



METROPOLITAN EMERGENCY SERVICES BOARD BOARD MEETING AGENDA

March 11, 2026, 10:00 a.m.

Hybrid Meeting Option:

[Webex Meeting](#)

Phone Number: (408) 418-9388

Meeting Number: 2550 654 1362

Password: BQwisgCy593 (27947429 when dialing from a phone or video system)

1. **Call to Order** – Council President Elliott Payne, 2026 Board Chair
2. **Approval of Agenda** – Council President Payne
3. **Consent Agenda** – Rohret (**page 3**)
 - A. Approval: January 14, 2026 Meeting Minutes
 - B. Approval: MRCC Talkgroup Changes
 - C. Approval: LMR-53 Waiver for Hennepin Healthcare
 - D. Approval: LMR-53 Waiver for City of Bloomington
 - E. Approval: Metro ARMER Standard 3.15.0 Waiver for Minnesota State Patrol
 - F. Approval: Deletion of Appendix 2 to Metro ARMER Standards
 - G. Correspondence
4. **Radio Items** – Tracey Fredrick, Radio Services Coordinator
 - A. Approval of Amendments to Metropolitan Airports Commission ARMER Participation Plan (**page 37**)
5. **9-1-1 Items** – Frank Jarman, 9-1-1 Services Manager
 - A. Approval of 2026 Regional Needs Document (**page 39**)
6. **EMS Items** – Greg Hayes, EMS Coordinator
 - A. Approval of Sole Source Contract with Prouty Project for Leadership Training (**page 59**)
7. **Administrative Items** – Jill Rohret, Executive Director
 - A. Approval to Issue RFP for Consultant Services for 9-1-1 Shared Technology Feasibility & Cost Effectiveness Study (**page 87**)
8. **Reports**
 - A. Legislative Report – Nancy Haas/Courtney Jasper/Callie Lehman
 - B. Statewide Emergency Communications Board (SECB) Reports:
 - 1) Finance – Rohret/Fredrick
 - 2) Legislative – Rohret/Anderson
 - 3) Steering – Fredrick/Rohret
 - 4) Other SECB Committees – Fredrick
 - 5) Board – Rohret/Atkins
 - C. DPS-ECN Update – Kent Wilkening, ECN
9. **Old Business** – None
10. **New Business** – None
11. **Adjourn**



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Metropolitan Emergency Services Board Members

Anoka County

Commissioner Mike Gamache* (2026 Treasurer)
Commissioner Mandy Meisner

Carver County

Commissioner Tom Workman*

Chisago County

Commissioner Rick Greene*

City of Minneapolis

Council President Elliott Payne* (2026 Chair)

Dakota County

Commissioner Joe Atkins
Commissioner Bill Droste*

Hennepin County

Commissioner Kevin Anderson
Commissioner Irene Fernando*

Isanti County

Commissioner Alan Duff*

Ramsey County

Commissioner Garrison McMurtrey
Commissioner Kelly Miller* (2026 Secretary)

Scott County

Commissioner Dave Beer
Commissioner Tom Wolf* (2026 Vice Chair)

Sherburne County

Commissioner Gregg Felber*

Washington County

Commissioner Michelle Clasen
Commissioner Fran Miron*

*Denotes Executive Committee member



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date:
Agenda Item:
Presenter:

March 11, 2026
3. Consent Agenda
Rohret

- A. **Minutes** – The minutes of the January 14, 2026 meeting of the Board are attached for review and approval.
- B. **Approval: MRCC Talkgroup Changes** – The Radio TOC recommends approval of the MRCC talkgroup changes.
- C. **Approval: LMR-53 Waiver for Hennepin Healthcare** – The Radio TOC recommends approval of the LMR-53 waiver for Hennepin Healthcare.
- D. **Approval: LMR-53 Waiver for City of Bloomington** – The Radio TOC recommends approval of the LMR-53 waiver for the City of Bloomington.
- E. **Approval: Metro ARMER Standard 3.15.0 Waiver for Minnesota State Patrol** – The Radio TOC recommends approval of the Metro ARMER Standard 3.15.0 waiver for the Minnesota State Patrol.
- F. **Approval: Deletion of Appendix 2 to Metro ARMER Standards** – The Radio TOC recommends the Board approve the deletion of Appendix 2 to the Metro ARMER Standards.
- G. **Correspondence** – Correspondence includes notice to the Statewide Emergency Communications Board (SECB) of the MESB's 2026 appointments to the SECB and its committees.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

BOARD MEETING MINUTES

January 14, 2026

Board Members Present:

Kevin Anderson, Hennepin County	Richard Greene, Chisago County
Joe Atkins, Dakota County	Garrison McMurtrey, Ramsey County - absent
Dave Beer, Scott County (virtual)	Mandy Meisner, Anoka County
Michelle Clasen, Washington County - absent	Kelly Miller, Ramsey County
Bill Droste, Dakota County	Fran Miron, Washington County
Alan Duff, Isanti County	Elliott Payne, City of Minneapolis
Gregg Felber, Sherburne County (virtual)	Tom Wolf, Scott County
Irene Fernando, Hennepin County	Tom Workman, Carver County (virtual)
Mike Gamache, Anoka County	

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

Staff Present: Tracey Fredrick; Greg Hayes; Jacob Kallenbach; and Jill Rohret.

Others Present: Commissioner John P. Fahey, *Carver County*; Nancy Haas, *Poul Haas*; Courtney Jasper, *Poul Haas*; Callie Lehman, *Poul Haas*; and Kristen Mellstrom, *Hennepin County*.

1. Call to Order

The meeting was called to order at 10:03 a.m. by 2025 MESB Chair, Commissioner John P. Fahey.

2. Oath of Office

The 2026 MESB Board members read and signed their Oaths of Office.

3. Approval of Agenda

Jill Rohret asked to amend the agenda to include an ECN Update as agenda item 11C.

Motion made by Commissioner Tom Wolf, seconded by Commissioner Kevin Anderson to approve the January 2026 agenda as amended. Motion carried.

Roll Call for Approval of Agenda

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		
Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County		
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County		

METROPOLITAN EMERGENCY SERVICES BOARD

Elliott Payne	City of Minneapolis	X	
Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 13 No: 0 Motion Passed.

4. Election of 2026 Officers and Executive Committee Designation

Motion made by Commissioner Joe Atkins, seconded by Commissioner Wolf to approve the 2026 Officers and Executive Committee members. Motion carried.

Roll Call for Approval of 2026 Officers and Executive Committee

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		
Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County		
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County		
Elliott Payne	City of Minneapolis	X	
Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 13 No: 0 Motion Passed.

5. Thank You to 2025 Chair

Chair Payne gave Commissioner Fahey, 2025 MESB Chair, a clock in thanks for his service to the Board.

6. MESB Policy 17 – Conflict of Interest

Rohret reminded members of the MESB’s conflict of interest policy.

7. Consent Agenda

Motion made by Commissioner Kelly Miller, seconded by Commissioner Anderson to approve the January 2026 consent agenda. Motion carried.

Roll Call for Approval of Consent Agenda

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		

METROPOLITAN EMERGENCY SERVICES BOARD

Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County		
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County	X	
Elliott Payne	City of Minneapolis	X	
Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 14 No: 0 Motion Passed.

8. Radio Items – None

9. 9-1-1 Items – None

10. EMS Items – None

11. Administrative Items

A. Approval of 2026 Appointments to SECB/SECB Committees

Rohret said the MESB appoints members to the Statewide Emergency Communications Board (SECB) and its committees each January. A proposed list of appointments was included in the meeting materials.

Motion made by Commissioner Mike Gamache, seconded by Commissioner Alan Duff to approve the 2026 appointments to SECB/SECB committees. Motion carried.

Roll Call for Approval of Appointments to SECB/SECB Committees

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		
Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County		
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County	X	
Elliott Payne	City of Minneapolis	X	

METROPOLITAN EMERGENCY SERVICES BOARD

Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 14 No: 0 Motion Passed.

B. Approval of Executive Director Travel Requests

Rohret said she requests Board approval of her travel requests to attend the 2026 National Emergency Number Association (NENA) annual conference in June in Columbus, Ohio, and the 2026 Association of Public-Safety Communications Officials (APCO) conference and Motorola Trunked Users Group (MTUG) National meeting in August in San Antonio, Texas. The NENA travel request is for \$3,085.00 and is included in the 2026 MESB operational budget. The APCO/MTUG travel request is for \$3,291.00 and is included in the 2026 MESB operational budget.

Motion made by Commissioner Fran Miron, seconded by Commissioner Anderson to approve the 2026 Executive Director travel requests. Motion carried.

Roll Call for Approval of Executive Director Travel Requests

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		
Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County		
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County	X	
Elliott Payne	City of Minneapolis	X	
Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 14 No: 0 Motion Passed.

C. Approval: Amendments to MESB Policies

i. Policy 014 – Flex Time Off

Rohret said the January 1, 2026 implementation of Paid Leave required updates to human resources policies for nearly every entity, government or private business, in the state. Dakota County continues to provide benefits like unemployment and Paid Leave for the MESB. Due to Paid Leave, Dakota County made changes to its Flex Time Off (FTO) policy, which does affect the MESB's Flex Time Off policy, thereby necessitating changes. The amendments appear on page 1 of the policy and include a reference to Dakota County Policy 3242 for Leaves of Absence. The other primary amendment includes language stating that the use of FTO and paid holidays are considered hours worked, when new employees begin accruing FTO, and when FTO may be used once it is earned.

METROPOLITAN EMERGENCY SERVICES BOARD

ii. Policy 025 – Data Access – Public

Rohret said Policy 025 contains several amendments. The first substantive amendment clarifies that the MESB uses guidance from the Department of Administration and the Attorney General to interpret the Government Data Practices Act, along with statute and case law. The other substantive change is the update to the cost of employee time to make copies. The old dollar figure was based on 2016 wages; the new proposed figure uses 2025 wage data. MESB staff plans to update this figure annually in January based on the previous year’s wage data. All other amendments in this policy are language clarifications or grammatical updates.

Motion made by Commissioner Anderson, seconded by Commissioner Bill Droste to approve the Amendments to MESB Policies 014 – Flex Time Off, and 025 – Data Access – Public. Motion carried.

Roll Call for Approval of Appointments to SECB/SECB Committees

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		
Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County		
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County	X	
Elliott Payne	City of Minneapolis	X	
Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 14 No: 0 Motion Passed.

D. Approval of 2026 Legislative Platform

Rohret said the 2026 Minnesota Legislative session begins on February 17, 2026. MESB staff worked with Poul Haas to update the MESB’s legislative platform and legislative agenda. The legislative platform did not change as the policy statements remain relevant. The platform allows for more flexibility to express MESB support or opposition as new bills are introduced. The Executive Director and the MESB lobbyists will actively monitor bill introductions and will submit letters of support to committees and additional lobbying efforts in accordance with this platform.

Members of the MESB discussed and provided feedback on the legislative platform.

Motion made by Commissioner Irene Fernando, seconded by Commissioner Atkins to approve the 2026 Legislative Platform. Motion carried.

METROPOLITAN EMERGENCY SERVICES BOARD

Roll Call for Approval of the 2026 Legislative Platform

Name	County/City	Yes	No
Kevin Anderson	Hennepin County	X	
Joe Atkins	Dakota County	X	
Dave Beer	Scott County	X	
Michelle Clasen	Washington County		
Bill Droste	Dakota County	X	
Alan Duff	Isanti County	X	
Gregg Felber	Sherburne County	X	
Irene Fernando	Hennepin County	X	
Mike Gamache	Anoka County	X	
Rick Greene	Chisago County	X	
Garrison McMurtrey	Ramsey County		
Mandy Meisner	Anoka County	X	
Kelly Miller	Ramsey County	X	
Fran Miron	Washington County	X	
Elliott Payne	City of Minneapolis	X	
Tom Wolf	Scott County	X	
Tom Workman	Carver County	X	

Yes: 15 No: 0 Motion Passed.

E. Discussion: Feedback on 2026 Legislative Materials

Rohret said MESB staff and Poul Haas have been working on both the 2026 legislative platform, and one-pager handouts to provide to legislators on specific issues. Poul Haas requested time on the January agenda for the Board to review the one-pager documents and to provide feedback.

Board members discussed the documents and provided feedback to Poul Haas.

12. Reports

A. Legislative Report

Poul Haas gave a brief legislative report to the board on the upcoming legislative session.

B. Statewide Emergency Communications Board (SECB) Reports:

1. Finance

Rohret said the committee met and discussed the Regional Needs document, financial standards, and budgets.

2. Legislative

Rohret said the committee meeting scheduled for January 2026 was cancelled. The committee continues to work on one-page documents for legislatures, and 9-1-1 statutes.

3. Steering

Tracey Fredrick said the committee met and discussed the policy and procedure manual, and committee bylaws.

METROPOLITAN EMERGENCY SERVICES BOARD

4. Other SECB Committees

Fredrick said the LMR committee approved the Motorola SUA contract through 2030.

5. Board

Rohret said the Board also approved the Motorola contract through 2030.

C. ECN Update

ECN continues to work on a training course for cybersecurity and the NG9-1-1 strategic plan.

13. Old Business

A. MESB Joint Powers Agreement Amendment Process

Rohret said the MESB is in the process of updating the Joint Powers Agreement. An amendment will come to the full board for approval at the July 2026 meeting.

14. New Business – None

15. Adjourn

The meeting adjourned at 11:28 a.m.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 3B. Approval of MRCC Talkgroup Changes
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of changes to the Medical Resource Control Center (MRCC) talkgroups.

BACKGROUND

In mid-2025, Hennepin Healthcare approached the Radio TOC to change the WMRCC2 talkgroup from a clear talkgroup to an encrypted talkgroup. Near the end of 2025, Regions Hospital approached the Radio TOC to add a new clear talkgroup, as East MRCC has been experiencing long delays on EMRCC1 with increased traffic. At the same time, Hennepin Healthcare expressed desire to add an additional encrypted talkgroup for West MRCC, as more requests have been received from partner agencies.

ISSUES & CONCERNS

According to standard, West and East MRCC should mirror each other's capabilities. As full programming of the new West MRCC encrypted talkgroup had not yet occurred, it is now recommended to have EMRCC1, EMRCC2, WMRCC1, and WMRCC2 remain clear talkgroups. Additionally, EMRCC3E, EMRCC4E, WMRCC3E, and WMRCC4E will be added for encrypted talkgroups. Currently, East MRCC at Regions Hospital does not have encryption-capable devices. Hennepin Healthcare plans to provide encryption-capable devices to East MRCC until it purchases its own. As such, the Radio TOC recommends amendments to Metro Standard 3.37.0 to reflect an additional encrypted talkgroups for both West and East. Both Hennepin Healthcare and Regions Hospital anticipate that the four talkgroups will cover both current and future needs.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

Ms. Fredrick and Metro Radio TOC Board members,

Thank you for reviewing our request for adding an additional East Medical Resource Control Center (EMRCC) talkgroup.

East MRCC understands that this request has been approved by the Metro Radio TOC and I want to thank you for taking the time to consider. This request comes at a time of increased call volume which has identified the need to open more avenues to reach EMRCC. Call volumes have increased, increasing wait times for EMS agencies to connect with EMRCC which has resulted in shorter arrival times to our hospitals. Adding an additional talkgroup will allow us to level load the number of agencies that are assigned to one channel allowing for quicker response times from EMRCC and more time for hospitals to prepare for incoming arrivals. At a recent Metro Radio TOC meeting I attended, I also learned that there is a requirement for both East and West MRCC's to match. This would not only meet the needs of the East Metro EMS agencies and MRCC but bring us in alignment with the West Metro.

I am also aware that West MRCC has requested to add encrypted channels to their fleet. East MRCC is prepared to do what is needed to ensure we are in compliance with our requirements to align. At this time, there have been no requests for encrypted needs by east metro EMS agencies but realize there will come a time when encryption will be needed and want to assure that EMRCC is prepared for these requests.

Thank you for your time,

Alisha Vars RN, MSN – East MRCC Manager



Ms. Fredrick,

Please receive this updated memorandum regarding the West Medical Resource Control Center's intention to add encrypted talkgroup capabilities for our customers.

West MRCC understands that a new encrypted talkgroup has been approved by the Metro Radio TOC and MESB, and we are very appreciative of the time by all to consider and understand the request. As we move toward implementation it has been identified that additional EMS agencies are interested in utilizing secured communications for their patient information relays. Adding these additional agencies to the same talkgroup would create an imbalance of usage across the West MRCC talkgroups, which would generate waiting times for field users. We are asking for a second encrypted talkgroup to be created for future use by these agencies.

Current West MRCC 2 users moving to encryption

- Hennepin EMS, Edina Fire, Burnsville Fire

Current West MRCC 1 users interested in future encryption

- North Memorial Ambulance, Allina Health EMS

The West MRCC utilized talkgroups would be: WMRCC1 & 2 clear (current) and WMRCC3 & 4 encrypted (new).

West MRCC is committed to a seamless transition through this project and the offering of secured patient information radio communication.

Warm regards,

Dan Klawitter – Deputy Chief of Communications/West MRCC Manager

Metro Region ARMER Standards

Section 3 – Metro 3.27.0 Use of the MRCC Talkgroups

Date Established

12-16-02

Date Revised/Reviewed

1-28-26

1. Purpose or Objective

To establish operational policy for use of the Medical Resource Control Center (MRCC) related talkgroups. These EMS talkgroups are a regional EMS system resource to facilitate communications with the West Metro MRCC located at Hennepin County Medical Center and the East Metro MRCC located at Regions Hospital for the purpose of patient care and EMS resource coordination.

2. Technical Background

• Capabilities

To enable EMS personnel operating in the metro region to contact West and East Metro MRCCs. The MRCC is an EMS communications resource for the purpose of EMS incident coordination, relay of patient care information, obtaining physician medical control or system medical direction, cross patch of radio and/or telephone communications, assignment of ME TACs, STACs and other shared EMS resources or any other operational needs as required and allowed by system policy.

• Constraints None

3. Operational Context

EMS personnel operating in the metro region may use West and East Metro MRCCs as an EMS communications resource for the purpose of EMS incident coordination, relay of patient care information, obtaining physician medical control or system medical direction, cross patch of radio and/or telephone communications, assignment of ME TACs, STACs and other shared EMS resources or any other operational needs as required and allowed by system policy.

• Talkgroups

The MRCC talkgroups are the primary 800 MHz communications channel between EMS personnel in the field and the MRCCs. Requests for and communications with the MRCCs shall be initiated on the designated talkgroup. Personnel calling the MRCCs should clearly identify their service, unit number, and request. MRCC operators will direct communications to other talkgroups if necessary and as appropriate.

- | | | |
|-----------|------------|-------------|
| • WMRCC1 | (Hennepin) | [CLEAR] |
| • WRMCC2 | (Hennepin) | [CLEAR] |
| • WMRCC3E | (Hennepin) | [ENCRYPTED] |
| • WMRCC4E | (Hennepin) | [ENCRYPTED] |
| • EMRCC1 | (Regions) | [CLEAR] |
| • EMRCC2 | (Regions) | [CLEAR] |
| • EMRCC3E | (Regions) | [ENCRYPTED] |
| • EMRCC4E | (Regions) | [ENCRYPTED] |

All MRCC talkgroups will have the full metro region site access profile.

The key for the encrypted talkgroups will be held by the MESB and the Regional System Administrator.

- **SMRCC Talkgroup**

SMRCC is a statewide hailing talkgroup for EMS agencies in Greater Minnesota to contact the MRCCs. Refer to SECB Standard IOP-14 for information on the use of the statewide resource SRMCC.

- **XP1 and XP2**

MRCXP1 and MRCXP2 are statewide resources available for patching. Refer to SECB Standard IOP-14 for information on the use of these resources.

4. Recommended Protocol/Standard

Talkgroup Requirements:

- Highly Recommended for All EMS
- Recommended for _____
- Optional for _____
- May not be used by _____

The clear talkgroups shall be in all MRCC consoles. Encrypted talkgroups shall be in MRCC consoles with encryption capabilities.

East and West MRCCs jointly control/manage day-to-day operations.

East and West MRCC control the site during an event or emergency.

All EMS agencies should utilize these talkgroups.

5. Recommended Procedure

None

6. Management

Both the West and East Metro Medical Resource Control Center's will be responsible for monitoring and controlling communication traffic on WMRCC and EMRCC EMS talkgroups. The MRCC operators will ensure that policies related to the provision of a regional 24/7/365 EMS communications access point are followed; this includes, but is not limited to, monitoring and responding appropriately to radio traffic and performing radio patches as required and authorized.

West and East MRCCs work in collaboration and are in constant contact. The MRCCs back each other up in various failure scenarios and work together to create a seamless communication environment for the EMS field personnel that use these talkgroups.

Operational responsibility and performance monitoring shall be a function of the MRCC Supervisor or Manager.



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 3C. Approval of Hennepin Healthcare Waiver
to SECB Standard LMR-53
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of Hennepin Healthcare's waiver request to SECB Standard LMR-53.

BACKGROUND

Hennepin Healthcare (also known as Hennepin EMS) is an ARMER participant and a partner under Hennepin County, which currently utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

Hennepin Healthcare requests a waiver to SECB Standard LMR-53, Foreign Radio System and non-ARMER Radio Connections.

Hennepin Healthcare requests to establish six permanent interfaces with Hennepin EMS-owned talkgroups to LTE devices via donor radios. Hennepin Healthcare utilizes JPS Interoperability Solutions as the radio gateway for the Push-to-talk (PTT) capability.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



December 1, 2025

Radio Services Coordinator Tracey Fredrick
Metropolitan Emergency Services Board
2099 University Ave West
St. Paul, MN 55104

Coordinator Fredrick:

Hennepin EMS is requesting a modification to our ARMER Participation Plan to permit operations in accordance with SECB Standard LMR-53: Foreign Radio System and Non-ARMER Radio Connections.

Hennepin EMS requests the ability to establish up to six (6) “permanent or enduring radio frequency (RF) interface[s]” between Hennepin EMS owned talkgroups and LTE devices by utilizing donor radios and radio gateways. This LMR-53 request will apply to all Hennepin EMS ARMER users as covered by our participation plan.

In accordance with LMR-53, donor radios will be on the ARMER approved radio list and comply with the LMR-53 programming requirements. Hennepin County Sheriff’s Office provides radio programming services for Hennepin EMS and will assist in meeting LMR-53 donor radio programming specifications. Donor radios will affiliate with the Hennepin East/West subsystems and no significant additional ARMER system loading is anticipated with this request. Radio Gateways utilized will be provided by JPS Interoperability Solutions. Radio gateways will have the ability to be locally or remotely disabled by approved Hennepin EMS gateway administrators.

Hennepin EMS may choose PTT applications (apps) that meet their operational requirements so long as they integrate with JPS Interoperability Solutions gateway devices. PTT application system administrators for Hennepin EMS will have the ability to enable/disable individual users as well as each user’s ability to access radio gateway channels/talkgroups via the PTT application.

Should there be any questions or concerns, please don’t hesitate to reach out.

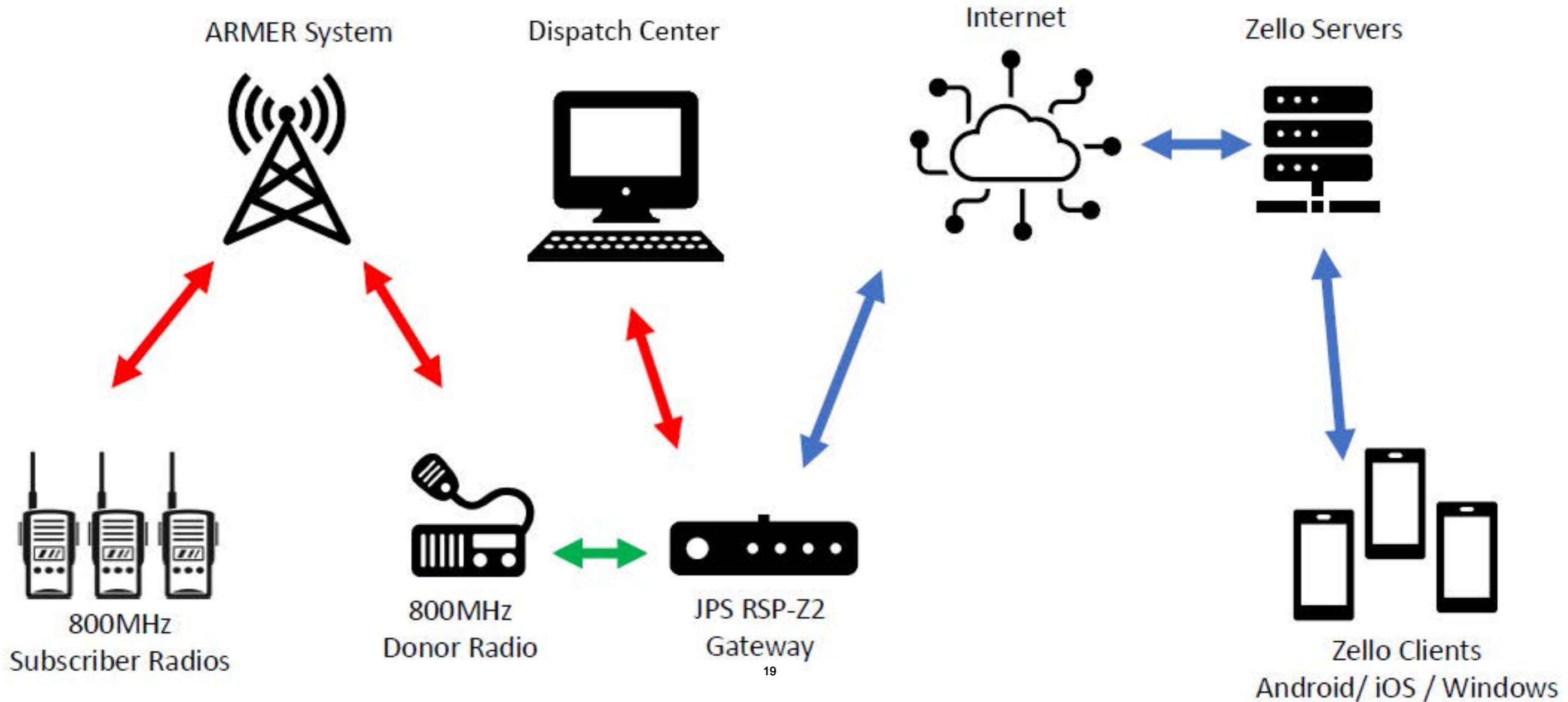
Respectfully,

Daniel Klawitter

Daniel Klawitter
Deputy Chief – Communications
Hennepin EMS
(612) 873-7522
daniel.klawitter@hcmcd.org

Encl: LMR/LTE System Diagram

Hennepin EMS LMR/LTE System Diagram





METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 3D. Approval of City of Bloomington Waiver
to SECB Standard LMR-53
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of the City of Bloomington's waiver request to SECB Standard LMR-53.

BACKGROUND

The City of Bloomington is an ARMER participant and is a partner under Hennepin County, which currently utilizes a full ARMER participation plan with DPS-ECN.

ISSUES & CONCERNS

The City of Bloomington requests a waiver to SECB Standard LMR-53, Foreign Radio System and non-ARMER Radio Connections.

The City of Bloomington requests to establish two permanent interfaces with city-owned talkgroups to LTE devices via donor radios. The City of Bloomington utilizes ActiveComms as the radio gateway for the Push-to-talk (PTT) capability.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



Metro Radio TOC,

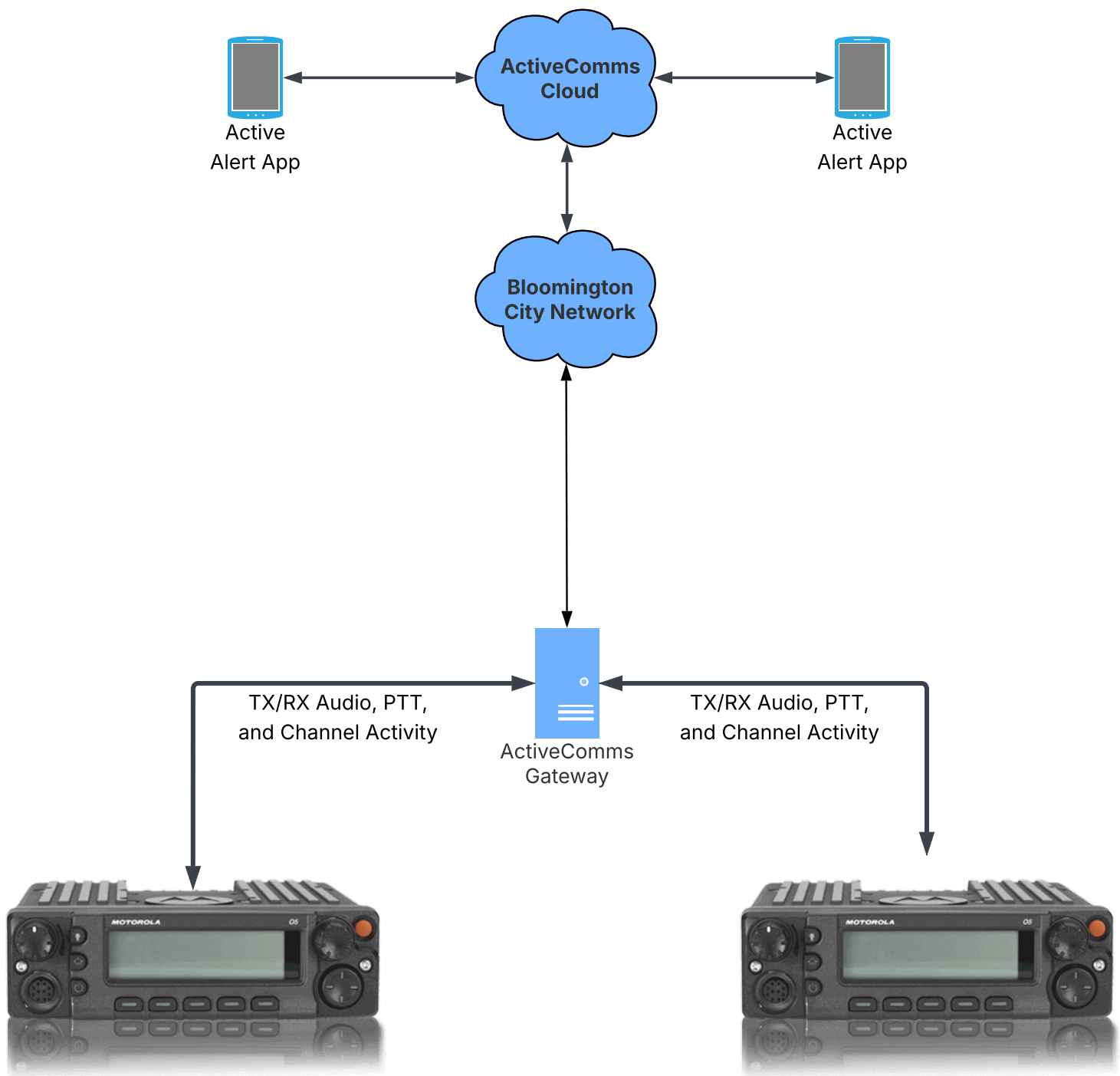
The City of Bloomington is requesting permission to install an LMR-to-LTE gateway to the Hennepin County East subsystem, per the LMR-53 standard. Two interfaces would be established between city-owned talkgroups and LTE devices. The gateway is intended to support Bloomington PD command staff and the Bloomington SIU unit as an alternative method for accessing ARMER.

The two talkgroups supported by the interface will have the capability to be console-patched, if necessary, to any interop talkgroup accessible by the Bloomington PSAP. The initial setup will utilize two APX or XTL mobile radios, and the solution being implemented is ActiveComms by Active911.

Thank you for your consideration on this request.

Dalton Gruber
Radio Communications Technician
Bloomington Police Department
1800 West Old Shakopee Road
Bloomington, MN, 55431

Bloomington ActiveComms Gateway





METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 3E. Approval of Minnesota State Patrol
Waiver to Metro ARMER Standard
3.15.0
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of Minnesota State Patrol's waiver request to Metro ARMER Standard 3.15.0 "Use of Metro ARMER ME LSEC Talkgroups."

BACKGROUND

Metro ARMER Standard 3.15.0 states that "... (the ME LSEC) talkgroups are designated for law enforcement only."

ISSUES & CONCERNS

Minnesota State Patrol seeks access to the ME LSEC talkgroups to provide mutual aid with non-sworn staff in the Capitol Security and Commercial Vehicle Inspectors units. Minnesota State Patrol has had increased activity at the State Capitol, thus precipitating the request for access to ME LSEC talkgroups. These resources will only be programmed in radios that remain at the facility and used alongside sworn staff.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



Alcohol
and Gambling
Enforcement

Bureau of
Criminal
Apprehension

Driver
and Vehicle
Services

Emergency
Communication
Networks

Homeland
Security and
Emergency
Management

Minnesota
State Patrol

Office of
Communications

Office of
Justice Programs

Office of
Pipeline Safety

Office of
Traffic Safety

State Fire
Marshal



Minnesota State Patrol

445 Minnesota Street • Suite 130 • Saint Paul, Minnesota 55101-5130

Phone: 651.201.7100 • Fax: 651.296.5937 • TTY: 651.282.6555

msp.dps.mn.gov

To: Jake Thompson, MESB Radio Technical Operations Committee Chairperson
Ron Jansen, MESB Radio Technical Operations Committee Vice-Chairperson

From: Chad Forystek, MSP Radio Systems Coordinator

Date: 01/12/2026

Re: ME LSEC Talkgroup Access on Non-Sworn Radios

Dear Members of the Radio Technical and Operations Committee,

The Minnesota State Patrol respectfully requests a waiver to allow the ME LSEC talkgroups to be authorized on select non-sworn subscriber radios, specifically those assigned to Minnesota State Patrol Capitol Security personnel and non-sworn Commercial Vehicle Inspectors.

This request is submitted in accordance with Metro Region ARMER Standard 3.15.0, which provides for waiver consideration when non-law-enforcement personnel require access to ME LSEC talkgroups for operational purposes.

Personnel utilizing these radios are CJIS certified and operate in roles that routinely require secure, encrypted communications alongside sworn law enforcement staff during coordinated operations, planned events, and incident responses.

Incident activity at the State Capitol has increased, resulting in a greater need for secure, encrypted communications among the multiple agencies that may be involved in these responses. Non-sworn Minnesota State Patrol personnel may be directly involved in incidents alongside sworn personnel, and having ME LSEC talkgroups available will improve coordination and efficiency.

Capitol Security radios are controlled assets and are not taken home by staff. These radios remain secured at Capitol Security facilities when not in use, further ensuring appropriate oversight and compliance with ARMER and CJIS requirements

Authorizing ME LSEC talkgroups on these radios will also assist the Minnesota State Patrol in maintaining fleet conformity by reducing programming variance and simplifying fleet management.

All use of ME LSEC talkgroups will continue to comply with applicable ARMER standards, including encryption requirements and usage limitations.

Respectfully submitted,

Chad Forystek
Radio System Coordinator / Administrator
Minnesota State Patrol



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 3F. Deletion of Metro ARMER Standard
Appendix 2 – Definitions and Acronyms
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends the deletion of Metro ARMER Standard Appendix 2 – Definitions and Acronyms.

BACKGROUND

When the Metropolitan Emergency Services Board was formed in 2005, it voted to implement the existing radio standards approved by the Metropolitan Radio Board. In so doing, all references to the Metropolitan Radio Board were replaced with Metropolitan Emergency Services Board.

ISSUES & CONCERNS

Metro Standard Appendix 2 – Definitions and Acronyms was created and approved to give a quick reference to many radio-related items. After a recent review, it was found that Appendix 2 is outdated. Furthermore, an acronyms list kept with the Board Reference Manual is reviewed annually. Given the lack of use and data being maintained elsewhere, the Radio TOC recommends the deletion of Appendix 2.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

APPENDIX 2 – DEFINITIONS & ACRONYMS

This standard will be deleted on March 11, 2026.

METRO REGION 800 MHz Trunked Regional Public Safety Radio System Standards, Protocols, Procedures

Document Section:	Appendices	Radio TOC Recommendation:
Sub-Section:	METRO Appendix 2	Date: 5/24/01
Procedure Title:	DEFINITIONS & ACRONYMS	
Date Established:	12/17/00	MESB Approval—Signature:
Replaces Document Dated:	5/24/01	Date:
Date Revised:	2/25/09	

1. Purpose or Objective

To clarify terms used throughout the standards, protocols and procedures manual. All definitions will be found in this section and will also be footnoted on the first page in which they appear within the section in which they are used.

2. Management

Should there be additions, deletions, or changes to these procedures the Metropolitan Emergency Services Board staff are responsible for revising this section.

3. DEFINITIONS (in alphabetical order)

~~“Common”, “Pool” or “TACTical” Talk Groups~~ ~~Common/pooled talk groups (TG) are those that are set aside for communicating across multiple agencies. Agency radio users in appropriate service areas who need to talk to one another for day to day business or for mutual aid will all put the appropriate common or pool talk group in their radios to be available in time of need. Example: Fire Departments will all have the common Statewide Fire Mutual Aid TG in their radios. “Pool” is distinguished from “common” in that pool implies more than one, such as RTAC 1–4 is a *pool of common* regional tactical TGs for law enforcement.~~

~~Backbone System~~ ~~A statewide public safety radio communication system that consists of a shared infrastructure, the elements of which are identified in the STATE PUBLIC SAFTEY RADIO COMMUNICATIONS PLAN.~~

APPENDIX 2 – DEFINITIONS & ACRONYMS

Control Station (Consolette)

A fixed radio station that may or may not interact with radios, remotes or desktops.

Critical Operations -Agency Critical Operations

Those governmental, quasi-governmental and non-governmental operations by authorized users which are reliant upon a functioning two-way radio communications system which unavailability, degradation, delay or failure, partial or complete, would significantly impact or impair the successful operation of the Agency.

- Does not meet the definition of Mission Critical criteria above.
- Significantly impacts or impairs the Department / Agencies ability to operate in an effective and efficient manner to provide continuous, accurate and reliable services to its clients.
- Significant internal disruption to the agency.
- Public convenience.
- Significant disruption to ongoing operational budget.

-Mission Critical Operations

Those governmental, quasi-governmental and non-governmental operations carried out by Authorized Users which are reliant upon a functioning two-way radio communications system which unavailability, degradation, delay or failure, partial or complete, would significantly impact and/or impair the successful delivery of a vital service or mission. Operations would include, but are not limited to the categories below:

Public Safety

Those functions of government that exist to protect the physical well being of the public as a whole from physical danger – continuous delivery of essential public services.

Public Health

Those functions of the government that exist to protect longevity of life and quality of life for the public as a whole – continuous delivery of essential public health services.

Law & Justice

Those functions of government that exist to prevent violations of the laws and rules of society by individuals and groups.

APPENDIX 2 – DEFINITIONS & ACRONYMS

Transportation

~~Those functions of the government that exist to provide safe, effective and efficient multi-modal movement of the public and commodities including public roads, highways, waterways, railways, airways and public transportation systems.~~

Environmental Protection

~~Those functions of the government that exist to protect the environment from changes that are detrimental to the existence and continuance of that environment.~~

Human Services

~~Those functions of the government that exist to provide for individuals that are physically, emotionally, financially, academically, intellectually disadvantaged when compared to established social norms. Loss of these services would significantly impair individual's ability to function or operate in society.~~

~~When such operational impairments have the effect of:~~

- ~~• Posing significant risk to health and safety, loss of a vital service provided by an agency.~~
- ~~• Causing negative perceptions that have high Public Relations (P/R) impact or Media and Press impact, that would cause significant embarrassment to the agency.~~
- ~~• Directly affecting its command, control, dispatch and information systems and their effective and efficient functionality.~~
- ~~• Inflicting secondary effects upon a service's critical resources (financial, supply chain, and response capability).~~
- ~~• Impeding the delivery or availability of an otherwise functioning vital system or service.~~

~~Non-Critical Operations~~

~~All other governmental, quasi-governmental and non-governmental operations, which are reliant upon a functioning two-way, radio communications that do not meet the above mission critical or department critical definitions.~~

APPENDIX 2 – DEFINITIONS & ACRONYMS

Encryption	Digital encoding and decoding of audio (scrambling). If listening on a radio without encryption capabilities, no audio will be heard.
Logging	Audio recording of a radio communication
Mobile Radio	Generally installed in a vehicle, intended to be used while in motion.
Patch	<u>Permanent (hard) Patch:</u> A patch between two or more audio resources on the system, which is fixed and cannot be controlled or edited by the dispatcher. <u>Manual (soft) Patch:</u> A patch between two or more audio resources on the system, which is setup and controlled by the dispatcher. The dispatcher owning the patch can add & delete resources as needed.
Portable Radio	A radio that is completely freestanding and may be hand-carried or worn by the radio user.
Public Safety	All Law Enforcement/Sheriff, Fire, Emergency Medical and related service areas. These include badged and/or sworn ancillary personnel such as Park Rangers, Court Security Officers, Community Corrections, and those who support public safety operations under special circumstances.
Public Service	Public Service in this context refers to general government personnel such as Public Works, Transportation, and other similar public service operations.
Regional System	In the context of these standards this term is intended to represent the metropolitan portion of the ARMER system.
Simulcast Cluster	A group of radio frequency (RF) sites that function as a single site in transmit and receive.

APPENDIX 2 – DEFINITIONS & ACRONYMS

Site	A group of individual radio tower stations in a simulcast cluster.
SOAs	Scene of Action Channels <ul style="list-style-type: none">● ASOA available for All users● FSOA available for Fire users only● PSOA available for Public Safety users only
System Management/ Administrative Positions	<ul style="list-style-type: none">▪ System Manager individual in charge of the radio system of a participating agency▪ System Administrators individual who is responsible for the day to day radio system operations of a participating agency▪ Sub System Administrators individual who is responsible for the day to day radio sub-system operations of a participating agency
Variance	An allowed divergence from full adherence of an adopted standard, protocol or procedure
Waiver	A complete release from an adopted standard, protocol or procedure

4. ACRONYMS (in alphabetical order)

ALS	Advanced Life Support
ARMER	Allied Radio Matrix for Emergency Response
ATAC	Regional All (user) Tactical talkgroup
AVL	Automatic Vehicle Locator
APCO	Associated Public Safety Communications Officials
BLS	Basic Life Support
CEB	Central Electronics Bank
CPS	Customer Programming Software
CTCSS	Continuous Tone Coded Squelch System

APPENDIX 2 – DEFINITIONS & ACRONYMS

DIU	Digital Interface Unit
DTMF	Dual Tone Multiple frequency
EMH	Emergency Medical Hospital
EMS	Emergency Medical Services
ETACs	EMS Tactical talkgroups
EMRS	Emergency Medical Radio Service
FCC	Federal Communications Commission
FTACs	Fire Tactical talkgroups
ICALL	International 800 MHz Calling Channel, now called 8CALL90
ITAC	International 800 MHz Tactical Channels, now called 8TAC91-94
LESIU-TACs	Law Enforcement Encrypted Special Investigative Unit Tactical talkgroups (not allowed on consoles)
LETACs	Law Enforcement Encrypted Tactical talkgroups (allowed on consoles)
LTACs	Law Tactical talkgroups
MACs	Moves, additions and changes
MCI	Multiple Casualty Incident
MDH	MN Department of Health
MESB	Metropolitan Emergency Services Board
METCOM	Metropolitan region console to console talkgroup (not allowed in subscriber units)
METPH 1-4	Metropolitan region public health talkgroups

APPENDIX 2 – DEFINITIONS & ACRONYMS

METTAC-A	Metropolitan Tactical—All.—A series of VHF conventional to 800 Tactical talk groups/ channels that can be used by all users.
METTAC-P	Metropolitan Tactical—Public Safety.—A series of VHF conventional to 800 Tactical talk groups/ channels that can be used only by public safety radio users.
MIMS	Major Incident Management System
MINSEF	Minnesota State Emergency Frequency, now called VLAW31
MRCC	Medical Resource Control Center
MHz	Megahertz
NAEMSD	National Assn. of State EMS Directors
NPSPAC	National Public Safety Planning Advisory Committee
PSAP	Public Safety Answering Point
PTAC	Regional Public Safety Tactical talkgroup
PTT	Push to talk, i.e., talk button
RF	Radio Frequency
RSS	Radio Service Software
SEMTAC	Statewide Emergency Management Tactical talkgroup
SOA	Scene of Action—channels that are isolated from the central system
STACs	Statewide (All Users) Tactical talkgroups
TOC	Technical Operations Committee
UHF	Ultra High Frequency
VHF	Very High Frequency

From: [Jill Rohret](mailto:jill.rohret@mn-mesb.org)
To: secb.dps@state.mn.us
Cc: aleta.nimlos@state.mn.us; john.cunningham@state.mn.us
Subject: MESB 2026 Appointments to SECB/SECB Committees
Date: Wednesday, January 14, 2026 1:08:00 PM
Attachments: [MESB 2026 SECB Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB Finance Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB Interoperability Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB IPAWS Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB Legislative Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB LMR Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB NG911 Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB Steering Committee Appointment Form 1.14.26.pdf](#)
[MESB 2026 SECB WBBA Committee Appointment Form 1.14.26.pdf](#)

Attached please find the MESB's 2026 appointments to the SECB and its committees.

Please contact me with any questions.

Thank you for your time and consideration.

Sincerely,
Jill Rohret

Jill Rohret
Executive Director
Metropolitan Emergency Services Board
2099 University Ave. W.
St. Paul, MN 55104
(651) 643-8394
jrohret@mn-mesb.org



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 4A. Approval of Amendment to Metropolitan
Airports Commission's ARMER
Participation Plan
Presenter: Fredrick

RECOMMENDATION

The Radio Technical Operations Committee (TOC) recommends approval of an amendment to the Metropolitan Airports Commission's (MAC) ARMER participation plan.

BACKGROUND

MAC has been an ARMER participant since 2004; the MAC is a full member under Hennepin County.

ISSUES & CONCERNS

MAC requests an amendment to its ARMER participation plan to add one new Aux I/O Server to its Zone 2 site. This new server allows its call handling system to receive alarms and not interfere with other dispatch and phone system calls.

FINANCIAL IMPACT

None to MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



Metropolitan Airports Commission

6040 - 28th Avenue South, Minneapolis, MN 55450 • 612-726-8100 • metroairports.org

January 20, 2026

Chair Thompson
MESB Radio Technical Operations Committee

Chair Thompson,
The Metropolitan Airports Commission is planning to add a new Aux I/O server to the MAC's console site, Zone 2 Site 23. We are planning to utilize this server to receive CPE alarms from our Viper 911 phone system. We have purchased a new MC Edge Aux I/O server from Motorola and will have Dave Theis from On Target configure and install the server.

Respectfully,

Jeff Bjorklund
Supervisor – Communications Infrastructure
Metropolitan Airports Commission



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 5A. Approval of 2026 Regional Needs Document
Presenter: Jarman/Fredrick

RECOMMENDATION

The 9-1-1 and Radio Technical Operations Committees (TOCs) recommend the Board approve the 2026 regional needs document.

BACKGROUND

In late 2022, the Southwest Emergency Communications Board (SWECEB) created a document to include regional and individual county ARMER funding needs. This document was discussed at the SECB Finance Committee on February 9, 2023; the Finance Committee formally asked each region to complete a regional needs document and return it to the SECB Grants Workgroup by May 2023. Subsequently, the SECB Finance Committee requested regions annually update this document and submit it to the Committee by May 31 of each year. For 2026, the SECB Finance Committee originally asked regions to change the due date to March 31, however the approval of the date change was delayed at the SECB; MESB staff had already proceeded under the guise of meeting the March 31, 2026 deadline.

ISSUES & CONCERNS

This year, the SECB Finance Committee again requested regions to include both ARMER and 9-1-1 needs, as well as regional and individual agency needs.

Regional and individual agency projects were refreshed and re-prioritized, as well as the addition of new projects.

The regional 9-1-1 items include: CAD-to-CAD interoperability/unified 9-1-1 Awareness Platform; comprehensive PSAP staffing and operations study; PSAP continuity of operations study; feasibility and cost effectiveness study on regional purchase of PSAP technology; and region-wide cybersecurity; and GIS software services – web-based map viewer.

The regional radio items include: bi-directional amplifiers (BDAs)/distributed antenna systems (DAS) in schools and government buildings; AES encryption; vendor-provided radio technical training; Communications Response Task Force (CRTF) training and exercising; ongoing maintenance for existing ARMER infrastructure; subscriber equipment replacement; in-building coverage assessment equipment; and the planned base station replacement in the mid-2030s.

FINANCIAL IMPACT

None currently to the MESB.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL



Metropolitan Emergency Services Board

2026 Regional Needs Document

Expected Approval: March 11, 2026

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/Unified 9-1-1 Awareness Platform

When someone calls 9-1-1, every second counts. Today, if an emergency crosses city or county lines, public safety answering points (PSAPs), also known as public safety communications centers, must relay details manually – by phone or by radio – before help can be sent. This slows response times and increases risk of errors. A CAD-to-CAD interoperability solution would connect the 24 PSAPs in the metro region so the individual systems can share information instantly, resulting in faster response, better accuracy, improved service during crises, and daily efficiency. This need was identified after the 2020 civil unrest, where delays impacted emergency response. Implementing this system will make the region safer and more resilient.

Estimated Cost: \$2.7-\$3.5 million annually

Comprehensive PSAP Staffing and Operations Study

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. Additionally, it should establish minimum training standards and recommendations for training coordinator positions within each PSAP. This strategic initiative aims to enhance efficiency, operational consistency, and overall service quality in emergency communications in the metro region.

Estimated cost: \$250,000

PSAP Continuity of Operations Study

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

Feasibility and Cost Effectiveness Study on Regional Purchase of PSAP Technology

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

Cybersecurity Metro Wide

Cyber threats to public safety communications are rising sharply. Recent ransomware attacks on U.S. local governments and emergency systems—including incidents in 2025 that shut down networks, delayed responses, and exposed sensitive data—have shown how quickly threats can spread across interconnected PSAPs.

A region-wide cybersecurity program to protect the shared infrastructure of the metro PSAP's would enable coordinated defenses, rapid threat response, and protection of 9-1-1 call handling, CAD systems, and ARMER radio communications, preventing isolated attacks from causing widespread outages. This need is driven by national trends of increasing attacks on public safety networks, where even short disruptions can risk lives in our dense metro area. Implementing these enhancements will strengthen regional resilience, reduce costly recoveries, protect sensitive data, and maintain public trust in emergency services.

Estimate cost: \$5,000,000

GIS Software Services – Web-Based Map Viewer

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

ARMER Projects

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

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)

Agency Priorities

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

Anoka County

Establish a Real-Time Center (RTC)

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

Estimate Cost: \$1 million

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.

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

Station Alerting Technology Addition

Carver County provides dispatch services for 11 city fire departments across the County. Several departments have begun incorporating station alerting technology into new fire station construction. While station alerting can independently process dispatched call information and perform certain functions at the station, fully leveraging its capabilities requires equipment installation at the PSAP. With PSAP-installed station alerting equipment, fire dispatch will be automated directly from CAD as soon as the call is posted, eliminating dispatch delays.

Estimated cost: \$250,000

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: \$600,000

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

The subscriber units and consoles at Chisago County have significant replacement needs over the next ten years. These replacement needs include, but are not limited to, subscriber flashes, radio accessories and batteries, and service monitors.

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

Dakota County/Dakota 9-1-1

Additional ARMER Local Enhancement Site

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

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

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

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

Estimated cost: \$266,000

Tower Site Replacement/Repair Needs

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

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 in 2027-2029.

Estimate Cost: \$5 million

ARMER Infrastructure Equipment Platform Replacement 2029-2032

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 9-1-1, Hennepin County requires a centralized repository capable of receiving, storing, and organizing data, and linking it to specific incidents.

Currently, Hennepin County maintains two loggers for redundancy and record various regional and statewide talkgroups.

Estimated cost: \$1 million

Backup 9-1-1 Center

Hennepin County is evaluating options to relocate or upgrade its backup 9-1-1 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, Hennepin County 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

Hennepin County have added temporary training positions to their 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, Hennepin County plans 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-styled environment that supports effective training and aligns with the overall aesthetic of the area. This would also require additional call handling, radio, and CAD equipment in addition to the consoles.

Estimated cost: \$750,00 - \$1 million

Isanti County

Upgrade Existing Fire Rescue Paging System to Simulcast Paging System

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

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 even information).

Estimated cost: \$150,000 annually

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 its cybersecurity protections for mission-critical public safety infrastructure. This initiative is essential for regional resilience, proactive risk mitigation, and continued delivery of reliable, high-quality emergency communications services that the community depends on every day.

Estimated cost: \$100,000 annually

Scott County

Call Handling Equipment

Scott County needs to replace 9-1-1 call handling equipment used to answer 9-1-1 calls and non-emergency phone calls. The current system was installed in 2021 and needs upgrades.

Estimated cost: \$700,000 over five years

Simulcast Paging System

Scott County is expected to replace its fire paging system in 2028. The current system was installed in 2008 and is nearing end-of-life.

Estimated cost: \$850,000 (in future need)

Dispatch Radio Console Replacement

Scott County will need to 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: \$1.5 million (in future need)

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.

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

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.

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 Minneapolis

2028-2032 ARMER Equipment Platform Replacement

In the 2028-2032 timeframe, the City of Minneapolis will replace existing ARMER equipment facing manufacturer end-of-life. The equipment to be replaced includes the prime site controller and 84 base stations for the four-tower city ARMER subsystem.

Estimated cost: \$5.1 million

2028-2032 Replacement of Existing 9-1-1 and Backup Consoles

In the 2028-2032 timeframe, the City of Minneapolis will need to replace all ARMER radio dispatch consoles as approaching manufacturer end-of-life.

Estimated cost: \$2.7 million

2026-2034 Tower Site Replacement Needs

Over the next eight years, the City of Minneapolis will need to replace backup generators, -48Vdc battery plants, and HVAC systems for the ARMER subsystem sites.

Estimated cost: \$80,000

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

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

2027 Additional Console Purchase

M Health Fairview EMS plans to purchase two MCC7500e consoles in 2027.

Estimated cost: \$250,000

Metro Transit

2026 Console Upgrade

Metro Transit will upgrade its consoles in 2026.

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

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 2026.

Estimated cost: \$1 million



METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 6A. Approval of Sole Source Contract
with Prouty Project for Leadership
Training
Presenter: Hayes

RECOMMENDATION

Staff recommend the Board approve the contract with Prouty Project to hold teambuilding classes in the Metro Region in the second quarter of 2026.

BACKGROUND

On January 9, 2023, the MESB issued an RFP for EMS Team Building & Leadership Development course in the State Register. At the March 8, 2023 meeting, the MESB awarded the RFP to Prouty Project, which was the sole respondent to the RFP. The class was held in June 2023 with 20 participants and the class material was well-received by the participants.

A second course, via a sole source contract, was approved by the MESB at its September 2023 meeting and was held in November 2023.

ISSUES & CONCERNS

The two initial sessions yielded high participant satisfaction and a strong demand for continued programming. The class being requested is for the Level 2 curriculum which builds on the initial classes held in 2023.

A sole source justification is included in the meeting materials to retain The Prouty Project, ensuring instructional consistency and continuity.

FINANCIAL IMPACT

The cost for this course is included in the FY2025-2026 EMS Support Grant.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL

METROPOLITAN EMERGENCY SERVICES BOARD

Single/Sole Source Procurement Justification Form

Single/Sole source purchases are only justified if:

1. the item/service is only available from a single source (which must be documented);
2. when using federal grant dollars, is authorized by the awarding federal agencies in response to a written request from the MESB; or
3. competition is determined to be inadequate or unavailable.

It should be noted that past relationships or local proximity are not factors in a sole source justification.

When requesting a single/sole source purchase, this form must be completed and approved by the Executive Director. This form is required for purchases exceeding \$25,000; the form is optional for purchases less than \$25,000. The purpose of the form is to demonstrate why it is impractical or impossible to seek or obtain competitive bids for a purchase.

Metropolitan Emergency Services Board
Single/Sole Source Procurement

1. Description of Product/Service:
Prouty Project Teambuilding Sessions
 2. Vendor: Prouty Project
 3. Est. Amount of Purchase (\$): \$37,881 (includes the 1.5% fee noted proposal if needed) Contract Period: Second Quarter 2026
 4. Circle one: 9-1-1 EMS Radio
- Staff Contact Name: Greg Hayes Date: 1/6/26

Please answer each of the following:

1. Identify or describe the items to be purchased, noting if there is a copyright, patent or exclusive franchise held by the vendor for the items being purchased.

This is a 3rd round of offerings of the MESB Team building class facilitated by the Prouty Project. The previous class was well attended and had excellent reviews. Additional classes have been requested by the region including Level 2 curriculum.

2. Confirm that there are no suitable alternative goods/services available from another vendor, thereby establishing the noncompetitive nature of the item to be purchased. Identify the steps taken to determine that the goods/services being purchased are the only goods/services that will meet the program's particular needs, i.e. professional opinions/correspondence, trade publications, trade shows, visits to or correspondence with other entities which have procured the same goods/services, site visitations, proprietary design requires for existing systems/software/equipment, etc.

We originally issued an RFP for vendors based on the specifications identified by the EMS region, for which only one submittal was received from Prouty Project. Prouty Project facilitated the teambuilding session in the exact format and timeframe specified in the RFP. The class was well-received and MESB approved an additional session under sole source contract later the same year.

Metropolitan Emergency Services Board
Single/Sole Source Procurement

3. Will this purchase tie the MESB to a particular vendor for future purchases?
Consider maintenance which can only be performed by this vendor, will additional like items be required/needed in the future to match this purchase.

No, this does not guarantee future uses of this vendor with the MESB. With the previous RFP process yielding only the Prouty Project proposal, high attendance in the previous sessions, and funding which must be utilized by June 30, 2026, a sole source contract was the best option.

4. Please initial here, indicating no other vendor can provide the same or a similar product/service. GCH

Attach any other documentation which helps make the determination that a single/sole source purchase is justified.

I, (signature), am aware that Minnesota statutes and Uniform Guidance require procurements to be competitively bid wherever practicable. The preceding statements are complete and accurate, based on my professional judgement and investigations. I also certify that no personal advantage will accrue to me or any member of my immediate family as a result of this procurement.

Greg Hayes

Executive Director Signature: *Jill Rohret*

Printed Name: Jill Rohret

Date: February 25, 20226

Contract Number (when assigned):



Metropolitan Emergency Services Board

Strategic Leadership Development

Focus on Leading with Insights Discovery

January 5, 2026

PREPARED BY: *Peter Bailey, President*

PREPARED FOR: *Jill Rohret, Executive Director*





Greetings Jill:

We are excited to partner with your organization again to support your efforts to develop your EMS Leaders.


As a partner, The Prouty Project will bring an engaging and purposeful leadership learning experience focused on:

- **Leading Self:** Through Emotional Intelligence (EQ) and Insights Discovery™ we encourage every participant to appreciate their own gifts and communication styles and better appreciate the styles of others.
- **Leading Others:** By better understanding oneself, we can modify and adapt our communication styles and behaviors to better match those with whom we work for better, more efficient communication and relationship-building.

We look forward to working with you and your team!

Peter H. Bailey





*“A mind stretched by
a new experience
can never go back to
its old dimensions.”*

-- Oliver Wendell Holmes

What's Included

- 1 Who We Are**
- 2 Our Approach**
- 3 Our Recommended Process**
- 4 Investment & Terms**
- 5 Prouty Team Members**



6385 Old Shady Oak Road, Suite 260, Eden Prairie, MN 55344

Tel 952.942.2922 | Toll 800.747.7469 | Fax 952.942.2927 | ProutyProject.com



Who We Are



Who We Are: The Basics

- We are a **small management consulting firm** that specializes in strategic planning and leadership development.
- We exist to creatively **stretch leaders** to achieve bigger goals, bolder strategies, and better collaboration.
- We strive to create an environment where all participants **actively engage** in the process and enjoy themselves. We incorporate movement, music, and a sense of humor into everything we do.
- We live by the Oliver Wendell Holmes quote:

“A mind stretched by a new experience can never go back to its old dimensions.”

Our Values

Curiosity

We lead with questions and possibilities to co-create the best solution.

Adventure

We stretch our clients and ourselves to chart a course beyond comfort zones.

Generosity

We make the world a better place by contributing our time, talent and treasure.



Who We Are: Our Beliefs

- **We believe** you are the experts on your organization and the industry in which you operate. It's our job to be your guide. We start every relationship with a clean sheet of paper to collaboratively design the process. We'll help **stretch your thinking** by providing multiple perspectives to broaden your view of the environment, challenge your strategic assumptions, and create meaningful dialogue around creating an exciting and compelling vision for your future.
- **We believe** in the power of **thoughtful questions**. In this era of rapid change, we don't claim to have all the answers. But we do specialize in asking potent questions. Questions that will pinpoint the problem you're trying to solve. Questions that invite a variety of perspectives. Questions that create a practical approach to navigating the ever-changing world and using the pace of change to your advantage.
- **We believe** working together should be **fun, engaging, and experiential**.
- **We believe** less is more. We won't fill up a three-ring binder with advice and analysis you'll never read. We will, however, help you find the **right ingredients to propel your organization forward**.

Why Prouty

- As a **small but mighty** firm of 14 dynamic leaders, we annually partner with approximately 100 CEOs and their leadership teams to ignite, elevate and create the extraordinary through strategic planning and leadership development services.
- Working with a **diverse range of organizations and boards across many sectors, industries and sizes, we have over 38 years of expertise and experience** in helping our client partners develop compelling strategic plans and transform their leadership teams.



What We Heard



What We Heard

You would like us to engage your dynamic EMS Leaders in an intensive and engaging teambuilding session focusing on key elements of Emotional Intelligence and a relationship/communication tool like Insights Discovery™.

Submission Requirements:

1. Experience of respondent organization in relation to the development and instruction of a leadership program.
2. Identity and qualifications of the person, or persons, the respondent organization would assign to the project.
3. A description of the respondent organization's plan for course content and delivery.
4. A list of relevant experiences in the last ten years, focusing on leadership development training.
5. A list of three references.





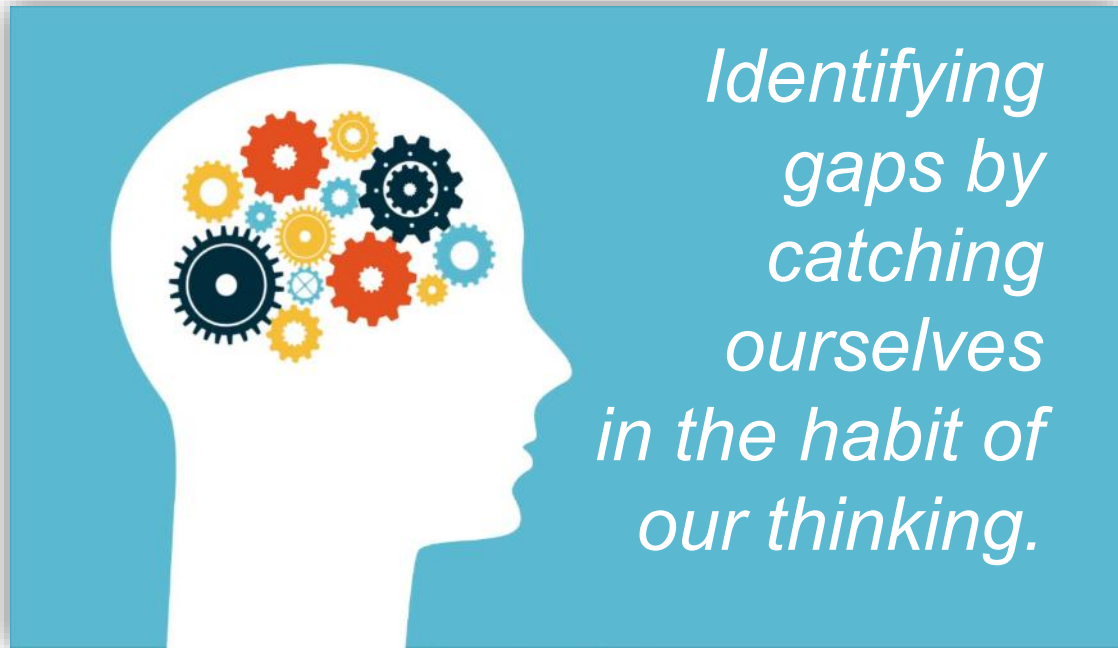
Our Approach



Our Approach: Elevated by Instructional Design

Principled. Personal.

Holistic Content Framework
Experiential Design



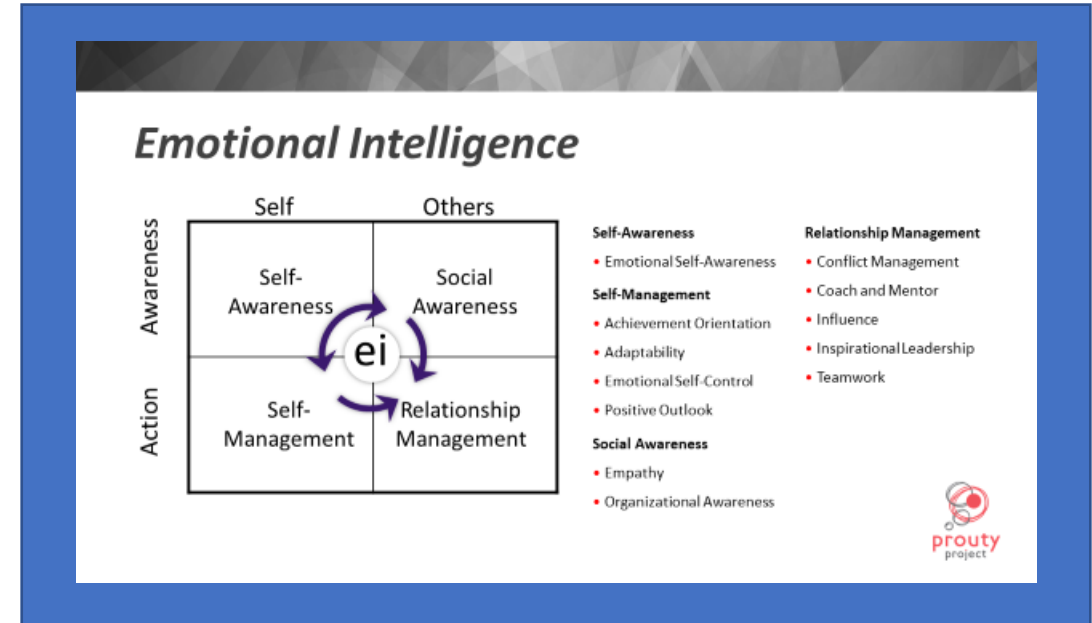
Our Approach: Powered by Human-Performance Evaluators

Principled. Personal.

Holistic Content Framework

Experiential Design

Best in Class Tools





Our Recommended Process



Our Recommended Process: First Time Session

The Prouty Project will provide expertly facilitated content, videos, challenge experiences and in-depth conversations to support the understanding and practice of key leadership communication tools.

1 Day: Leading Self and Leading Others with Emotional Intelligence and Insights Discovery™

- This program will launch the leadership journey with your EMS Team and will cover the following initial content:
 - **Insights Discovery™** for the EMS cohort of 40 people. Personality assessment overviews and interpret results.
 - **Focus on Self-Awareness:** Content, challenges and adventure experiences, self-reflection and group process.
 - **Action Steps:** Reflection and articulation of how each participant will adapt and modify using these new tools.

Agenda:

8:30-12:00 pm	Full workshop on both Emotional Intelligence and Insights Discovery interpretation. Leadership content, videos and leadership challenge activities to support the understanding and practice of the EQ and Insights Discovery content.
12:00-1:00 pm	Lunch
1:00-4:30 pm	Direct leadership applications of both Emotional Intelligence and Insights Discovery and deep-dive discussions. Team building challenges will be presented for small groups to see themselves in action.



Our Recommended Process: Deep Dive Session

The Prouty Project will provide expertly facilitated content, videos, challenge experiences and in-depth conversations to support the understanding and practice of key leadership communication tools.

1 Day: Deep Dive on Leading Self and Leading Others with Emotional Intelligence and Insights Discovery™

- This program will review and deepen the leadership journey with your EMS Team and will cover the following initial content:
 - **Insights Discovery™** for the EMS cohort of 40 people. Review and refresh the personality assessment overviews and interpret results. New activities and content will reinforce key learning and application to EMS departments.
 - **Focus on Self-Awareness:** New content, new challenges and adventure experiences, self-reflection and group process.
 - **Action Steps:** Reflection and articulation of how each participant has adapted and modified using these new tools.

Agenda:

8:30-12:00 pm	Full workshop on both Emotional Intelligence and Insights Discovery Deep Dive. Leadership content, videos and leadership challenge activities to support the understanding and practice of the EQ and Insights Discovery content.
12:00-1:00 pm	Lunch
1:00-4:30 pm	Direct leadership applications of both Emotional Intelligence and Insights Discovery and deep dive discussions. Team building challenges will be presented for small groups to see themselves in action.





Investment & Terms



Investment & Terms

	Consulting Fees	Out of Pocket Expenses	Optional
Design and Modify Custom Program Planning and Design	\$1,500		
Facilitation of Leading Self and Leading Others One day format, one facilitator	\$10,000		
Facilitation of Leading Self, Leading Others - Deep Dive One day format, one facilitator	\$10,000		
Insights Discovery for Leadership Team Approx. \$286 x 40 ppl (Economy package)		\$11,440+/-	
Other out of pocket expenses: Food, printed materials, activities, mileage, etc.		\$TBD	
TOTAL:	\$21,500	\$TBD	\$32,940+/-

The Prouty Project proposes the following terms with the understanding that you may wish to include additional terms pursuant to your policy requirements:

- The fees outlined in this proposal will remain valid through December 31, 2026, unless an extension is mutually agreed upon.
- The fees include time for the design, development, and delivery as outlined above. A 1.5% overall fee will be charged to include all Prouty provided materials and will be represented in the final invoice. Other out-of-pocket expenses will be billed as incurred.
- Fees quoted are based upon the assumptions of the deliverables outlined. Any additional requests or changes will be gladly accommodated at adjusted prices.
- The project will be payable 1/3 up front upon signing this contract, before December 31, 2026, and the remainder, plus out of pocket expenses, billed upon completion of the engagement.

Elliott Payne, Chair, MESB

Peter Bailey, President, The Prouty Project



Your Prouty Team





Peter Bailey
President

Peter specializes in engaging business leaders and teams in transformational experiences which enhance their skills, systems and processes for working better together. Peter is a multi-faceted experiential designer and facilitator, who has delivered 25 years of education-based adventure and innovative training to executives and management teams in the fields of high-technology, telecom, manufacturing, pharmaceutical and customer service. Peter designs and facilitates programs which integrate strategic planning, creativity and innovation with cross-cultural communication skills for companies eager to help their people work better around the world.



Kari Baltzer
Associate Consultant

As Associate Consultant Kari provides consulting support and client relationship management for the Strategic Planning and Leadership Development practices. Kari is inspired by new experiences and challenging her physical abilities. She feels blessed to lift and encourage others with a smile or helping hand. Prior to joining the Prouty Project, Kari spent several years in Human Resources at Medtronic and Ellerbe Becket. She served in many volunteer roles in her church and schools and has raised two children. She has a B.S. in Sociology and Business from East Texas State University.



Mike Felmlee
Partner Emeritus

Mike works with management teams, boards of directors, and staff groups to facilitate strategic planning, team, leadership development, and executive retreats. He joined the Prouty Project team as a partner in 2000 and was named CEO in 2005. Mike has 28 years of financial and operational management experience in the healthcare, manufacturing, and public accounting industries. Over the past three years, he has worked with more than 40 boards of directors in both the private and public sectors. Prior to joining the Prouty Project, he spent 12 years as a senior financial executive leader at Mayo Clinic Rochester, three years as a financial controller for a \$100M manufacturing company, and eight years as a CPA with PricewaterhouseCoopers in its Minneapolis and New York City offices.



Samantha Harris
Consultant

Samantha has devoted most of her professional career helping others grow. She spent years working with a team of coaches who helped expand budding minds, establish their path, and connect their academic experiences to their goals. As a supervisor, she helped those same coaches adopt challenging mindsets, collaborate better, and provide the best experience to their learners. As the Manager of Patient Experience at the University of Minnesota School of Dentistry, she played a pivotal role in evolving operations during the COVID-19 pandemic. Supporting a team of 35 employees in a system serving 10,000 active patients, she innovated new processes that improved the patient experience and helped staff overcome obstacles in their routines. In her spare time, Samantha is an independent improvisational coach and performer who empowers others to use improv to develop as leaders. Samantha has a B.S in Speech Communications: Performance Studies from Southern Illinois University and a Graduate Certificate of Leadership from Capella University.



Kaitlin Hoffman
Support Specialist

Kaitlin provides consulting support and client relationship management for the Strategic Planning practice and Leadership Development areas. Kaitlin's background in public relations adds an expertise to our team. Prior to joining the Prouty Project, Kaitlin had several jobs in public relations with large companies. She is passionate about building relationships, storytelling, social media, and helping others. She has a B.S. in Public Relations from Illinois State University.



Adrienne Jordan
Senior Consultant

Adrienne is an expert leader with over 20 years of experience in strategy, planning and process improvement across a variety of sectors including corporate, sports, education, foundation, non-profit and political arenas. Prior to joining The Prouty Project, Adrienne served with the Minnesota Super Bowl Host Committee, where she was responsible for leading the Project and Risk Management Office. Adrienne's past experiences include serving as the Chief of Staff for Minneapolis Public Schools for five years, and working with General Mills, Inc. for 13 years in various leadership roles in sales and the foundation. Adrienne is a native of Columbus, Ohio, and a graduate of the University of Notre Dame, where she was a member of the 1997 NCAA Final Four Women's Basketball Team.



Bethany Krueger

General Manager

Bethany brings a wealth of leadership and program development experience to the Prouty Project. Prior to joining the firm in 2019, she spent 17 years of her career building new programs and implementing operational systems to help a three-person start up grow into a mature organization with more than 100 employees. She has mastered the art and science of building relationships with communities to foster communication, empower people and better allocate resources. She will play a pivotal role in helping our internal teams work more efficiently and continue to deliver a 'WOW' experience for our clients.



Kaitlin McBride

Support Specialist

Kaitlin creative spark and passion for graphic design adds an elevated look and feel to our team and the work we create for our clients. She crafts unique and memorable designs for both internal and external use including on our social media channels. Kaitlin's background in public relations adds an expertise to our team. Prior to joining the Prouty Project, Kaitlin had several jobs in public relations with large companies. She is passionate about building relationships, storytelling, and helping others. She has a B.S. in Public Relations from Illinois State University. Kaitlin is also a pediatric hematology and oncology registered nurse, where she walks alongside and cares for pediatric patients and their families.



Tammy Pearson

Associate Consultant

Over the last 10 years, Tammy has devoted herself to the study of theatre and creative writing. She has a vast array of teaching experience that ranges from cultivating young minds in preschool to guiding and evaluating collegiate level students. Her fresh ideas and time spent teaching will help us evolve and enhance our creative offerings, and her managerial experiences will be invaluable in keeping Prouty's internal processes running smoothly.



Jeff Prouty

Chairman & Founder

Jeff loves working with senior management teams and boards of directors on strategic planning and board/team opportunities. He founded the business in 1987, after spending seven great years with Coopers & Lybrand (now PricewaterhouseCoopers) in Minneapolis and New York City. Over the past 30 years, Prouty and his team have worked with hundreds of CEOs, more than 140 Boards of Directors — public, private, and non-profit — and have traveled and worked in over 50 countries around the world. Team Prouty is particularly excited about "global companies, led by innovative CEOs, who enjoy partnering with consultants."



Paige Prouty

Associate Consultant

Curiosity. Adventure. Generosity. These words not only represent the core values of the Prouty Project, but they also describe the life of Paige Prouty. Her adventurous spirit and natural curiosity have taken her all over the world. At Chapman University she studied International Business and Finance and completed an internship at Acorn Entertainment in Shanghai. After graduating, she moved to a Management Development Program with Amerihome Mortgage. Paige brings energy, passion, and a sense of joy to the Prouty team. She is actively engaged in her community, donating over 500 hours to community service at Make-a-Wish, the Ronald McDonald House, and other local organizations. She's also a faithful companion to her two dogs, Blue and Celine, and now embarks on a new adventure in New York City to pursue her MBA at NYU while working remotely.



Ella Robberstad

Support Specialist

Ella joins The Prouty Project as a Support Specialist, bringing her passion for communication, connection, and creativity to the team. She recently completed her Bachelor of Arts in Organizational Communication at the University of Wisconsin–Eau Claire. She brings professional experience in client engagement, event programming, and marketing, where she has demonstrated her ability to blend organization with innovation. Her communication skills and creative energy add depth and enthusiasm to Prouty's work behind the scenes, and outside of work, Ella is a songwriter and producer who has built an online audience for her original music.



Sam Smith

Managing Director

Sam is a senior consultant specializing in strategic planning, leadership development, and innovation. For close to two decades, he has worked with executives to shift organizational mindsets that drive effective change, create adaptive advantage, and accelerate meaningful innovation. Sam designs and facilitates strategic planning, leadership development, and executive retreats. His mission is to engage, encourage, and equip leaders, teams, and organizations to STRETCH beyond themselves and what is known to what is seemingly unimaginable. His two favorite questions are “what if?” and “why not?” and his two favorite statements are “we can!” and “let’s go!”



Thank You!

Scan the QR code to get on the **V.I.P. (Very Important Prouty)** list to stay in the loop with the latest news, events, and insights from the Prouty team.

*Quarterly Newsletter [The Prouty Pulse] •
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METROPOLITAN EMERGENCY SERVICES BOARD

Meeting Date: March 11, 2026
Agenda Item: 7A. Approval to Issue RFP for Consultant Services for 9-1-1 Shared Technology Feasibility & Cost Effectiveness Study
Presenter: Rohret

RECOMMENDATION

Staff recommend the Board approve issuing an RFP for consultant services to conduct a study on the feasibility and cost effectiveness of moving to shared 9-1-1 technology in the metro region; staff recommend the contract not exceed \$200,000.

BACKGROUND

In early 2024, the Board accepted a study on the cost of providing public safety communications in metro region. The study led to questions of whether there are ways to save money by sharing technology.

Most public safety answering points (PSAPs) or 9-1-1 emergency call centers in the metro area have their own 9-1-1 call handling equipment systems, computer-aided dispatch (CAD) systems, and call and radio logging systems, often with their own backroom equipment. Each PSAP is also on its own timeline for system replacement.

ISSUES & CONCERNS

Conceptually, most people think that sharing 9-1-1 technology regionally will save cities and counties which operate PSAPs money, by spreading the cost of owning and/or operating the technology across a wider user base. However, due to the various timelines PSAPs have to replace equipment and systems means it will be difficult to have all PSAPs migrate to shared technology at the same time, meaning that it could be years before any system is cost effective.

Alternatively, it is also possible that shared technology may not realize any real cost savings. However, having PSAPs in the region on one shared CAD would enable on-demand interoperability, without the need for additional intraregional interoperability solutions. Having all public safety telecommunications (PSTs) using the same technology would allow PSTs to operate out of any PSAP, should their home PSAP need to be abandoned (due to environmental factors, fire, etc.).

This study would provide counties and cities which operate PSAPs information on the cost effectiveness and feasibility of shared 9-1-1 technology and whether the metro region should pursue such a venture or not.

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PASS/FAIL



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If this request is approved, the Executive Director plans to issue an RFP quickly and have the Board approve the award at its May or July meeting.

FINANCIAL IMPACT

This contract would be funded primarily out of the future projects fund, which is the account the MESB has with Hennepin County. The MESB's 2026-2030 capital needs document included \$200,000 for this study, though it was scheduled in 2027. Continued discussions as the Board have led staff to request this study sooner to provide answers to board members' and counties' planning questions.

MOTION BY:
SECONDED BY:
MOTION:

PASS/FAIL