



Emergency Dispatching for Sheriff, Police and Fire Departments in Anoka County

March 24, 2026, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

Anoka County Emergency Communications Center (ACECC) writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

ACECC provides fire dispatch services for two cities located outside our primary PSAP boundary: the City of Champlin in Hennepin County and the City of Mounds View in Ramsey County. While the Spring Lake Park–Blaine–Mounds View (SBM) Fire Department and the Anoka–Champlin Fire Department are dispatched by ACECC, 9-1-1 calls originating in those communities are first answered by their respective county PSAPs.

To facilitate seamless coordination, ACECC maintains CAD-to-CAD interfaces with both Ramsey and Hennepin County PSAPs. These interfaces enable the rapid exchange of call information and operational details between centers without the need for phone calls or radio communication. As a result, dispatch times for fire and rescue responses have decreased significantly, improving outcomes for residents experiencing emergencies.

However, several agencies within our region are still without CAD-to-CAD capabilities due to the high cost of integration. ACECC currently utilizes only one CAD-to-CAD interface with our two Emergency Medical Services (EMS) partners for this same reason. The EMS agency with which we do have CAD integration provides the majority of medical coverage in Anoka County, and the interface has demonstrably improved response times for medical emergencies.

Anoka County Emergency Communications ▲ Respectful, Innovative, Fiscally Responsible.

Anoka County Emergency Communications ▲ 13535 Hanson Blvd NW ▲ Andover, MN 55304
Office: 763-324-5800 ▲ Fax: 763-324-5810 ▲ www.anokacountymn.gov

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Historically, delays in the transfer of high-priority events—such as cardiac arrests, structure fires, and other time-sensitive medical or fire calls—have posed challenges and increased risk. Today, CAD-to-CAD connectivity is achieved only through individual agreements between PSAPs, each requiring costly, separate integrations. This financial burden prevents many PSAPs from implementing these essential connections.

A unified 9-1-1 awareness platform across the 10-county metropolitan area would dramatically improve both public safety and emergency response efficiency. Establishing such a system would ensure consistent, real-time information sharing across jurisdictions, reduce duplication of efforts, and eliminate critical time delays for residents in urgent need of assistance.

As Director of ACECC, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

A handwritten signature in black ink that reads "Kari Morrissey". The signature is written in a cursive, flowing style.

Kari Morrissey

Director – Emergency Communications Center

March 24, 2026

**Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155**

**Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155**

Dear Co-Chairs Moller and Novotny:

Chisago County Sheriff's Office Emergency Communications Center writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

Chisago County has geographical borders with Washington, Isanti and Anoka Counties.

We also have primary service areas within Isanti County for Fire and Medical responders. Landline and cellular calls in those areas route to Isanti County, who determine if their law enforcement responders are needed and then route the call to Chisago County. Having the ability to transmit that information electronically to Chisago County in real time while gathering it, would save precious moments. Those moments could save a life.

All emergency call data that crosses borders currently requires time consuming manual relay via voice, over phone and/or radio transmissions. As you are aware, any delay in emergency communications can be life threatening. There is also much room for error when data is transmitted audibly vs electronically. The ability to relay data instantaneously via digital transmission would eliminate time and errors. It is long overdue for 911 emergency communications to enhance modern upgraded technology across geographical boundaries.

As the Director of Chisago County Emergency Communications, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

A handwritten signature in cursive script that reads "Alicia Stovern".

Alicia Stovern
Director of Emergency Communications
Chisago County Sheriff's Office
(651) 262-8500



DISTRICT 1 – JIM SWENSON
DISTRICT 2 – RICK GREENE
DISTRICT 3 – MARLYS DUNNE
DISTRICT 4 – BEN MONTZKA
DISTRICT 5 – DAN DAHLBERG

April 1, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

Chisago County writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

As the Chisago County Board of Commissioner Chair, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

A handwritten signature in black ink that reads "Richard Greene". The signature is written in a cursive style.

Richard Greene
Chair, Chisago County Board of Commissioners



4/1/2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

RE: Support of HF4597 – CAD-to-CAD Public Safety Platform

Dear Co-Chairs Moller and Novotny:

Dakota 911 writes in support of HF 4597, which would provide funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This long-standing regional priority would enhance safety for residents and visitors alike by improving coordination, interoperability, and emergency response capabilities across the metro area.

If enacted, HF 4597 would allow metropolitan PSAP partners to implement a significant upgrade in emergency communications through enhanced computer-aided dispatch CAD-to-CAD capabilities. This technology would enable faster and more efficient sharing of incident information between PSAPs, improving dispatch times for calls that involve multiple jurisdictions, particularly traffic incidents on freeways and U.S. highways. The result would be stronger public safety outcomes, faster response times, and more effective coordination across the region during both day-to-day operations and high-volume 9-1-1 events.

One clear example of the value of CAD-to-CAD is during 9-1-1 service disruptions, when calls must be routed to another PSAP due to a technology failure. Although another center may answer the call, Dakota 911 must still dispatch and manage the response. Without CAD-to-CAD, each incident requires additional phone or radio communication between agencies, creating delays and adding workload during already high-volume

periods. CAD-to-CAD would support continuity of operations by allowing the assisting PSAP to share incident and call data directly with Dakota 911 so the response can be managed without unnecessary delay.

In addition to supporting continuity of operations, CAD-to-CAD would significantly enhance the region's response to escalated incidents requiring mutual aid across jurisdictional boundaries. A common example is a structure fire, where dispatch centers often must place multiple phone calls to initiate and coordinate response. CAD-to-CAD would allow incident details to be shared directly, reducing communication burdens and helping dispatchers remain focused on managing the incident.

CAD-to-CAD is equally important during large-scale incidents involving coordination across multiple PSAPs. Dakota 911 and regional partners have experienced major incidents in recent years, including school shootings, large-scale unrest, and other high-profile emergencies. In these situations, CAD-to-CAD would strengthen coordination, improve situational awareness, and support a more unified regional response for public safety stakeholders across the metro area.

As Executive Director of Dakota 911, I strongly support HF 4597 because it will enhance public safety communications across the metropolitan region, improve coordination among PSAPs, and enable faster dispatch of first responders in critical moments.

Sincerely,



Heidi Hieserich
Executive Director
Dakota 911

April 2, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

Eden Prairie Police and Fire Emergency Communication Center writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

Eden Prairie sits uniquely between 3 Sheriff Office Jurisdictions, 5 Police Department Jurisdictions, 6 Fire Department Jurisdictions, 3 Ambulance Jurisdictions, Metro Transit Jurisdiction, and State Patrol Jurisdiction. Daily, we interact with 6 other PSAP's to have quick, concise, professional communication to provide service above expectation to those in need of police, medical, or fire assistance. Having a metro region CAD-to CAD solution will streamline the multi-agency coordination needed for many emergency responses we collaborate on every single day.

As the Eden Prairie Police and Fire Emergency Communication Center Supervisor, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

Dennis Clark
Eden Prairie Police and Fire Emergency Communication Center Supervisor



SHERIFF DAWANNA S. WITT
Hennepin County Sheriff's Office • Emergency Communications Division
1245 Shenandoah Lane North, Plymouth, MN 55447 • (952) 258-5321 • hennepinsheriff.org

April 24, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

Hennepin County Sheriff's Office writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

Today, the public reasonably expects that when they dial 9-1-1, the center they reach can immediately send help without needing to transfer the caller between jurisdictions. A unified CAD-to-CAD platform will allow PSAPs to seamlessly share real-time incident details without relying on phone calls or manual data entry. For example, when an injury crash occurs on a freeway that borders multiple service areas, the originating PSAP can instantly transmit incident information to the appropriate neighboring PSAPs so they can dispatch law enforcement, including MN State Patrol, fire, and EMS units at the same time. This reduces delays, prevents unnecessary transfers, and ensures that the closest available responders are sent to the scene as quickly as possible.



SHERIFF DAWANNA S. WITT
Hennepin County Sheriff's Office • Emergency Communications Division
1245 Shenandoah Lane North, Plymouth, MN 55447 • (952) 258-5321 • hennepinsheriff.org

As Hennepin County Sheriff's Emergency Communications Director, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

A handwritten signature in black ink that reads "Tony Martin". The signature is written in a cursive, flowing style.

Tony Martin
Emergency Communications Director

HENNEPIN COUNTY

BOARD OF COMMISSIONERS

April 7, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

I write in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

Every day, hundreds of medical emergencies occur across Hennepin County that require coordinated responses from EMS, Fire, and sometimes Law Enforcement. While a few 911 PSAPs have CAD systems that connect, many do not — especially when working with the County's five EMS providers. When systems aren't connected, each medical response requires a phone transfer or a follow-up call to repeat information already gathered. This adds time, creates opportunities for error, and slows coordination when seconds matter.

A metro wide CAD-to-CAD connection will help reduce response times by instantly sharing information from the initial 911 center with partner PSAPs. This eliminates the need to repeat details by phone and allows responders to be dispatched more quickly and efficiently no matter the type of call that requires response from various agencies and disciplines.

As Chair of the Hennepin County Board of Commissioners, as well as a member of the MESB since 2019 including national 9-1-1 work, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,



Irene Fernando, Chair
Hennepin County Board of Commissioners
300 South Sixth Street, Minneapolis, MN 55487-0040
hennepinD2.com | hennepin.us





April 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

Hennepin EMS writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

Investment in the PSAPs, specifically an enhanced CAD-to-CAD, would decrease EMS at patient times, increase patient outcomes and experiences. This would be extremely helpful to Hennepin EMS' lake communities in District 6. Equally important will be the increased safety and security of all first responders (Police, Fire, EMS) to receive CAD comments, life safety information, in real time eliminating the need to call or radio other PSAPs with such information. With the ability to see live comments, CAD Caution Alerts from other PSAPs, it will make our Hennepin EMS providers more informed and safer.

As EMS Chief of the Hennepin EMS, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

Martin Scheerer
EMS Chief – Sr. Director of EMS
Hennepin EMS



Sherburne County Sheriff's Office

*"Commitment to Service with Integrity and
Pride"* **Sheriff Joel Brott**

April 2nd, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

Sherburne County writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors to the region and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination by agreeing to utilize enhanced computer-aided dispatch (CAD)-to-CAD communications services, which will enable faster dispatching of first responders for calls which need to be handled by multiple PSAPs, particularly those of traffic accidents of freeways and US highways. The platform will result in enhanced public safety outcomes, faster public safety response times, and more efficient communications across metro region PSAPs both in day-to-day activities, but also during high-volume 9-1-1 call events.

Sherburne County has 4 state highways that run through our county and coordinate with State Patrol for response to traffic complaints and accidents. Having a way to share information via CAD in real time would save time and the need to communicate updates via dispatch as well as being able to start ambulance and fire, as needed, quicker,

based on the event information received in the CAD data, even before it was officially requested by State Patrol.

As the PSAP Manager of the Sherburne County Sheriff's Office, I fully support HF 4597 as it will enhance public safety communications across the metro region and allow for faster dispatching of first responders, thereby saving lives.

Sincerely,

Laura Anderson

A handwritten signature in black ink, consisting of a stylized 'L' followed by 'A', representing Laura Anderson.

911 Communications PSAP Manager



Office of the Sheriff

Commitment to Excellence



Dan Starry
County Sheriff

Douglas H. Anschutz
Chief Deputy

Date: April 3, 2026

Representative Kelly Moller
5th Floor Centennial Office Building
St. Paul, MN 55155

Representative Paul Novotny
2nd Floor Centennial Office Building
St. Paul, MN 55155

Dear Co-Chairs Moller and Novotny:

The Washington County Sheriff's Office Emergency Communications Response Center (ECRC) writes in support of HF 4597, which provides funding to implement a unified 9-1-1 awareness platform across public safety answering points (PSAPs) in the 10-county metropolitan region. This project will enhance safety for residents and visitors and has been a regional priority for several years.

If this bill is passed, metropolitan PSAP partners will implement a large-scale upgrade in emergency response capabilities and coordination through enhanced computer-aided dispatch (CAD)-to-CAD communications services. This will enable faster dispatching of first responders for incidents requiring coordination across multiple jurisdictions, particularly along major transportation corridors.

In Washington County, interoperability with surrounding PSAPs is critical to ensuring timely response for first-arriving law enforcement, fire, and EMS agencies. Today, these incidents often require manual coordination between centers, which can introduce delays and increase the risk of miscommunication. A unified platform would allow for seamless information sharing and real-time coordination, significantly reducing call processing time and minimizing the potential for errors during high-stress incidents.

As the Emergency Communications Response Center Manager for Washington County, I fully support HF 4597. This investment will strengthen regional interoperability, improve operational efficiency, and ultimately save lives by ensuring the fastest possible dispatch of emergency responders.

Sincerely,

Darlene Pankonie Digitally signed by Darlene Pankonie
Date: 2026.04.03 18:43:02 -05'00'

Darlene Pankonie, ENP
Emergency Communications Response Center Manager
Washington County Sheriff's Office