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# Metropolitan Emergency Services Board (MESB)

## What is the Metropolitan Emergency Services Board?

- Established in 1979 by Joint Powers Agreement to oversee the 9-1-1 system, the metro portion of the Allied Radio Matrix for Emergency Response (ARMER) system, and EMS in the metropolitan area of Minneapolis/St. Paul.
- Supports public safety for the residents of Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, and Washington Counties, and the City of Minneapolis.

## MESB and 9-1-1

- MESB works in concert with the Department of Public Safety's (DPS) Emergency Communications Networks (ECN) division to manage the 9-1-1 network in the ten-county metro region.
- MESB works with 9-1-1 centers or public safety answering points (PSAPs), to resolve 9-1-1 issues, set 9-1-1 operational standards, and provide regional 9-1-1 planning and coordination.
- Across the country, 9-1-1 systems are in a state of change as we move from legacy 1970's landline technology towards IP-based mobile technology of today.
- With ECN, MESB is planning to implement Next Generation 9-1-1 (NG9-1-1) which operates using GIS data to allow for more accurate routed 9-1-1 calls from mobile telecommunication devices.
- This new system allows PSAPs to share applications and workload and will enable larger PSAPs to have better disaster recovery options than are currently available.

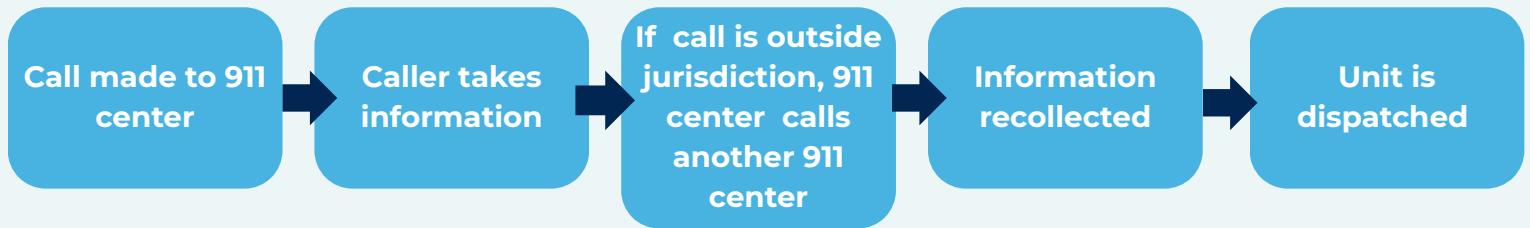
## MESB Values

**Public Trust, Commitment, Collaborative Government, Innovation**

<b>Chair</b>	<b>Vice Chair</b>	<b>Secretary</b>	<b>Treasurer</b>
Elliott Payne, City of Minneapolis	Tom Wolf, Scott County	Kelly Miller, Ramsey County	Mike Gamache, Anoka County



# Current 9-1-1 Process



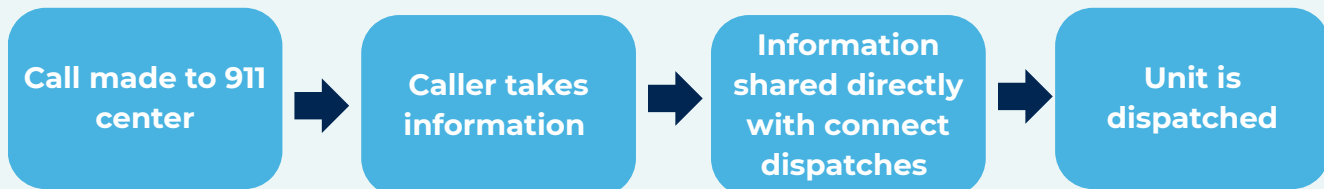
Issues with the current process:

- There is an inability for 911 centers in the metro region to expedite emergency response.
- In high call volume events, there are delays during call transfers, increased risk of miscommunication, and repetition of information.
- Current 9-1-1 statutes are out of date.

## 2026 MESB 9-1-1 Priorities to Streamline 9-1-1

### Funding to invest in a Unified 9-1-1 Center Awareness Platform

- Funding will allow MESB to procure a platform that allows 9-1-1 centers to share 9-1-1 call information in real time without needing to call another 9-1-1 center. This saves time and resources, especially during emergent and high-call volume events.
- The new process will streamline 9-1-1 calls, provide faster response times, and reduce dispatcher workload.



### 9-1-1 Statutory Updates

- Update 9-1-1 Statutes through stakeholder engagement to reflect 9-1-1 network and operational requirements in a Next Generation 9-1-1 system.

Contact: Jill Rohret, MESB Executive Director, JRohret@mn-mesb.org; Nancy Haas (Nancy.Haas@PoulHaas.com); Courtney Jasper (Courtney.Jasper@Poul.Haas.com); and Callie Lehman (Callie.Lehman@PoulHaas.com)