Minnesota Next Generation 9-1-1

Strategic Plan and Recommendations Briefing

Minnesota DPS Emergency Communication Networks

Draft report | October 2026

Minnesota Next Generation 911

What can NG911 do?

- Modernizes Minnesota's 911 system
- Improves call routing, location accuracy and resiliency
- Builds on ESInet, GIS data and core services
- Supports future capabilities like photos, video and additional data
- Rollout is underway, with statewide planning and local coordination continuing



This is a plan that

proposes recommendations and provides options

based on stakeholder engagement and an assessment of Minnesota's current state.

Minnesota's NG911 Implementation

2013:	ESInet completed. This is foundational to modernized call delivery.
2017	GIS data project begins. This is foundational to modern call routing. Text-to-911 goes live
2022	Phone companies begin moving to SIP format. This is foundational to modern call delivery. Contracted with three full-time 911 Coordinators who focus on PSAP support
2023:	NG core services RFP issued
2024:	PSAP cybersecurity assessments conducted
2025	NG core services contract non-award notice Phase 1 filing with FCC Fiber optic cable conversion begins
2026:	GIS work is 98% complete Fiber optic cable conversion continues SIP migration 99% complete Strategic plan developed Two additional 911 Coordinators hired (state employees)

Your Presenters Today:

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Project Manager

- Project management and coordination
- Stakeholder engagement
- Project delivery and reporting

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- Governance and operations
- Public safety communications
- Strategic planning and policy

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- 9-1-1 operations
- Organizational assessments
- NG9-1-1 planning and implementation

Briefing roadmap

1. Context and engagement
2. Strategic needs
3. Governance and legislation
4. Technology initiatives
5. Funding and roadmap
6. Decisions and next steps

What the strategic plan is intended to do

Translate engagement findings into a practical statewide transition path:

Engage:

Bring ECN, PSAPs, GIS, technical, public safety, and elected stakeholders into the planning process.

Align:

Clarify state and local roles, strategic needs, dependencies, and decision points.

Advance:

Provide legislation, governance, technology, funding, and roadmap options for statewide NG9-1-1.

Statewide engagement shaped the plan

Five collaboration events were held June 1-5, 2026:

Five Regional Collaboration Events:

1. St. Paul College
2. Mankato State University
3. Wright County Justice Center
4. Bemidji State University
5. Crow Wing County Land Service Building

- Events were held June 1-5, 2026.
- Participants reported increased NG9-1-1 understanding after every event.
- Local issues were captured through facilitated exercises and written responses.
- ECN and FE held follow-up sessions to refine the shared vision.

What stakeholders emphasized

The findings span technology, operations, people, policy, and funding:

Technology:

Interoperability, testing, cybersecurity, replacement cycles

Data:

Storage, sharing, retention, evidence, privacy

GIS:

Maintenance, authority, boundaries, staffing

Operations:

Multimedia, continuity, routing, workload

People:

Staffing, wellness, IT support, training

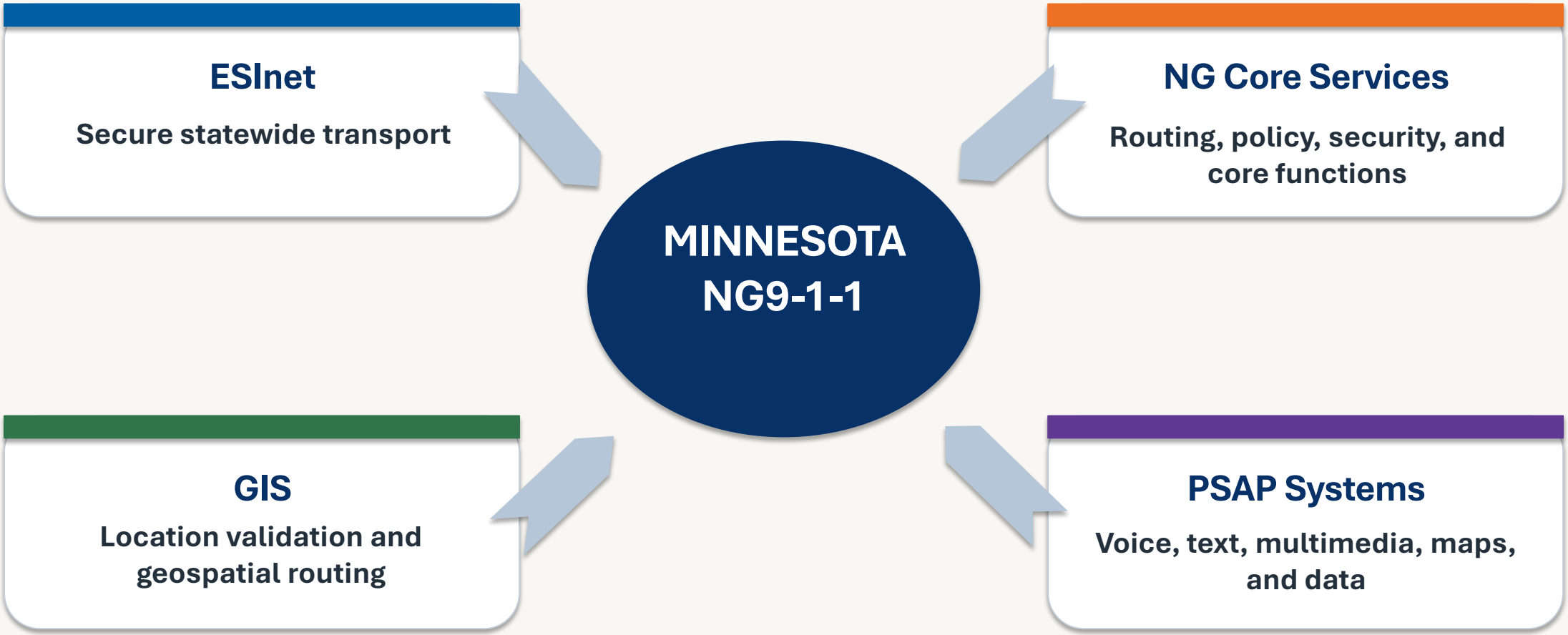
Governance:

Chapter 403, standards, compliance, local input

General Consensus on Local Control of PSAP Operations

NG9-1-1 is an integrated ecosystem

Four major components must function together:



Minnesota starts from a position of strength

Existing statewide assets reduce transition risk, but do not eliminate the remaining work:

Statewide network:

ECN already provisions, manages, and supports statewide emergency-services connectivity.

GIS foundation:

The report describes statewide GIS readiness as approximately 90% complete.

Established collaboration:

ECN works with more than 100 PSAPs and statewide stakeholders.

Home-rule environment:

Local authorities retain operational autonomy and must integrate into common statewide services.

Core work ahead:

- Governance
- Legislation
- NGCS
- Network upgrades
- Cybersecurity
- Funding

Seven strategic needs

The program must move these workstreams together:

- Legislation
- Governance
- Data and GIS
- NG Core Services
- ESInet infrastructure
- Cybersecurity
- Funding

These workstreams are interdependent:
Decisions in one area affect timing, cost, readiness, and statewide service consistency.

Legislation must support the NG9-1-1 operating model

Chapter 403 and Administrative Rules Chapter 7580 require modernization

- Define state and local roles and responsibilities
- Establish PSAP standards and training expectations
- Address funding, GIS data sharing, and compliance procedures
- Authorize technical standards and statewide transition requirements
- Distinguish issues requiring statute from those suited to administrative rule

Recommended approach:

- Begin legislative development without delay
- Involve legislative champions early
- Build state, local, association, and responder support.

Governance must pair statewide consistency with local control

Minnesota's home-rule structure requires a complementary state-local model:

State role:

Facilitator, funder, coordinator, shared-services provider, and administrator of statewide funding and minimum requirements.

Local role:

Operate PSAPs, manage people and local systems, and connect to statewide services while meeting common requirements.

Shared forum:

A statewide committee provides local, state, association, legislative, and technical participation in policy and implementation.



Governance options considered

The report offers options for discussion rather than a one-size-fits-all structure:

1

ECN + Statewide Committee

ECN leads statewide coordination.

A legislated committee advises on policy, funding, compliance, and legislation.

2

SECB + 9-1-1 Structure

Use the existing SECB and 9-1-1 subcommittee structure.

Capacity and role clarity require attention.

3

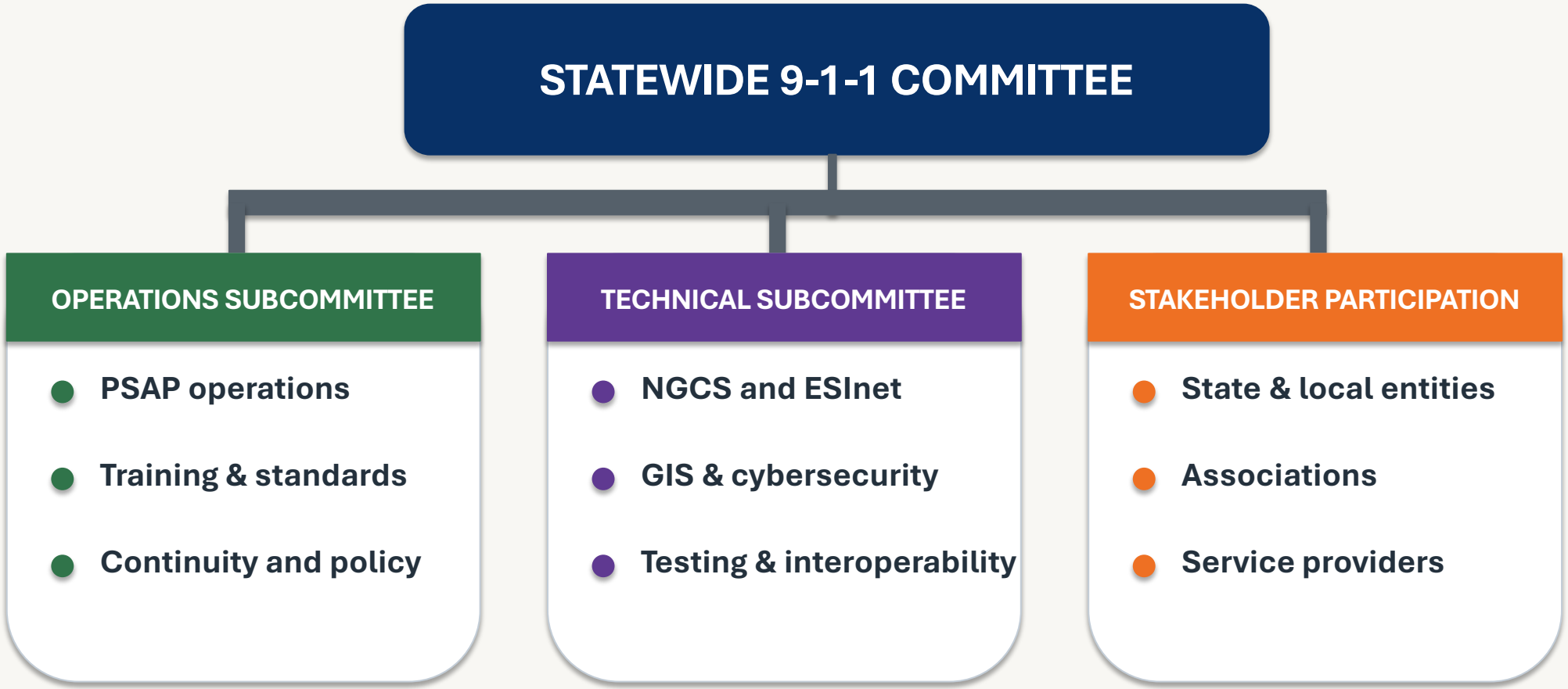
Central State-Agency Model

A state agency directs policy, funding, training, and regulation.

The report states this option does not align with feedback.

Illustrative statewide 9-1-1 committee

An interim committee could begin work before legislation establishes permanent authority:



Strategic Initiative 1: GIS optimization and innovation

Complete, maintain, govern, and provision authoritative GIS for NGCS:

Complete and sustain:

Finish remaining datasets, maintain authoritative layers, and resolve cross-jurisdictional discrepancies.

Provision to NGCS:

Securely provide statewide GIS data to the selected provider and validate ECRF and LVF use.

Maintain readiness:

Sustain staffing, training, governance, funding, validation, and adaptation as standards evolve.

Strategic Initiative 2: NG Core Services modernization

Procure, test, pilot, and expand a comprehensive statewide core-services environment:

- Conduct vendor-neutral procurement aligned with NENA i3
- Address routing, interoperability, cybersecurity, data ownership, monitoring, continuity, testing, training, and support
- Include local PSAP, technical, procurement, and expert representation in evaluation
- Use a controlled pilot representing different PSAP sizes, regions, systems, and operating environments
- Verify performance before phased regional deployment

Procurement discipline:

The RFP and contract become the foundation for design, schedule, cost, service levels, acceptance, and vendor accountability.

Strategic Initiative 3: ESInet reliability and infrastructure

Build on the current network while addressing capacity, diversity, resilience, and support

Assess:

Capacity, route diversity, redundancy, single points of failure, cybersecurity, and long-term support

Align:

Coordinate network upgrades with the selected NGCS architecture and multimedia demand

Monitor:

Implement end-to-end monitoring across NGCS, ESInet, and PSAP connection points

Test:

Use SLAs, escalation procedures, restoration plans, and scheduled failover testing

Strategic Initiative 4: Cybersecurity maturity and resilience

Move from awareness to coordinated operational security across the statewide ecosystem:

Common requirements:

Access control, MFA, segmentation, vulnerability management, monitoring, incident response, backups, continuity, and third-party risk.

Recurring readiness:

Conduct assessments, training, and exercises aligned with NENA NG-SEC, NIST, CISA, and state requirements.

Statewide resilience:

Use results to prioritize improvements and strengthen detection, response, recovery, and continuity.

PSAP funding strategy

The statewide transition must account for local technology, people, training, and infrastructure:

Review the formula:

Assess the current local distribution formula for transparency, equity, and changing NG9-1-1 responsibilities.

Consider grants:

Use grants to support equipment, readiness, training, facility, cybersecurity, and other eligible needs.

Protect sustainability:

Account for rural, metro, primary, secondary, GIS, IT, signage, staffing, and ongoing lifecycle needs.

- NGCS
- ESInet upgrades
- GIS operations
- Cybersecurity
- Staffing
- Training
- Lifecycle support

The roadmap progresses from preparation to statewide program

Timing remains dependent on procurement, vendor design, pilots, readiness, and legislation:

NEAR TERM

1-2 years

Prepare, govern, procure, and strengthen foundations

MID TERM

3-5 years

Pilot, evaluate, expand regionally, and mature operations

LONG TERM

5+ years

Complete statewide implementation and institutionalize continuous improvement

Timing remains dependent on procurement, vendor design, pilots, readiness, and legislation.

Near-term priorities: 1-2 years

Advance the work that establishes authority, procurement readiness, and technical foundations:

- Upgrade the current statewide network toward ESInet capability
- Leverage GIS investments to support NGCS planning
- Conduct NGCS market research, procurement, and pilot preparation
- Enhance end-to-end monitoring capabilities
- Integrate cybersecurity governance and connection requirements
- Begin legislation, statewide rules, governance, and funding review

Mid-term priorities: 3-5 years

Prove the solution, expand deliberately, and operationalize statewide governance:

- Conduct pilot deployment, performance period, and evaluation
- Plan phased regional NGCS expansion based on infrastructure and readiness
- Expand operational use and maintenance of statewide GIS
- Complete remaining infrastructure modernization
- Advance cybersecurity monitoring and response capabilities
- Operate governance, support, compliance, and funding-review processes

Long-term priorities: 5+ years

Complete implementation and transition from a project to a sustained statewide program:

Statewide completion:

Complete statewide NGCS implementation as allowed by readiness, legislation, and local transition.

Continuous improvement:

Manage emerging technology, multimedia, analytics, training, and operational enhancements deliberately.

Mature resilience:

Make cybersecurity, continuity, monitoring, recovery, and resiliency permanent program functions.

Local readiness remains essential

Statewide services succeed only when each PSAP can connect, operate, and sustain the new capabilities:

Workforce strategy:

Plan for more systems, data, multimedia, IT support, specialized roles, training, and employee wellness.

Readiness checklist:

Define facility, connectivity, cybersecurity, physical security, IT, and endpoint requirements before activation.

Transparent preparation:

Provide vendor timelines, milestones, requirements, testing criteria, and regional deployment communication.

Recommended decisions and next steps

Use the strategic plan as a living roadmap and convert the recommendations into governed work:

1. Select the governance path and initiate an interim committee structure
2. Begin Chapter 403 and Chapter 7580 modernization planning to include a comprehensive funding plan
3. Validate statewide scope, endpoints, readiness, and funding assumptions
4. Prepare vendor-neutral NGCS procurement and pilot requirements
5. Coordinate GIS, ESInet, cybersecurity, training, and local readiness plans
6. Establish decision gates, performance measures, and transparent reporting

Discussion

Where does ECN need alignment, decisions, or additional validation?

- Governance model and committee structure
- Legislative and administrative-rule priorities
- NGCS procurement and pilot approach
- Funding and local-readiness strategy
- Timeline, dependencies, and decision gates

Minnesota has strong foundations:
The next step is coordinated execution across state and local partners.

Questions and Closing Comments

THANK YOU!

Federal Engineering