**Key findings PSAP export (Lumen reported 183 messages for the PSAP):**

- **41** unique sessions
- **188** total individual messages

The primary difference is in the counting methodology. Lumen's report reflects the total number of individual SMS messages exchanged (texter + dispatcher replies), while the PSAP report counts distinct sessions (including transfers). This accounts for why the message volume is significantly higher than the session count that PSAPs typically track.

The small 5-message delta (188 vs. 183 for the PSAP) is due to a handful of system control messages (e.g., "This call will be disconnected" and Vesta timeouts) that the PSAP export includes but Lumen excludes.

Given the consistent feedback from all MESB PSAPs, this same pattern is very likely occurring across the entire state. This suggests the Lumen-reported numbers are probably over-reported statewide when compared to how PSAPs internally measure workload (by sessions rather than individual messages).

PSAP metrics for reference:

Metric	PSAP Excel	Intrado Report	Difference	Notes
Unique Sessions	41	(not reported)	N/A	PSAP counts distinct conversations (including transfers)
Total Individual Messages	188	183	+5	Every SMS sent/received (texter + dispatcher)
System Control Messages	Included	Excluded	5	"This call/text will be disconnected", Vesta timeouts, etc.
Average Messages per Session	4.59	≈4.46	N/A	Explains why message volume >> session count

**Metropolitan Emergency Services Board**  
**9-1-1 Technical Operations Committee**  
**MESB Report**  
**June 18, 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 **April and May** NG9-1-1 validation results, MESB made:
  - i. **126 referrals** related to address validation to county GIS data producers for GIS data updates
  - ii. **1,144 referrals** related to road centerlines to county GIS data producers
  - iii. **11 referrals** for GIS updates resulting from VoIP 9-1-1 call location validation
  - iv. **6 ALI** Telephone Number record change request (TN CR) for wireline location corrections
  - v. **12 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 **April and May**, MESB processed **307 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 **April** and **May** MESB processed:
    - i. 0 sectors from AT&T Mobile
    - ii. 0 sectors from Dish
    - iii. 53 sectors from T-Mobile
    - iv. 408 sectors from Verizon
  - b. Should PSAPs want the routing of a specific 9-1-1 call reviewed, please email [MESBGIS@mn-mesb.org](mailto: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:** document undergoing modifications for ADA compliance.
  - b. **Discussion** regarding sharing statewide NG911 GIS layers and proposal for additional field in GAC standards.

**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 6/9/26:

County	Address Points	Road Centerlines
Anoka	6/1/2026	6/1/2026
Carver	5/27/2026	5/31/2026
Chisago	4/2/2026	3/19/2026
Dakota	5/28/2026	5/31/2026
Hennepin	5/14/2026	5/14/2026
Isanti	5/3/2026	4/28/2026
Ramsey	5/29/2026	6/1/2026
Scott	6/2/2026	5/14/2026
Sherburne	6/2/2026	6/1/2026
Washington	5/27/2026	5/26/2026

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](mailto: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: 5/4/26
    - ii. Road Centerlines: 5/29/26
    - iii. Emergency Service Zones: 3/2/26
    - iv. Provisioning Boundary: 3/2/26
  - b. The [MN Geospatial Commons](#) underwent a major change to move platforms. Both [MetroGIS](#) and [MESB](#) as publishing organizations moved the GIS resources over to the new [MN Geospatial Commons](#). The regional data is also included as **part of the [MN Road Centerline](#) and [MN Address Point](#) datasets (Opt-In Open Data Counties)**.