



Public Safety Communications Board Meeting
January 25, 2023
TEAMS Meeting Summary

Virtually Present:

Michael Ashcraft, Johnson County
Anthony Avery, Platte County Sheriff's Office
Maria Beauchamp, Cass County Emergency Services Board (online)
Scott Boden, Johnson County Kansas Sheriff's Office
Richard Carrizzo, Southern Platte Fire Protection District
Ben Chlapek, Raytown Fire Department
Jeff Culbertson, Leavenworth County
Kim Davis, Ray County 911
Paul Davis, Johnson County Med-Act
Wendy Dedeke, Leavenworth Sheriff's Department
Nathan Dougan, Kansas City Missouri Fire Department
Rick Gisolf, Johnson County Emergency Management
Danny Hall, Leavenworth Police Department
Christina Hays, Lee's Summit Police Department
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Chris Maiers, Department of Homeland Security Emergency Communications
Derek McCollum, Kansas City Missouri Police Department
Kathy Morgan, Overland Park Police Department
Mark Owen, Platte County Sheriff's Office
Kim Pruett, Atchison County Communications Center
Susan Rome, Johnson County Mental Health
Mike Snider, Lee's Summit Fire Department
Maury Thompson, Johnson County Manager's Office
Ed Turner, Independence Police Department
Shane Turner, Grandview Police Department
Renee Van Meter, Johnson County Mental Health
Grady Victory, Johnson County Emergency Communications Center
Greg Williams, Kansas City Missouri Police Department

MARC Staff: Hassan Al-Rubaie, Chris Allen Hunter, Saralyn Hayes, Pam Opoka, Lauren Palmer, Nikki Thomas, Jason White

1. Call to Order and Introductions

- Eric Houston opened the meeting and Saralyn Hayes performed a roll call.

2. Approval of October 26, 2022, Meeting Summary

Scott Boden moved that the meeting summary of October 26, 2022, be approved. This was seconded by Richard Carrizo. This was approved with no opposition.

3. New Public Safety Communications Board Members – Nikki Thomas

- Johnson County – Ed Eiler retired and the new Commissioner, Mike Kelly is on the Board based on his position. MARC is waiting to learn if he will attend or appoint a designee.
- Platte County - Scott Fricker is the new Presiding Commissioner and it is assumed Tony Avery will continue to be designee.
- Ray County – Billy Gaines is the new Presiding Commissioner, and his designee is Brian Bush.
- Vacancy – MARC Board membership for the Missouri side. Waiting to hear who the MARC Chairman will appoint to this position.

For the Police Chiefs

- KCPD – Chief Stacey Graves replaces former Chief Rick Smith. She has appointed Det. Chief Derek McCollum to be her designee.
- KCKPD – Dep. Chief Eric Houston, Overland Park Police Department appointed the Kansas co-chair for the PS Communications Board.

EMS Chiefs (Missouri side)

- Chief Donna Lake, KCFD who represents the Missouri side is retiring this month. Currently, Nathan Dougan is her designee. We will be awaiting her replacement's representation decision.

PSAP Supervisor

- This position held by Jamie Taylor, Lee's Summit Police Department who has moved to a new role within the agency. The representative will now be Christina Hays from that agency.

4. 911 Legislation Update – Jason White

Federal

- Nothing has been filed. So, there is nothing to report.

State of Missouri

- Legislation has been filed in the House and Senate to move the regulatory authority for EMD from the Department of Health to the State 911 Board. This does not mean there is pending mandates for EMD where the Board envisions this upon passage; it allows us to define EMD and who is providing or not providing support. This has been filed in the House and the Senate.
- There are three bills redefining telecommunicators as first responders.

Kansas 911 Coordinating Council – Nikki Thomas

- This Board met on the 20th. Henry Horn is in training today and will report out at the next meeting.

5. Public Safety Program Updates

Training– Pam Opoka

- Online – Talent Learning Management System (Talent LMS) – In production for the 40-hour Basic, which will be interactive with the Communications Training Officer (CTO) and makes it different than anything else that is currently on the market.
- CTO training will be open for the entire month of February.
- Supervisor Cass - This will open for the whole month of March.
- 2023 instructor contracts will be ongoing. As there is a need for a topic(s), a subject expert within our region will be contacted and contracted to teach.

Virtual Academy

- This launched January 3 and does include new fire trainings EMD CEUs. It also offers a new feature we have not offered before which allows PSAPS to control their own training through assigning content and then, monitoring their own staff's progress within their own PSAPs. Anyone interested in this should contact Opoka (popoka@marc.org / 816.701.8379 so she can get you signed up.

In-person Training

- Crisis Intervention Training (CIT) for Telecommunicators – This is usually held in November but due to the large turnout last November an April training was added. This will include the new 988 integration.
- Due to the NFL draft and World Cup coming to Kansas City, Steve Hoskins and Jamie Taylor have scheduled COML/COMT/INT tactical dispatchers' classes in February. One will be at the Kansas City

Police Academy and the other at Lee's Summit Police Training Center. There are registrants from outside our region attending.

Peer Support

- Opoka presented at the NENA conference. She noted that our region will continue with the national model designation.
- First Responder Support Team (FRST Mid-West) is providing 911 peer support training in Pittsburgh, Ks the week of February 20 – 24.
- The 2023 Commander Peer Support training was scheduled and will be hosted by Leawood Police May 15 – 17.

Technical Services – Hassan Al-Rubaie

Callback Circuits Update/Survey

- A survey will be sent to gauge if these are still needed.

Selective Router Upgrade

- MARC staff continue to have weekly calls with Motorola. They anticipate doing carrier testing in early March and going live at the end of March. MARC staff told Motorola they need to be notified of any delays as soon as possible.
- This morning, Commenco went over with a MARC 911 IT member to evaluate the SS7 circuits used for the setup and teardown of the calls. One passed the test and one failed. There will be a follow up done to determine what is going on with the second circuit.
- Specific modems were ordered, and the incorrect items were received. Work is being done with the vendor to get the correct models.

PSAP Refresh

- AMR, Clay County, Excelsior Springs, Gladstone, Kansas City Kansas Fire and PD, Liberty PD, Overland Park PD and Ray County 911 are scheduled for this year. Have received quotes from Motorola and will be ordering next month hoping for an April or May delivery. Then, it is his hope to have these installed by fall.

KCFD CAMA Trunks

- KCFD has experienced outages over the years and last few months with thieves stealing copper or what they believed to be copper. There have been discussions around moving their trunks. KCFD is going to be our pilot with half of their trunks moved to two data centers: Johnson County being one and LightEdge the other. Al-Rubaie noted that the cost for this is unknown. The cama trunks are a set price but at LightEdge there would be cross-connect fees. So, depending on the installation method that AT&T uses the fees could be anywhere from \$50 - \$150 per month or \$600 - \$1,800 per year. MARC 911 IT staff will contact AT&T to see how we can get these trunks delivered and if there may be an alternative method. If this works, Al-Rubaie said that this would be done for everyone.
- Kansas City Kansas' 911 system went down for the second time in two weeks and they were told it could be a server or something that needs to be replaced and Kansas City Kansas would like to know the timeline for this being done. Al-Rubaie said that there was a UPN connectivity outage. The circuit router did not realize the connection was once again available. So, the techs had to redirect it back to the circuit. Work is being done with the manufacturer to resolve this issue. The manufacturer is unsure of what is causing this issue and are still resolving it. MARC 911 IT has reached out to other manufacturers so, more is to come on this.

Database/Mapping – Saralyn Hayes

AT&T Mobility and their Default Routing Programming

- Hayes shared context for this saying that depending on the failure type, wireless carriers can choose the appropriate outcome. With AT&T Mobility for any type of failure, you have two choices and neither are great. She noted that years ago, the PS Communications Board decided to go with the fast-busy option. The other failure option would be that all 911 calls would go to one 911 center for Mo and one for Ks. Scott Boden shared that the PSAPs have limited lines and individuals for answering should all the calls be transfer to one PSAP on each side.

There was discussion around this. There was a question about putting the calls through mobility. It was shared that this would allow them to come up on the 10-digit line and not the trunks. Hayes noted this would limit the number of transfers that could be managed. There was more discussion.

The PS Users committee is recommending to the Board staying with the fast busy.

Mark Owen moved that the AT&T Mobility stay as it is at fast busy. Wendy Dedeked seconded the move and it was approved with no opposition.

Very Large Query (VLO)

- This is the report that AT&T provides quarterly with all the database records. Then, MARC staff runs reports and compares those with AT&T's reports. Then, every January Hayes works with AT&T to get the true up of the numbers and they adjust our billing per database records. With the number of landlines continuing to decrease, it is anticipated that we will see a \$50,000 decrease in our 911 database bills this year.

AED Project

- Hayes noted that Jason White had mentioned this earlier. She helped with a beta project in Ray County where she helped to gather data that was entered into PulsePoint, the new statewide AED registration system for Missouri. Parts of Kansas has the paid PulsePoint service and other parts is looking at the free service. Missouri uses the free service. Missouri status is they are using PulsePoint and training is occurring. Hayes noted that there are diverse levels that you can have and this system can be loaded into your CAD to have AED access there. Anyone with questions about this service or wanting AED access should contact Hayes for more information at shayes@marc.org or 816.701.8314.

GeoLynx Server

- Our GeoLynx server contract with GeoComm software ended at the end of 2022. Work is being done to implement GeoComm maps which is a cloud-base solution and it is looking like an end of March cutover. Our super users have reviewed this product and provided their input.

Tier II Hazard Data

- HazMat and Tier II data has been updated in the map.

Aerial Imagery

- Sanbourne is the company that the 911 Service Board is contracting to do the flyover. Previously, each city and county had to pay for the flyover themselves but the 911 Board is now paying for it. The southern portion flyover will be this year and 2024 the northern portion. KC metro GIS folks are working with the local GIS and county folks so they are aware of this. On the Kansas side, some counties do it themselves and the Kansas Coordinating Council also capture data for flyover and make it a free downloadable. The Missouri side's will also be a free downloadable.

PSAP Changes

- Whenever your PSAP makes ANY changes, please notify MARC staff so we can contact the carriers. Carriers need at least four weeks to make changes.

Outreach – Nikki Thomas

- TAC will be in-person on April 14. You should have been receiving notifications about this. If you have not, please let a member of our MARC staff know.
- OPAs – There are various categories. Please review these and send in your nominations. This is on our website (<https://www.marc.org/news/safety-security/marc-911-outstanding-performance-awards-call-nominations>). The deadline for this is February 1.
- Coin Challenge – We are encouraging submission for designs for the 40th year anniversary. This will be on one side of the coin and our 40th anniversary logo on the other. The deadline for submission is February 10.

5. Linn County Update – Hassan Al-Rubaie

- They are onboard. Work is in process to get all the wireless traffic transitioned from the Brightspeed selective routers to the MARC-owned selective routers. Bandwidth, Sprint, T-Mobile and US Cellular have already cut over but AT&T Mobility, Verizon and one other provider have not cutover yet. Linn County has limited wireless because of their trunks being half on Brightspeed and half on MARC. Once all their wireless and white traffic has been transferred to MARC, they will be in a better position to transfer calls around the region, especially to AMR, their EMS provider.

6. Johnson County 988 Mental Health Request – Rick Gisolf

- Gisolf said that Johnson County was asking to have access and shared cost into the Vesta system. Van Meter provided a PowerPoint overview of Johnson County's Mental Health agency; sharing data and stats information and that they serve all of Johnson County residents and beyond. She noted that their crisis line was CARF accredited. They do telephone-based crisis intervention. They do not mobile crisis yet but it is one of their goals. They manage a wide spectrum of calls and a lots of law enforcement consoles. Also, they do a large amount of care coordination for state and local hospitals for in-patient bed placing. In 2017, they had over 17,000 calls yearly. This went up to over 44,000 by the end of 2022 and they have doubled/tripled the staff they had five years ago. They do see a limitation with the lack of geo-routing capabilities.

Van Meter shared that they would like to access Vesta to get data, call distribution tech, call recording which would help them in training. They are also looking to develop 988 – 911 call diversion protocols. Susan Rome added that 988 intends to co-locate with 911 call takers. Van Meter said they have had immense success with co-responding. Gisolf added that the Vesta call directory would help them and make it easier delivery for 988 transfers to 211. Having Vesta could also allow for cross-training and collaboration. He noted that Mental Health did understand there would be a monetary portion should this be approved. Beauchamp noted that the Missouri side pays allocation fees and the Missouri would not benefit if Johnson County were to purchase Vesta phones with the allocation funding. This is a cost concern. Also, discussed at the PS Users committee meeting was opening the door for non-911 services utilizing 911, how does this look and how this would be handled for the future? There was discussion about the materials shared, fees and the system's opening to non-911 users.

Ashcraft shared that all the right questions asked but he would frame it slightly differently. With the basic question of “what is good public policy as it relates to the system that is in place and what it could potentially offer the community at large.”

The PS Users committee recommended that the Board consider whether to allow non-911 entities on the system if they fulfilled a public safety role under the confines and required bedding of a 911 dispatch center.

Tony Avery made a motion to table this discussion until the PS Board’s bylaws, the legal issues clarified and the cost expectancies identified, including the 911 system and MARC staff time. Marie Beauchamp seconded the motion. The motion passed without opposition.

7. Kansas City Police Department Cost Share Request – Hassan Al-Rubaie

- A functionality is available for automatic callbacks. Al-Rubaie outlined how this system works and that KCPD headquarters and South Patrol were interested in getting this system. Hoskins shared that Jackson County would pay for this and for four years of maintenance. He noted that in 2021, their dispatch had 100,000 abandoned calls which their telecommunicators are required to callback. This system would do the callbacks and allow the caller to push a button number for different options. Such as #1 for it was a misdialed or #2 if you still needed assistance. Al-Rubaie shared that the cost would be \$16,000 yearly and only utilized by KCPD. Then, in 2028, the region would assume the maintenance cost. He outlined the cost saying that there is a license fee of \$419.69 per workstation per year with a server component. There was a discussion and shared that surrounding counties to KCPD would also benefit from this.

The PS Users committee recommended that the Board approve KCPD’s cost share request for Vesta Automated Abandoned Callback (ACC).

Mark Owen moved that the Board approved KCPD’s cost share request for Vesta Automated Abandoned Callback (ACC) with a sunset of revisiting this again in four years. Scott Boden second the motion. The move was approved with no opposition.

8. Other Business

MPSCC Conference – Saralyn Hayes

- This will be March 19 – 22 at Margaritaville which is the old Tan-Tar-A Resort. For more information, go to their website at <https://mpsc911.org/>.

- Adjournment - With no further discussion, the meeting adjourned.

2023 Meeting Dates:

- April 26
- July 26
- October 25