



Public Safety Communications Users Meeting
October 5, 2022
Meeting Summary

Agencies Present:

Steve Hoskins, Kansas City Missouri Police Department
Mary Osterberg, Harrisonville Police Department
Adrienne Rinehart, Raymore Police Department
Arby Todd, Lee's Summit Fire Department
David Tucker, Lee's Summit Fire Department
Connie Valentich, Cass County Sheriff's Office
Caroline Wiggins, Lee's Summit Fire Department

Online:

Tony Avery, Platte County Sheriff's Office/EM
Jim Bagley, North Kansas City Police Department
Beth Buffington, North Kansas City Police Department
Kim Davis, Ray County Police Department
Sharri Duty, Sugar Creek Police Department
Worth Hunsinger, Johnson County Emergency Communications Center
Kim Pruett, Atchinson County Communications Center
Rob Sanderson, Gladstone Public Safety
Ed Turner, Independence Police Department
Rachael Wheeler, Platte County Sheriff's Office
Mark Whelan, Miami County Sheriff's Office
Chuck Zang, Kansas City Missouri Fire Department

MARC Staff: Hassan Al-Rubaie, Saralyn Hayes, Pam Opoka (online), Luran Palmer (online), Nikki Thomas, Eric Winebrenner and Chris Allen Hunter

1. Call to Order and Introductions

Steve Hoskins called the meeting to order.

2. Approval of July 28, 2022, meeting summary

A motion was made by Connie Valentich to approve the July 28 summary. It was seconded by Arby Todd. The motion passed with no opposition.

3. 911 Legislative Update - Eric Winebrenner

Federal

- There is still a bill in committee on the House side for the sale of Radio Spectrum and to use these proceeds to fund NextGen 911 across the country. A suggestion has been made to the committee to allow the federal 911 authority MESA to borrow the funds from the Treasury, put the grants out, and repay the loan once the sale of Spectrum goes through. This is expected to be passed. With the sale of Spectrum, it is anticipated that Missouri will get \$200 million and Kansas a little less.

State

- Their next meeting is next week.

Local

- No report.

4. Missouri 911 Service Board Report – Eric Winebrenner

- They are working on how to handle the \$10 million allocated to the Board with the Department of Public Safety on grants since there is a 50% required match which is an issue. Winebrenner noted that our region would be applying for some of these funds for our router upgrade.
- Missouri received \$8 million for GIS and are working on RFPs to do statewide GIS.

5. Kansas 911 Coordinating Counsel

- Nothing new. Henry Horn will be our Kansas representative on this Council.

6. Public Safety Program Updates

• Training – Pam Opoka

Online – Talent LMS

- Basic 40-hour is currently in production.
- 40-hour Power Phone will be open for the entire month of November. Forward the name and contact information to Opoka for any staff that needs this training.
- Communications Training Officer (CTO) open October 31 – November 18. There are still some available seats.
- Supervisor will be October 24 – November 11 and still has some open seats.
- Waiting for the 2023 budget to be approved to confirm 2023 training curriculum.

Power Phone

- This format is no longer available, and the site will not be accessible after January 2023. Opoka reminded everyone to have their staff pull their course certificates from this site and upload them into Talent LMS. This training format will be switched to Virtual Academy in January.

In-person

- Crisis Intervention Training (CIT) for Telecommunications will be held at Lee’s Summit Police Department, Nov. 14 – 16.
- Working is being done with the statewide training coordinator to schedule COML/COMT/INT Dispatch training. This will be coming soon and is being offered to prepare us for the upcoming NFL draft that Kansas City will be hosting. Hoskins shared that these are ICS structured and there are specific roles that our government uses under NIMs and COML. This request is being made through IC TAPs and Hoskins outlined the course noting that incident tactical is an additional training piece. Awaiting approval from Missouri and if approved, work will be done with MARC on finding a training venue.
- Peer Support
 - They will be presenting at the Kansas City Crime Commission being held at the Kauffman Foundation.
 - The 911 team will be presenting at the Missouri Public Safety Communication Conference (MPSCC) in Kansas City.
 - The Fire Commanders are submitting a white paper for the International Fire Chiefs’ Association being held in Kansas City, MO in 2023.

• Technical Services – Hassan Al-Rubaie

Call Back Circuits

- Our Vesta systems use call back circuits which allow PSAPs to make long distance call backs. There have been hold issues with these and a survey will be sent out in November to see if these circuits are still needed. Please fill out the survey.

Selective Router Upgrade

- Carrier circuits have been delivered, letters of authority (LOAs) received, and cross connections completed. Coordinating with carriers to do testing, hopefully, next Wednesday and Thursday.
- Current go-live date is Thanksgiving, but Al-Rubaie believes that due to the upcoming holiday season, this will not happen until quarter 1 2023.

Hardware Refresh

- All done except Ft. Leavenworth, which will be done after their remodel has been completed and Platte County’s back-up which will be done once it is ready.

Windows 10 Upgrades

- 911 Techs are at Kansas City Kansas today and only have Clay County left to do.

Citizen Input Demo

- Connections for this product have not been done due to other items taking precedence. A message will be sent out once this connection has been completed.

Agency Remodels

- Several agencies are doing remodels. Al-Rubaie reminded everyone that the earlier MARC is notified; the better. DO NOT CUT any cables before MARC has been notified.

• Database / Mapping – Saralyn Hayes

Automatic External Defibrillator (AED) Registration

- Missouri 911 Service Board has contracted with PulsePoint for this statewide. Some initial training has occurred. Hayes assisted with a beta project in Ray County and some online trainings. More trainings will be done with other agencies later this month. Then, this product will be rolled out to Fire/EMS. Jason White has had conversations with the MARCER group about adding to the annual onsite fire inspections checks on if the agency has an AED(s). Some PSAPs have a list of who has onsite AEDs within their CAD. So,

when they get a medical call, they know to tell the caller to use the onsite AED while emergency personnel are enroute. Kansas is also looking at using PulsePoint.

- There are approximately 4500 AEDs in our regional database, but some are old. Work is being done with MARCER on which ones should be added into the new database.

Database

- Very Large Query (VLQ) is still received from AT&T. When this data was first collected, our region had over 2 million records. Five years ago, it went to 1 million and is now closer to 800,000. This is partly due to households switching to VOIP/cell phones lines only, which decreases the amount of funding counties receive. An annual phone company data check (query) is done to compare their records to what is in the 911 database. The deadline for the next query is next Friday.
- AT&T Private Switch 911 – Schools, local governments and businesses can subscribe to this to maintain their own database. Before school starts each year, a database team member reaches out to the 11 schools in our region that use this system to confirm their database information. Not all the schools respond.
- Any county that has a new subdivision going in or an annexing change was asked to notify a member of MARC's database staff to make sure everything stays updated.

Dish Network

- Dish has established a wireless service which is going live. PSAPs may start seeing Dish's wireless service which she believes will come through as Dish W. Look for a Training Tip Tuesday soon with the carrier information.

Mapping

- Tier II hazmat mapping - the Emergency Services department gets this information annually from the state of Kansas and this data is put into a map form and pushed out to the PSAP's. This will be completed in a couple of weeks. Information/instructions on how to use this will also be shared in a Training Tip Tuesday email.

GIS Service Board

- They are reviewing a draft RFP that will be going out for Missouri statewide NextGen 911. The next phase will be cleaning up the data and a statewide flyover. Conversations have been held on the timing of the statewide flyover to be done with the timing of the regional flyover. It is believed that the draft RFP will be taken to the 911 Service Board next week.
- Regional Aerial Flyover – A PowerPoint visual was shared showing the aerial areas. Hayes went over who had done flyovers and where other information for our regional maps was received from. All this information is pieced together for our regional map and will be available after the 1st of the year in the cloud mapping database.
- Missouri's next flyover will be done in 2024. The state of Kansas also does flyovers.

7. Linn County – Eric Winebrenner

- Their connection has been included in the 2023 budget but they will not be billed until they are fully connected. Al-Rubaie added that Linn County is in the Lumen coverage area and MARC staff is working with Lumen on getting trunks and circuits. He outlined how the circuits would be connected. Circuits have not been ordered.
- Al-Rubaie noted that Linn County needs to be out of their current space by the end of the month. Backroom equipment has been installed and work is being done on installing the front room equipment. Hayes said the mapping layers are done and prepped to transition once Linn County new facility is for these.

8. Motorola 911 NGCS (Router Upgrade) Contract Approval – Eric Winebrenner

- Once our Commenco contract runs out, we will do a contract with Motorola who have shared that we need to upgrade to 2X since they no longer support the 1X. We will have to pay a one-time fee for this upgrade and reoccurring cost based on a 60-month contract. The 2X router will get our region to geospatial routing. Al-Rubaie outlined how geospatial works and Hayes noted that the mapping data is received upfront.

Connie Valentich made a motion to recommend approval to the Public Safety Communications Board for the pricing model shared and the NGCS upgrade. This motion was seconded by Arby Todd. Motion was passed without opposition.

9. 2023 Regional 911 Budget Approval – Eric Winebrenner

- Winebrenner shared that there would be a 10% increase in the 2023 budget instead of a 19% since MARC had received the refund from Motorola. The refund has been placed in the capital funds account and will be used to offset 2023 budget items. He outlined the 2023 budget line by line which was shared through a PowerPoint presentation.

Adrienne Rinehart made a motion to recommend approval of the 2023 budget to the Public Safety Communications Committee. This was seconded by Mary Osterberg. The motion passed without opposition.

10. 988 Mental Health Crisis Lifeline Update – Eric Winebrenner

- 988 is up and running in Missouri and Kansas. Missouri has seen an increase of over 50% in calls. Kansas' routing

- is done by the phone's area code which is a problem. But the FCC has not given 988 location approval.
- A speed dial has been set up in Vesta for 911 to transfer calls to 988. Unfortunately, 988 must call 911.
 - Lauren Palmer added that MARC on behalf of a coalition of several health agencies, applied for and received a federal SAMSON four-year grant. A portion of these funds will be used to support the issue of optimal integration between 988 and 911. Communication of this work will be shared with this group as the work moves forward.

11. Other Business

- Al-Rubaie shared a welcome to Bethany Wicker who joined the 911 tech team in August and noted that there is an opening for another tech with the departure of Tyler Davis.

12. Adjournment

With no further discussion, Steve Hoskins adjourned the meeting.

2023 Meeting Dates

- January 11
- April 12
- July 12
- October 11