



Public Safety Communications Users Meeting
December 1, 2021
Meeting Summary

Agencies Present:

Tony Avery, Platte County Sheriff's Office/EM
Marie Beauchamp, Cass County Emergency Service Board
Scott Boden, Johnson County Sheriff's Office
Brenda Bradford, Overland Park Police Department
Kim Davis, Ray County 9-1-1
Jeremy Duke, Kansas City Missouri Fire Department
Kate Neal-Dorsey, Johnson County Emergency Communications Center
Stephen Hoskins, Kansas City MO Police Department
Mike Lowther, Lenexa Police Department
Matt May, Wyandotte County Emergency Management
Johnny Platt, Johnson County Emergency Communications Center
Travis Meats, Shawnee Police Department
Rob Rushkievez, Ft. Leavenworth Police Department
Paul Thurman, Independence Police Department
Grady Victory, Johnson County Emergency Communications Center
Don Ward, Overland Park PD Communications Center

MARC Staff: Chris Allen Hunter, Hassan Al-Rubaie, Mike Daniels, Saralyn Hayes, Pam Opoka, Lauren Palmer, Nikki Thomas and Eric Winebrenner

1. Call to Order and Introductions

Steve Hoskins called the meeting to order.

2. Approval of September 1, 2021 meeting summary

A motion was made by Don Ward to approve the September 1 summary. It was seconded by Tony Avery. The motion passed with no opposition.

3. MARC Reorganization

- Lauren Palmer, Director of Local Government Services
 - Eric Winebrenner shared that Marlene Nagel is taking on less responsibilities. Because of this, MARC recently went through a reorganization placing Public Safety and Emergency Services under the Local Government Department led by Lauren Palmer. He then turned the floor over to Palmer. Palmer shared that her background was in city government which it was believed would be a good alignment with 911. She attended today so everyone could associate the name with a face and to let these committee members know that she is here to help in any way.

4. 911 Legislative Update - Eric Winebrenner

Federal

- He shared the \$15 billion for NextGen was paired down to \$480 million and arguments are continuing.
- Senate bill 1175 is reclassifying public safety telecommunicators as a protective service occupation in the Senate Homeland Security Governmental Affairs committee.
- HB 4319 is requiring the Center of Disease Control and Prevention to track and report on suicides and other issues

among public safety telecommunicators. This is in the House Energy and Commerce committee.

- There is also a House bill that characterizes public safety telecommunicators as a protective occupation as well.
- The only bill moving now is the Build Back Better Infrastructure bill and debt ceiling.

State

- Missouri can start pre-filing bills today and we will be looking for 911 bills. Winebrenner noted that last year's HB 2435 reclassifying telecommunicators as public safety was in the House Reappropriation Committee when the session ended.
- He was not aware of any Kansas bills.

Local

- No new information.

5. **Missouri 911 Service Board Report** – Eric Winebrenner

- The Board did not meet in November. Their next meeting is scheduled for December 9.
- They are still working through their studies on NextGen 911, GIS and mapping and recording AEDs for knowledge of where they are in the state. Al-Rubaie added that the NextGen 911 committee met today and reviewed the draft report. The report will be going to the Service Board next week for approval.

6. **Kansas 911 Coordinating Board** – Mike Daniels

- This Board has not met since this committee's last meeting. Their next meeting is Friday.

7. **Public Safety Program Updates**

• **Training – Pam Opoka**

Power Phone

- So far this year, there have been 479 trained through Power Phone.
- A 40-hour Basic started today with 15 attendees from 12 agencies.

Pause First Academy

- This platform is available for resiliency training and resources. It is available to every dispatcher in our region through March 2022.

Talent Learning Management System (LMS)

- This is our new online management system. New trainings with our regional instructors will be launching on this platform in January 2022.
- Opoka has been receiving requests for a Communications Training Officer (CTO) training. This is currently under development through Impact Dispatch and will launch in February 2022. Anyone that has someone that needs CTO training should contact Opoka (popoka@marc.org). She noted that she already has a waiting list and there can only be 24 attendees per class.
- The Legislation updates that Winebrenner just shared are recorded in a video in Talent LMS. Anyone wanting to review them again can contact her for access.

Peer Support

- The Commanders were accepted to present at the IACP (International Association of Chiefs of Police) Officer Safety & Wellness Symposium in March in Atlanta, GA.
- Tomorrow, they will be doing an Open House at Morgan Farms which will include a Guns and Yoga podcast.
- Winebrenner asked the group if they had any feedback on online training?
 - Beauchamp asked if the 40-hours Basic was going to start being offered in person again. Opoka replied that Public Safety is in the process of creating an online version through Talent LMS and there are no plans of offering this in person at this time. Beauchamp shared feedback she received was that the online was great but the networking opportunity was being missed. Daniels said that MARC was aware that the networking portion was missing and MARC was moving forward with a new curriculum and format to facilitate quarterly in person trainings. He noted that this may not happen in the first quarter of 2022 but hopefully, it could happen throughout the rest of the year.
 - Hoskins asked if those taking the online 40-hour Basic were required to be logged in for the whole 40-hours and they are not. Opoka explained how the training worked and that it was open for them to complete within a certain timeframe. For example, the one starting tomorrow completion timeframe is December 1 - 23.
 - A Crisis Intervention Training (CIT) three-day course was recently piloted at the Lee's Summit's Police Training Center with 45 dispatchers. This went well and everyone was able to be safe. Avery asked if the limitations for in person training were strictly based on location and that is correct. He asked if MARC had explored getting with some of the other partner agencies that have larger training facilities that could accommodate in person trainings, and this has been explored. Avery offered his Resource Training Auditorium and their backup Com Center that will be completed sometime next year with two fully operational seats.

- **Technical Services – Hassan Al-Rubaie**

- Router

- There was a meeting this morning with Motorola. The current router completion target is the first quarter of 2022. Since this committee last met, there has been several internal discussions regarding SIP vs. SS7 delivery from the carriers. It has been decided that we will move forward with SS7 for now and to SIP at some point in the future. Carrier orders are moving forward but there are no firm delivery dates from either carrier on when their circuits will be installed at LightEdge.

- Workstations

- At the last meeting, we were still waiting on hardware and software upgrades for some agencies. The Windows 10 upgrade for fifteen PSAPs has been received but five are missing. For some reason, Motorola sent these to different agencies/individuals. Al-Rubaie has reached out to the five agencies to see if their upgrades were shipped to them. The MARC techs are currently building images using the Windows 10 upgrade and once these are completed, they will contact the PSAPs to get the upgraded software installed.
 - Received new hardware for Grandview, Harrisonville, Lee's Summit PD, Lenexa PD, North Kansas City PD, Pleasant Hill PD and Pleasant Valley PD. The techs are currently staging this equipment and will be reaching out to the agencies to get their equipment installed.
 - Winebrenner shared that next year, all the workstations will be ordered in one order and deliveries staged between the beginning of the year and mid-spring. He noted that this is being done because of the issue of not knowing when the supply chain will send the order and to build in time for any delays. Winebrenner also noted that PSAPs that were approved for additional positions (Platte County, Lee's Summit Fire, Lee's Summit PD and Miami County) equipment would be ordered separate from the workstations but would be ordered early in the year.

- Microwave

- Nokia shipped all the equipment and everything has been received. Al-Rubaie reminded everyone that there was some antenna movement required for the links which required a structural analysis. The 119th Street tower in Olathe was the only one that required structural reinforcement. Work is being done on getting a quote for this. The current target date is June 2022 but this depends on whether there are any delays in the structural work.

- Demo

- There will be a demo of Motorola Citizen Input at Johnson County Sheriff's Office and ECC. Al-Rubaie shared that this product had been discussed at an earlier meeting and he outlined how it works. The firewalls have been received that are required for this service but we have not received the software or installation instructions for it from Motorola. Winebrenner said that the goal is to try it out and let others see how it works. Then, when 2023 budget time comes around the Users and Board will have an idea of what direction they want to go regarding this type of software. This would be an additional service cost to what we now pay Motorola and currently, we do not have a cost. Once Johnson County is comfortable with the product, a demo time will be set up for others to go there and see how it works.

- **Database / Mapping – Saralyn Hayes**

- Missouri NextGeneration 911 GIS Analysis

- MARC provided map data, 911 database and MSAG for all our regional counties to GeoComm (who is the state contracted vendor to run analysis). Our region has been doing this same type of analysis quarterly for many years, so we were confident in our data accuracy GeoComm's initial results were received which showed our counties road data would get us the prize if one was being awarded for how accurate it is. On the address layer, which is a new data layer, that was not created for 911 and in which the information sources came from the counties, work has been done on cleaning up the data. The problem found here is that the reports MARC had been running for some of the counties were very different than the reports that GeoComm ran. MARC has challenged how they ran the reports and are still working through this with GeoComm.

- Dish Wireless (part of Dish Network)

- Dish Wireless will be implementing wireless services in the area and will start testing tomorrow. Hayes will send an email notifying the PSAPs of this testing. Dish will also be implementing text to 911 at the same time. Dish's contact information has already been added to the 911 Intranet should anyone need it.

- Railroad

- An annual review was done on this information and it was updated with the different railroad map layers for lines, crossings and mile posts.

- Pipeline

- This will be the next annual review that her department works on. This review should be completed in late January or early February and refreshed in the 911 map for dispatchers.

- Mapping

- Public Safety (PS) has partnered with GeoComm for around 20 years for 911 mapping and have a very good relationship with them. Our contract is set to expire and PS is doing their due diligence in researching all 911 mapping providers. MARC is a member of the Houston, Galveston Council Buying Program known as H-

GACBuy. This means our RFP process is already completed and we will be provided the most competitive pricing available. There are four approved vendors (GeoComm, Intrado, Rapid Deploy and Vesta) that came from the H-GACBuy program. Vendor demos have been scheduled with each of them for January 10th and 11th. A small group of map superusers have been put together for their input and participation in the demos. MARC staff has met with the superusers to share priorities, timelines and next steps. Hayes invited anyone in this meeting that was interested in participating in the demos to contact her (shayes@marc.org) for the virtual TEAM meeting(s) invite. This project's timeline is for a recommendation to be presented in this committee's and PS Board's summer meetings for approval in the 2023 budget. Winebrenner added that our relationship with GeoComm is excellent and they will be participating in the demos. This is being done to give others that make this product a chance to share their capabilities and costs and to give those in the region that use the product a chance to share in this process. It does not mean that we will be making a vendor change.

8. **988 Mental Health Call Discussion** – Eric Winebrenner / Mike Daniels

Missouri Group

- Winebrenner shared that there is not a lot of movement on the Missouri side. Still waiting on the regional map that lists the seven call centers and the region they will be covering. Also, not much is coming out of the state on how they are going to answer calls, where they are going to answer them or how they will transfer them. He believes the Missouri Service Board is going to start taking a more active role with this group since they also have questions.

Regional Group

- MARC is going to work with some regional providers on a planning grant which is more for the development of regional response teams. Lauren Palmer is leading this group. They are not dealing with call answering but the response after the call.

Kansas Group –

- Daniels reported that Kansas has a state planning team working on answering calls. They have 3 call centers throughout the state (Johnson County, Douglas County, Sedgwick County). They are focused on answering calls and not so much on handling things telephonically. Johnson County is moving forward with putting mental health workers in the ECC to answer 911 calls. All of Johnson County already has co-responders assigned throughout their county. So, Johnson County is further along than the rest of the state. The bottom line is that Kansas will have 988 calls answered throughout the whole state which they do not have now. Then, things will move forward on the response side county by county. Another meeting is scheduled for next week to see where things are on this project. Al-Rubaie added that he had met with the ECC in November and their current timeline is 3 – 6 months for implementation. They are looking for a couple of additional queues set-up in the system that these calls will go directly to with priority queuing of the national 988 number for local mental health calls received.

9. **Other Business**

- Winebrenner noted that MARC had recently received an official request from Linn County, Kansas to join the MARC system. Population wise it is a small county. Their Sheriff's office is in Mound City where they have a 2-seat PSAP. MARC is in the process of putting together information required in the bylaws for them to potentially join the MARC system. It is known that they would have to replace some equipment at their own cost. A meeting is scheduled with them at Linn County December 13 to get a look at their facilities. They are building a new Sheriff's office / jail facility in Mound City. If this moves forward, we will install in the new facility. Hayes has been in contact with their GIS staff. Al-Rubaie has a basic overview of their technical capabilities and the Board chairs are aware of this.
- Hoskins shared that Matt Knight who was the Commercial Advisor for the state of Missouri APCO/Missouri NENA and the Missouri Public Safety Communications Conference passed away on Monday morning. Anyone wanting information about his services should contact Hoskins.
- Winebrenner brought attention to the future meeting dates noting that this committee's next meeting would be January 5 online because of the way the calendar fell this time and meet quarterly after that.

10. **Adjournment**

With no further discussion, Steve Hoskins adjourned the meeting.

Future Meeting Dates:

PS User Committee @ 1:00 pm Teams Video

- January 5, 2022
- April 6, 2022
- July 27, 2022
- October 5, 2022