



Public Safety Communications Board Meeting
April 26, 2023
Meeting Summary

In-Person

Anthony Avery, Platte County Sheriff's Office
Rick Gisolf, Johnson County Emergency Management
Christina Hays, Lee's Summit Police Department
Paul Haynes, Johnson County Sheriff's Office
Eric Houston, Overland Park Police Department
Matt May, Wyandotte County Emergency Management
Mark Owen, Platte County Sheriff's Office
Tim DeWeese, Johnson County Mental Health Department
Don Ward, Overland Park Police Department
Rob MacDougall, Johnson County Mental Health Department

Virtually Present:

Michael Ashcraft, Johnson County
Scott Bagley, Richmond Police Department
Maria Beauchamp, Cass County Emergency Services Board
Scott Boden, Johnson County Sheriff's Office
Ben Chlapek, Raytown Fire Department
Dan Davis, Belton Police Department
Paul Davis, Johnson County Med-Act
Nathan Dugan, Kansas City Missouri Fire Department
Kate Neal-Dorsey, Johnson County Emergency Communications Center
Nathan Dougan, Kansas City Missouri Fire Department
Steve Hoskins, Kansas City Missouri Police Department
Worth Hunsinger, Johnson County Emergency Communications Center
Chris Maiers, Department of Homeland Security
Mike Snider, Lee's Summit Fire Department
Kris Turnbow, Raytown, Mo
Shane Turner, Grandview Police Department
Renee Van Meter, Johnson County Mental Health Department
Grady Victory, Johnson County Emergency Communications Center

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

1. Call to Order and Introductions

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

2. Approval of January 25, 2023, Meeting Summary

Scott Boden moved that the meeting summary of January 25, 2023, be approved. Marie Beauchamp seconded this. Approved with no opposition.

3. Public Safety Staff Recognition – Eric Winebrenner

- Chris Allen Hunter – 15 years
 - Sally McGraw – 15 years
 - Pam Opoka – Stanley Cup Award recipient from 911 Training Institute
- Winebrenner acknowledged and thanked Allen Hunter and McGraw for their years of service and acknowledged Opoka for receiving the Stanley Cup Award.

4. 911 Legislation Update – Jason White

Federal

- \$15 billion previously filed for NextGen buildout nation-wide and then, the amount changed to \$10 billion. It was refiled with the amount back to \$15 billion. This time around it is supported by all three 911 groups. He reminded everyone that these funds were from the sale of spectrum. He also noted that this is running on the back of big business and not 911. He believes MARC will be asked to send out letters.

State

□ Kansas 911 Coordinating Council – Mike Daniels

- They met on April 14th, and members from the bank where they have all their funds came and provided a report on the bank's solvency. The bank is on the Moody watch list but according to their report, everything is good.
- The RFP for the security audit for the Kansas state system is still out. Work is being done on the system, which they hope to have ready this summer.
- There was an RFP for program management services that went through the state for the Coordinating Council. The council members had to do an open records request for the bidders that bid for their own project. They had three bids for which Randall White won the contract again.
- The last two counties in Kansas will come on the Kansas state system in June and July putting all the counties outside the MARC region on the Kansas system.
- The 2023 strategic plan was approved.
- Chief Heitschmidt resigned as Chairperson as of April 15th.
- Houston added that Ellen Wernicke was on this Council as a member filling the position for over 75,000 population for Shawnee County. Now, this position is being filled by someone from Shawnee County ECC. So, our region does not have any voting members on the Council. The only representation we have now is the MARC non-voting position.
- Winebrenner said that HB2309 was to reduce the amount for cell phone taxes in Kansas. White met with the legislator that introduced this bill. White felt they had a good meeting and noted that the bill had been filed to get the attention of those not paying attention. White does not feel that there is a need to worry about funding being reduced. White added that he did share that the MARC region was aware of counties having to dip into their general funds to support their 911 operations as their allocations are not adequate and conversations need to be had. He indicated this was going to be a heavy lift. So, White said he would encourage starting these conversations early and him meeting with the Kansas side to see what route forward may be most plausible.

□ Missouri 911 Service Board Report

- There are four bills that are now bundled along with a couple of iniquitous EMS bills. One bill will move the responsibility for oversight of Emergency Medical Dispatch to the 911 Board. So, the Board can start defining and pushing forward further EMD enhancement.
- Defining telecommunicators as first responders.
- Allow Platte County to opt in on pre-pay.
- We were able to get access to an additional \$18 million in ARPA funds (\$8 million for GIS). This project is going, and the flyover done over northern Missouri and this data is being cleaned up. Next winter, southern Missouri's flyover will be done. The other \$10 million is for building out the NextGen. The hurdles have finally been figured out with the state government to access this. Consultants hired and their priority is to go to the last remaining red counties that do not have 911. An issue is that the \$10 million must be spent with a 50/50 match. The Board has some of these funds, but he noted that this group should watch for the process to be opened to other entities that have matching fund capabilities. Looking at next year, steps have been taken to reauthorize these funds since not all of them have been expended and they

did not want to lose the funds because of the change in the physical year. They also are asking for an additional \$30 million for NextGen buildout.

- Way Fair – Which is the arcane sales tax (online purchase tax) issue in Missouri. The law previously passed is confusing. They had a team from folks (911, Fire, ambulance districts) that live on sale tax working on this. They engaged a department of revenue attorney who said, “we were not included.” So, their team is pursuing a variety of options for emergency services specialties to be allowed to garner additional revenue. Work is being done on legislation language for next year. The caveat is there is still a dispute on the impact we want to achieve including emergency special districts in the ability to get the additional revenue. The attorney says it is not worth the effort but others that have dived into the legalities are leading them to believe it might be as much as fifteen percent. They are still working on nailing down this number.
- Winebrenner noted that when the grant funding opened, our region will be asking for funds to offset the cost of our router project.

5. Public Safety Program Updates

Training and Wellness – Pam Opoka

- Online – Talent Learning Management System (LMS)
 - 40-hour Basic launched on March 23. There is no longer a waiting list required for this. The only requirement is for your agency’s CTO to help walk the student through the modules.
 - CTO Training – This training will be held in May and is full. This is an online training led by Halcyon Frank.
 - Supervisor Class – This will be in June and is not full. It is online training led by Halcyon Frank.
 - MARC was able to purchase movie rights to “PTSD 911” by the Emmy award winning producer, Conrad Weaver. It does have sensitive content. While we are sensitive to that fact, we are going to provide mental health resources of peer support. This will be housed on Talent LMS portal for all dispatchers. Not just the MARC region but for all the state of Kansas and all of Missouri.

Virtual Academy (online training portal)

- In Q1, we had 153 individuals trained. It also includes new fire classes for the EMD folks for the CEUs that they need.

In-person trainings scheduled for Quarter 2

- Active Shooter – Led by Rod Schaeffer, Lee’s Summit Police Department on June 14. He has agreed to have two sessions on the same day for a.m. dispatchers and p.m. dispatchers.
- COMT – This will be April 24 – 28. There are still eleven seats available. If you are interested in attending or know someone that is, please contact Nikki Thomas, nthomas@marc.org or 816.701.8323.
- Peer Support and Wellness
 - MARC was asked to help build a new wellness chapter within the International Academy of Emergency Dispatch (IAED) new 40-hour Basic training manual used by EMDs all over the world. We are excited that we were asked to help with chapter 12 specifically.
 - MARC won the Stanley’s Cup (displayed) which is a national level award from the 911 Training Institute during the MPSCC conference in March for our peer support program model.
 - Because we have built a solid foundation in the past four years with our 911 peer support team, we are ready to start the next level of our program. We are in early partnership talks with Mindbase to pilot a new data-driven wellness tool. As part of this new pilot, famous 911 researcher, Dr. Michelle Lilly will conduct a research study using our participating rural and suburban PSAPs. We hope this research shows that when providing an employee with confidential tools for mental health and wellness, higher retention numbers will be prevalent in our PSAPs over time. Low staffing and retention within 911 PSAPs are a current nationwide crisis. The MARC region is now down to eighty-one dispatchers, six more than last year. We hope that this strategic Mindbase pilot will help address our 911 workforce optimization goals and become an industry best practice with the MARC region once again pioneering and leading the way.
- Commander Peer Support
 - The upcoming May 15 – 18 training at Leawood Police Department with Dr. Jenny Prohaska is full. Currently, there are eighty commanders on this commander’s peer team with an exceedingly long waiting list.

Yesterday, Opoka was notified that the Commanders were approved to present at the National Sheriff’s Association conference in June in Grand Rapids, MI.

- The co-chairs were invited to Washington DC on April 5 -6 by the Department of Justice to discuss the new wellness program. Co-chair Lt. Dan Davis shared that he and co-chair Under Sheriff Matt Kelly were invited along with fifty-eight other community leaders from across the country to begin discussing this new initiative they have called “Safer Together.” The Dept. of Justice had done a survey in which the external stressor on our front-line officers showed that 25% of them are getting a negative reaction from their communities. This is not just a community issue but also a wellness issue. If the police and community can work better and safer together it would help reduce some of our first responder’s stress. This meeting was not so much to sell the program but more of a think tank type

meeting. In which, they brought in ranging from chiefs of police, division commanders and front-line such as deputies and detectives, community leaders and different faith-based groups to discuss how to roll this out in the most effective way. It was a terrific opportunity for Under Sheriff and him to network with people from all over the nation and share what MARC is doing with their commander level peer support team and to share success stories and spread that concept on a national level. The Commander's Peer support team plans to spread the word again in June at the National Sheriff's Association conference in MI.

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

- Routers

- All the carrier circuits are in and cross connects done. We are down to testing with individual carriers. On April 11, testing with AT&T was scheduled with Motorola. This did not happen because Motorola realized there was an issue with the VESTA Router stack at Johnson County. During the weekly call with Motorola on the 13th, they indicated the issue was resolved and testing would be rescheduled for the following week. On 14th, testing was done with AT&T Mobility which is different from the other AT&T testing. This testing failed. On the 20th Motorola indicated that they had not rescheduled the AT&T testing.

Al-Rubaie is also having weekly calls with Verizon and regularly with Sinch because our delays are delaying Sinch's projects. During the Verizon call last Thursday, Motorola said that they had discovered that the virtual machines for the Vesta routers were installed on the wrong physical hardware. They shared correcting this would take a day's work, but it would take time to get staff scheduled to do the work. They have yet to share a timeline for this work.

The cutover to the new ALI server at Light Edge was done yesterday. So, ALI is no longer at Lee's Summit. There are issues with Intrado's link going up and down at Light Edge, but all the traffic has been forced to the primary at Olathe. Your staff might have experienced intermittent outages yesterday, but everything should be good now.

Our current go live date is June 5th for Light Edge. Then, there will be a two-week process to get Olathe ready. So, potentially, Olathe would go live on June 19th. Winebrenner added that we are reliant on Motorola to get all of this done. People may get calls from Verizon or Sinch complaining about this, but we are doing all that we can. Both are included in all the calls. So, they understand what is going on. Winebrenner stresses to everyone that this must work because once the old 20-year routers are shutdown, there is no guarantee they will return.

- Workstation Upgrades

- Upgrades - This year's upgrades will be AMR, Clay County, Excelsior Springs, Gladstone, KCK Fire and Police Department, Liberty, Overland Park, and Ray County. Clay County, Gladstone and Liberty will be going into the new center (Al-Rubaie is calling it the Northland Co-located Communication Center (NCCC)). This will be one install and KCK Fire and Police Department will be one install.
- Installs - Had other installations such as new furniture at Leawood, Lee's Summit, and North Kansas City. Still have Ft. Leavenworth pending and Grandview is going to be doing major reconstruction. Lenexa is building a new building with an anticipated move in June 2024. He thanked the PSAPs for getting MARC 911 Technical Team involved in the early discussions, which really helps.
- Motorola Citizen Input and Transcription – He is not sure where this is going since Motorola purchased Rave Mobile and there is a lack of clarity about the future of Citizen Input and Transcription. If it is going to go away, he does not feel the need to organize a demonstration. Once there is more clarity, more will come on this.
- Rapid Deploy - Agreement has been signed and AT&T is doing their side of the work. The MARC 911 Technical Teamwork is in the queue after the router work is finished. Al-Rubaie outlined the work that each would provide.
- GeoComm Upgrade – This is on the table. Hayes will cover this in her report.
- Quantars – There are approximately one hundred in the region that were a part of the RAMBIS voice system that are no longer in use. MARC will be looking to decommission or dispose of these. Winebrenner said MARC was looking for the Board's approval for the disposal of these and/or approval to distribute them. Winebrenner noted that the Highway Patrol would like some, MIAC and May had said they may be able to use some for the ham radios. Al-Rubaie added that Johnson County (KS) and Cass County had kept from the shelters what they wanted. Beauchamp said they would want more, and she will get with Al-Rubaie on this. Gisolf shared that in October, Johnson County was planning a power system maintenance. Al-Rubaie and him will discuss this offline.

Nathan Dougan moved to repurpose or dispose of the quantars and associated equipment on the

- Kansas City Fire CAMA Trucks – At the last meeting, we talked about moving KCFD CAMA trunks to the data centers. MARC staff met with AT&T, and they confirmed that this is a design they support. MARC staff will be moving forward with ordering new CAMA trunks for KCFD, Platte County back up, Clay County, Liberty, Gladstone for the data centers at Light Edge and Olathe splitting half for each site. Al-Rubaie will forward the truck design to AT&T. This setup will eventually be done at all the PSAPs. With this design, another advantage is that should a PSAP have to go to a backup facility (anywhere on the host), they will still get their landline and wireless trunks.

- **Database / Mapping – Saralyn Hayes**

- AT&T Very Large Query (VLQ)

- The VLQ shows the number of landline records that still exist. We do continue to see a decrease in the number of wireline phones. Over the last year, we had a decrease of 100,000 total records and over five years, we are at a decrease of 366,000 records. At one time, we were at 1.1 million and now we are at 772,000. For this group, it means that the revenue that it generated has decreased. Hayes believes only Clay County is still on a 911 surcharge and is affected by this. The database group continues to work on improving the accuracy of the database since they still get 911 error reports from dispatchers and they pull daily wireline, wireless or VOIP reports.

- GeoComm Maps

- We used GeoLynx server as the dispatch map for 911 for years. This is at its end of life, and we are transitioning to GeoComm's Maps which is a cloud base service. Work on this has been diligently in progress for months. Hayes did not have an implementation date but shared that they were in the final stages. There is technical work and GeoComm has map work that still needs to be done. Training has been put together and they are waiting on the final stages to come together and then, they will push out the information. Users are currently being setup in the system.
- Missouri 911 Service Board – They are helping to fund the one-time flyover for the entire state of Missouri. Half of the state will be done this year and the rest of the state next year. This flyover was coordinated with our schedule. MARC has sent out information to the mapping and addressing folks and the Assessor's office in all the counties notifying them that this data will be made available to download at no charge. So, this is a cost savings for the different Missouri counties. On the Kansas side, the state Coordinating Council purchases aerial imagery as well and is not the same data but is downloadable as well. She said that Johnson County needs certain data so they may continue to do their own. She also shared that they could buy-up from three inch to six inch.

- **Operations Outreach – Nikki Thomas**

- On April 14th, the first in-person Telecommunicators Appreciation Celebration (TAC) was held since 2019. Thomas felt that things went well. There was an issue of the Hotel lobby being flooded which caused no one to be able to go up the stairs, which was one of features that MARC staff liked, and a part of why this hotel was booked. Also, there was an issue with the use of only two elevators. She apologized for the unforeseen issues that had occurred and shared that MARC staff appreciates their feedback. She noted the staff's appreciation for everyone that was able to attend. She said that if someone had not gotten the link to the photos, she would put that link in this meeting's chat feature. Surveys will be sent out soon.

There is still a Ninja Foodie and chance drawing items that have not been claimed. Thomas asked everyone to double-check their tickets and contact Sally McGraw, smcgraw@marc.org to claim their prize.

- There will be a summer event, but what that will be is not known yet.

6. Johnson County 988 Mental Health Update – Eric Winebrenner

- Winebrenner said this was discussed at the last meeting and MARC staff asked to come to this meeting with information. Staff put together the cost associated with adding four positions as if it were another PSAP. The bylaws say that if a new county or PSAP joins, they must pay all upfront costs to get on the system. He shared that four call taking positions through Motorola (at today's costs) would be \$79,000, \$1,800 for the touchscreens, \$385 for mapping monitors and headsets. To get to the bottom line, to add them as a separate entity would be \$101,139. Included in this cost is some labor that was done by averaging out the salary of all the MARC tech positions and figuring out an hourly rate, added a small amount for fuel and items such as that. Not included in this is the ongoing monthly cost associated with software support that would be in those four positions, which still needs to be figured out and added to the bill. A recommendation that 988 be on their own telephone switch separate from the 911 network was suggested. Mapping is irrelevant because 988

calls cannot be mapped since they do not have any of the data. Another question was the legality of this, and he does not have an answer for this since they would be non-public safety employees. It would be a Board decision whether to allow this. Funds were used to do this; we would get into using 911 funds for non-911 purposes. A question was asked about software cost, and Winebrenner noted software contracts were purchased to cover all the seats in the region, not individually. So, we would have to add those four positions to our region's software contract, which would be around another \$8,000. This bill does go up annually. The bill for these costs would go to the Johnson County, Kansas Mental Health department if approved by the PS (Public Safety) Communications Board. An amendment to the software contract would have to be made to add these four positions. There was quite a bit of discussion about this and the legality around it. DeWeese shared that the Mental Health Department was not asking for 911 to fund the four positions. The Mental Health Department has the funds and would be paying for the positions. They will be moving their 988 specialists into the call center and would like, and he feels best practice if they could use the same system. He listed states and agencies that have moved 988 workers into their centers. He noted that it is their belief that this is the way of the future. He just needs this Board's permission to purchase the gear and support from MARC. They have come to several meetings, and they just need an answer and to know if they need to look for another option. It is happening and they just wanted to do it in a way that would be conducive to both 911 and 988 operators. Owen asked if they planned to use the 911 backup positions. Boden said that this was the plan in the beginning, but that has changed. 988 will be using all new positions that would be co-located in the county communications building but would be in their own space. Boden also shared that if the issue were others wanting to do this, the bylaws would just have to change to say that you must be co-located in a dispatch center to be allowed to use the system. Boden shared that all Kansas 988 staff have gone through the same background check process as dispatchers and have precedence with the co-responders which go through the same background check including polygraph testing processes that are done within the law enforcement counterparts. They have precedence in their level of cooperation and business relationships. Thomas noted that challenges for our region are not only having multiple counties but having a state line issue as well. You get more collaboration when things are in the same county and/or same state. Owen noted that on the Missouri side, they are not co-equals. Ashcraft asked if they would only need four seats or more. Per DeWeese, they would start with four but would eventually need six. These calls would not go through the 911 MARC routers. Ashcraft asked DeWesse to elaborate about the merits of using 911 equipment, how this has worked in other locales that he had mentioned, and the benefit to the customers? Per DeWesse, this ask is being done for collaboration reasons and to get the right people in the right places at the right time. The information is still unknown as to how this works since others have just started to do this and he wants to be the spearhead for this in our region. They approached MARC because it is their understanding that the whole purpose of MARC is to bring together inter-county governments and to collaborate. Other items discussed: co-mingling of funds which and the funds could be keep separate, whether 988 calls would come through the 911 select router and they would not, calls transferring which can be done, 988 would be on the Vesta system, but their system and gateways would be separate from the 911 traffic, where 988 would be located. Gisolf shared that the Vesta system was the best system they had found that would meet their needs.

Nathan Dougan made a motion to draft a MOU that states separate funds from 911 are to be used, it should include the 988 costs, staff costs, equipment terms, priority of staff time, ALI changes that may need to be reviewed and taxes should those change. The document will be reviewed at the next Board meeting. Scott Boden seconded this. This motion passed with one opposition.

7. Regional Dispatch Update – Eric Winebrenner

- In March, Chief Graves, KC Police Department contacted him and asked him if he would host a meeting about this. He reached out to the Missouri side that borders Kansas City, MO to ask about their interest in this. An initial meeting in March included representatives from Kansas City, Independence, Lee's Summit, Grandview, North Kansas City and Jackson County Sheriff's Office. This group met and had a discussion and agreed the next logical step would be to do a feasibility study. Winebrenner contacted Troy Schulte regarding funding for the study. Schulte agreed to ask the Legislature for funding for a feasibility study for Jackson County law enforcement agencies for solutions, to include the consolidation, co-location, virtual consolidation and whatever else a consultant could produce.

Working on an agreement between Jackson County and MARC. Schulte asked MARC to run the RFP process and identify a consultant. Once this agreement is in place, we will reconvene the group. Schulte did ask Winebrenner to contact all the Jackson County agencies to at least offer them the ability to participate. Winebrenner contacted Blue Springs who is willing to participate, Sugar Creek is not interested, and he is

still waiting to hear back from Raytown. Next, we will get this group back together to see what they would want to see in the RFP. Hopefully, the feasibility study will be completed by year's end.

8. Other Business

OPA Awards – Saralyn Hayes

- She thanked everyone that is part of the selection committee. She encouraged PSAPs to continue to submit nominations when the call for them goes out. She thanked those that had submitted nominations.

Budget – Eric Winebrenner

- At the next meeting, staff will have the preliminary 2024 budget for you to take back to your agencies. Anyone that needed this information prior to the meeting should contact Winebrenner at ewinebrenner@marc.org.

Adjournment - With no further discussion, the meeting adjourned.

2023 Meeting Dates:

- July 26
- October 25