



***Public Safety Communications Board Meeting***  
**August 31, 2022**  
**Meeting Summary**

**Agencies Present:** Michael Ashcraft, Johnson County Kansas Commission (online)  
Russell Beach, Jackson County Sheriff's Office (online)  
Maria Beauchamp, Cass County Emergency Services Board (online)  
Scott Boden, Johnson County Kansas Sheriff's Office  
Robert Carl, Kansas City Kansas Police Department  
Richard Carrizzo, Southern Platte Fire Protection District (online)  
Lionel Colon, Kansas City Missouri Police Department  
Wendy Dedeke, Leavenworth Sheriff's Office (online)  
Denise Gibbs, Motorola Solutions  
Christina Hays, Independence Police Department (online)  
Henry Horn, Overland Park Police Department  
Steve Hoskins, Kansas City Missouri Police Department  
Eric Houston, Overland Park Police Department  
Worth Hunsinger, Johnson County Emergency Department of Emergency Services (online)  
Matt Kelly, Miami County Sheriff's Office  
Jeanie Lauer, Jackson County (online)  
Chris Maiers, US Department of Homeland Security (online)  
Steve Mailand, Johnson County Kansas Sheriff's Office  
Chris Martin, Linn County  
Matt May, Wyandotte County Emergency Management  
Mark Owen, Platte County Sheriff's Office  
Josh Patterson, Lee's Summit Police Department (online)  
Kim Pruett, Atchison County Communications Center  
George Sims, Kansas City Kansas Police Department  
Carlos Simmonds, Motorola Solutions  
Larry Tarrant, Clay County Sheriff's Office (online)  
Jamie Taylor, Lee's Summit Police Department (online)  
Maury Thompson, Johnson County Manager's Office  
Kris Turnbow, Raymore, MO  
Ed Turner, Independence Police Department (online)  
Shane Turner, Grandview Police Department  
Grady Victory, Johnson County Emergency Department of Emergency Services (online)  
Ellen Wernicke, Johnson County Emergency Department of Emergency Services (online)

**MARC Staff:** Hassan Al-Rubaie, Chris Allen Hunter, Saralyn Hayes, Marlene Nagel (online), Pam Opoka (online), Lauren Palmer, MARC (online), Nikki Thomas, Jason White, MARC (online), Eric Winebrenner

## 1. Call to Order and Introductions

- Roll call was done by Winebrenner and the meeting called to order by Mark Owen.

## 2. Approval of August 20, 2022, Meeting Summary

*Ricard Carrizzo made a motion to approve the April 20 summary. It was seconded by Eric Houston. Approved with no opposition.*

## 3. Motorola Citizen Input and Transcription Demo – Carlos Simmonds, Motorola Solutions

- Winebrenner shared that once the new VESTA Routers go live, we will have one year left on the maintenance agreement with Commenco and after that, we will go to a maintenance agreement with Motorola.
- Simmonds continued with the demo presentation. He started with the “Why” (are we changing form Vesta router 1.A.)
  - An upgrade is being done to a standardized model that enables the use of future technology advancements. This will extend the router from a voice call to a data one.
  - Removing many legacy 9-1-1 components from the call flow.
  - Simplify the call flow for responding agencies. This would allow faster call taking by eliminating them from having to work on multiple systems.
  - Transition from existing VESTA Router IP Selective Router (IPSR) service to support NENA i3 architecture. This will provide a core for the router that works with items such as location information during the call (location-based routing).
  - Ability to utilize the investments MARC agencies have made in GIS data accuracy. Now, is the time to move to a geospatial routing solution. This solution will get the region where they need to be for a faster upload and improved location information.
  - Smarter routing decisions that adapt to each agencies process. With the upgrade to the VESTA Router 2.X, you are actually able to improve on the functionality of routing decisions. Each agency will be able to work with Motorola to make sure all their processes are taking into consideration, so they can make smarter routing decisions on calls coming into their center.
  - Ability to receive ALL types of citizen requests for service (voice, text, alarms, IoT sensor/devices, AI, social media, etc.) This platform will set this region up for all of the ways agencies can receive information. It will also be a conduit that allows information to be shared with the field first responders (pictures, video, etc.). He also shared the example of better call information with the example of the information you would receive would compare to when an Uber or ordering a Dominos’ pizza are called. This platform allows for when advances are being made in the industry, that we are able to process the routing capabilities that this upgrade brings.

### Other Benefits

- Improves MARC’s visibility into the health of the system through their customer portal allowing MARC technicians to see it and act more quickly.
- Enhances disaster preparedness and business continuity. This ties back to additional routing opportunities. With this system, all of this is done automatically with the routing smarts within the system. Motorola would work with the MARC techs to ensure the system was program accordingly.
- 24x7x365 Network Security Operation Center (NSOC) - this would be End to End accountability, automated monitoring, and alarming to help with problem issues. It would also monitor for attacks to the system.
- Advanced reporting capabilities (data at your fingertips for agencies to utilize in process improvement). This system has improved reporting capabilities that each agency would be able to take advantage of so they can act upon and change their processes should they need to do so.

### Pricing

- Winebrenner shared that there would be a one-time non-recurring charge (NRC) and a reoccurring monthly fee. Simmonds shared a slide that outlined Motorola’s pricing model. He noted that the reoccurring monthly fee was for support and maintenance and is based on population. Thomas asked how often population data is reviewed and per Simmonds, it can be reviewed yearly but it is really based on the term and MARC’s term is 60 months. He noted that the language in the agreement sent to MARC states that if the region should have an influx of growth and Motorola should start see a lot more processing of calls or a growth reduction, Motorola would have a conversation with MARC. Motorola did add a one-time incentive amount because of their relationship with the MARC region.

- Beauchamp asked if this would change the API into the CADs and it will not.
- Winebrenner said this is being shared because of the upcoming budget conversation and to give the Board an idea of what was in the budget and why it was there. Version 2 allows us to go to geospatial routing. Also, because of our region having to change routers once our contract with Commenco is up and go with Motorola who would no longer be supporting version 1 routers.

#### 4. 911 Legislation Update – Eric Winebrenner/Jason White

##### Federal

- Winebrenner said that White has been watching funding for NextGen 911 and he turned the floor over to White. White shared that HR7824 is the legislation to watch. It passed in the House committee and is the bill for the sale of Spectrum. This bill has \$10 billion dollars identified as second or third in line for the sale of Spectrum. The continuing issue is that we would need to wait on the sale of Spectrum. Per White, there is interest in handling this funding in the same way as funding for FirstNet was handled. With the federal government to front a portion of the revenue funding stream for the sale of Spectrum. There is interest to make the same adjustment as this goes through the Senate side. This bill has been assigned to the Senate committee which Senator Blunt (MO) and Senator Moran (KS) serve on. There was a topical hearing at the beginning of August to discuss the issues around the sale of Spectrum. The ability for the federal government to sale Spectrum ends September 30, 2022, which in itself is an issue. During the topical hearing, this legislation came up and was supported by both Democrats and Republicans. He outlined the other entities that were supporting this.  
He noted that the core 911 groups (APCO, NENA and the state 911 Directors Association) have still not gotten together on this issue (the infrastructure bill). There is support from APCO and Public Safety community leadership but not from NENA and NASDA. He added that NASDA had sent out a letter that raises questions centered around I3 standard and funding for cybersecurity work which could stall the bill. There has been concerns shared about the late entry of their issues. U.S. Senate goes back into session in September. Looking at past formulas, this would be about \$100 - \$150 million for Missouri and 60% of this for the Kansas side. This funding is directed to NextGen.
- Winebrenner shared that letters had been sent to the Senate representatives for Missouri and Kansas' with this committee's chairs signatures, urging their support.

#### 5. Missouri 911 Service Board – Jason White

- The Board received \$18 million in ARBO funding to support 911 with \$8 million going towards pulling together GIS on a state-wide perspective. This funding was allocated in the Governor's budget. They were also given \$10 million to build out NextGen 911 in Missouri. The issue is that the Governor's office is attached to all of the ARBO funding and the State is issuing a 50% local match. The state law we work under identifies our priorities and the counties that are still in need probably do not have the available funds to match. The Board is working on options such as their access to revenues based on the 3% prepaid funding stream that could possibly be used for match support.
- Conversations are continuing to be had and funding to keep our eyes on.
- Chris Griswold, Cass County asked White about ESB qualifying for used tax application and if White knew whether there were any other ESBs in the MARC region that would benefit by this legislation? White said there is a workgroup that is trying to represent 60 911 statewide districts and that would be beneficial to Cass and Ray counties. He noted that it is believed that this will be a multi-year project.
- Representatives from EMS, Fire and 911 were pulled together and have spent time trying to access the financial impact. An ambulance service looked at it from two perspectives and then, their team looked at it. The team believes it is a 15% issue. In the next four weeks, there will be a survey of the three groups (affected entities) so that the group can quantify. While this is happening, the team will be looking at either an administrative, legal, or political approach. On the administrative, they have had talks with Wayne Wallingford, Director of Revenue and are now talking to management folks since they are expecting regulations to implement SB153 by the end of the year. The group has not gotten access to this information or even an idea of when it will be released. Discussions are happening on whether to mount a push back when they appear, if they do not include us and then, try to frame some legal arguments that we may have within these. If this does not progress, then there is a question on the challenge to SB153 regarding this. Then, SB153 has to be reupped in 2 or 3 years which may be the political window we may have to try to include ourselves.

##### **AED – Jason White**

- The PulsePoint group has started doing training and a slow rollout.

## 6. Kansas 911 Coordinating Council – Eric Winebrenner

- Henry Horn, Overland Park Police Department will be our representative. Horn shared that Ellen Wernicke who has been assigned the NW district, sits on this Council.
- Wernicke was on the call and shared that she recently joined the Council as contract staff to be a liaison for the north part of the state, which includes the MARC region. Therefore, she will continue to stay engaged in attending the PS Users and Board meetings and filling in the gaps where Horn needs her to fill in and to keep this group informed of other things happening across the state.

## 7. Public Safety Program Updates

### ❖ Training – Pam Opoka

#### Online Training

- 109 dispatchers were trained in quarter 2 (Q2).
- In Talend LMS, we are still in production phase for our 40-hour online Basic training class which will debut soon.
- The supervisor training is happening now and will end in two days.
- Upcoming is CTO training.
- 2023 topics are currently being vetted by the Training Advisory committee.

#### Power Phone

- They will no longer be providing us with subscription services. The Training Advisory committee vetted Virtual Academy and we will be moving to their platform January 1, 2023, since they offered us a better deal with more classes.

#### KU

- We have a partnership with KU that will launch in November for a two-hour communication technique class.

#### In-person Trainings

- Two in-person training scheduled: Active Shooter in Q3 which will be held at the Lee's Summit Police Department (LSPD) Training Center with a.m. and p.m. offerings and Crisis Intervention Training (CIT) in Q4 (November), which will also be held at LSPD Training Center.

#### Peer Support

- Our Peer Support teams were fantastic during NKC's officer involved shooting a few weeks ago providing NKC with twenty-four-hour shift coverage.
- The Peer Support teams have been asked to present at the Kansas City Crime Commission meeting on October 6 at the Kaufman Foundation.
- They have numerous conferences coming up at the State and nationally levels where they will be presenting about their teams.
- Jeane Lauer asked who was doing the 988 dispatching training and Opoka shared that this would be incorporated into the CIT training in November.

### ❖ Technical Services – Hassan Al-Rubaie

#### Router

- All circuits have been delivered and are in various stages of connection. For LightEdge, you need to go through their facility team to get connection and they require letters of authorization from the circuit owner. We are waiting on one more letter to be sent.
- Commenco had some staff changes so, they are reorganizing. They have agreed to meet with MARC staff every Wednesday and Thursday. There was a meeting this morning and Al-Rubaie provided them with the next steps for Johnson County. Things are moving forward.
- Al-Rubaie outlined where and what connections still needed to be completed. He shared that the items purchased in 2017 would be used for one year and then, they would no longer be serviced. So, we would then upgrade to the VESTA Router. Al-Rubaie noted that AT&T looked at their current configurations and decided that they did not work. So, they decided to order new circuits for LightEdge and Johnson County. Verizon is doing a nation-wide switch out from Verizon Wireless to Verizon Business. So, Lumen is the only one at Johnson County that will be able to unplug and plug into the new router. There was a discussion about what this was costing and Winebrenner shared that we were leveraging all we could. Including, not paying them since they had not met their milestones.

#### Workstations

- Refreshes are still being done. Those completed are Independence, Jackson County Sheriff's Office, Belton, Kansas City Fire and Police Department, Miami County, Platte Sheriff, and Sugar Creek. Pending are Blue Springs, Ft. Leavenworth, and Kansas City Fire Department and the two workstations for Platte County's backup. Windows 10 upgrades still need to be done at Kansas City Kansas and Liberty.
- He recapped that refresh is done on 60 stations per year. Monitors have been on backorder for over a year and when the techs were at Platte County, they got a lead on some monitors. So, MARC was able to purchase some for stock.

#### Microwave Upgrade

- This upgrade was completed in June. We went from approximately 150 megs to approximately 450. He reminded everyone that this may sound like a large amount, but it is not with everything that is coming.
- For best practices, he asked anyone planning a remodel to give MARC 911 a heads up to make sure all 911 is being considered. Winebrenner added "do not cut anything until you call MARC 911."

#### Citizen Input

- Motorola is working on installing this at Johnson County. There were some issues that slowed this down but they have reconvened. For best practices, we will be making some changes on our side. This service will allow telecommunicators to send a link to a caller for them to a text or send a picture. Then, there will be transcription of the call. Johnson County is demoing this for our region and Al-Rubaie encouraged everyone to go out and see how the system works since it is being considered for the 2024 budget. There was discussion about licenses that were obtained and why this was being demo at Johnson County.

#### Construction

- Public Safety is moving to the 4<sup>th</sup> floor due to spacing and security concerns.

#### ❖ Database / Mapping – Saralyn Hayes

##### Ten Digit Numbers

- About twice a year the database staff calls all the 10- digit numbers to verify they are still good numbers and inevitably find out that someone has switched numbers or disconnected it. She reminded everyone that the problem with doing this is that those numbers are programmed as default numbers with the carriers should there be a failure at a PSAP. If your agency is doing something with the phone system, please contact either Al-Rubaie, a 911 techs or her.

##### County Meetings

- Some of these meetings were virtual while others were in-person. Hayes shared who was invited to attend. These meetings are to reconnect and let counties know what the database/mapping group is doing, how we can work together, what is needed from them, and how calls flow through the system.

##### Annual Error Reports

- There are two categories for which data is collected for 12 months and submitted by agencies. One category is the valid errors received report which Johnson County ECC earned this year. The second is by percentages which Fort Leavenworth win. There are travelling trophies which Hayes will retrieve from last year's winners and deliver to this year's winners. How this might be done next year is being reviewed along with ways to share information out about this.

##### Mapping

- Hayes reported that we are transitioning to data hub software service. Our data has been inputted into the system and we have received the first report. This report was a lot more robust than the information they had received in the past. Hayes noted that this is what is needed as we transition to NextGen 911 and after the first of the year to the GeoComm cloud-based map service. The mission after the first of the year will be transitioning the dispatchers maps over to the new GeoComm map and adding new aerial imagery. Work has started on this.

##### AED Project

- On the Missouri side, we will be going with PulsePoint's free service. There was a presentation of this service and the Kansas side is interested in also going with PulsePoint for AED registrations. There is a meeting scheduled for later next month to talk about this more.

##### Verizon Wireless Issue

- There was an issue where Verizon made changes to ten towers and forgot to build the 911 portion into them. A dispatcher noticed the issue and reported it. This was researched and reported to Verizon who has made the needed corrections. A request was also sent to Verizon to look at all of their towers to make sure all of them are setup properly and they complied. If your PSAP is seeing any issues, please report it.

#### ❖ Outreach – Nikki Thomas

##### Summer Events

- Two events were offered this year. One was a Monarch's baseball game (formerly Timberwolves) and the other was the KC Currents soccer game. Seventy-one attended the Monarch game and eighty the Current game.
- We are anticipating an in-person TAC event in April. This event's attendance number will be capped at 300 and MARC will be leaning on these meeting attendees to generate interest.

#### **8. 2023 Regional Budget Overview – Eric Winebrenner**

- He shared that this would be an overview and the board's approval would be required in October. He noted that the information being shared now was to assist counties that were working on their budgets.
- He stressed that this draft budget had been built on the worst-case scenario and is a 18% increase. The proposed budget was shared on the screen and Winebrenner outlined everything that was included. He noted that the audit that Public Safety (PS) had done showed Motorola owing MARC a substantial refund. Which Motorola agrees they owe. Motorola has been asked to pay this money back in a check form but that has not been agreement upon. Winebrenner noted that these funds would be used to offsite the 2023 budget if received in time. May asked if this group was willing to swap for equipment or another type of exchange vs cash since that is how Motorola is known to handle these situations. Thomas shared that she had informed Motorola that PS preferred reimbursement in the same form as they were paid. Winebrenner reiterated that PS had stop making the monthly payments to Motorola, awaiting the resolve of this issue. There was a discussion about using another company than Motorola.

#### **9. Linn County request to join the Regional 911 system – Hassan Al-Rubaie/Saralyn Hayes**

- Al-Rubaie shared that a request from Linn County to join our 911 system had been received and letters had gone out. Lumen has been brought by Brightspeed and the work on splitting circuits or how to do this, is being decided. He said that Linn County needs to be out of their present facility by the end of October.
- AT&T initially reported that they could provide one of the ethernet circuits needed to connect Linn County but later backed out. We have engaged Lumen to see if they are able to provide a circuit. Linn has indicated that they are willing to go live on one circuit and then the other can be added into the network when it is available.
- Hayes said the maps look good and all of them have been added except two that will be added this week. Carriers are ready to do the switch and only wireless will be moved to our network.
- Beauchamp asked about headsets and if what they use will work and it will. Hayes asked that she be contacted should they have any issues. Al-Rubaie will send Beauchamp a list of the agencies that use the same headset as Cass County.

#### **10. 988 Mental Health Crisis Lifeline Update – Eric Winebrenner**

- Kansas has a 988 Coordinating Council which 988 is up and running. Calls are being routed based on the area code of the caller which is an issue that 988 is aware of.
- Since this number went live, there has been a 50% increase in calls.
- The Missouri state-wide working group is working on training and embedding 988 call takers in the 911 centers. Missouri has a direct transfer key setup in the 911 centers.
- Mobile response is being worked on.
- Paul Davis has agreed to serve on as MARC's representative.

#### **11. Other Business**

- Al-Rubaie shared that Bethany Wicker joined the 911 tech team on August 15th as a Tech 1 and Tyler Davis will be departing on September 16.

#### **12. Adjournment**

With no further discussion, the meeting was adjourned.

#### **Future Meeting Dates:**

- October 26, 2022