



Public Safety Communications Users Meeting
April 12, 2023
Meeting Summary

Agencies Present:

Scott Boden, Johnson County Sheriff's Office
Steve Hoskins, Kansas City Missouri Police Department
Tony Avery, Platte County Sheriff's Office
Sandon Curnett, Raytown Police Department
Greg Damron, Leawood Police Department
Matt May, Kansas City Kansas Emergency Management
Tony Osborn, Leawood Police Department
Ryan Reschke, Johnson County Emergency Management
Brianna Stanley, Shawnee Police Department

Online:

Marie Beauchamp, Cass County Emergency Service Board
Ben Chlapek, Raytown Fire Department
Kim Davis, Ray County 911
Rick Gisolf, Johnson County Emergency Management
Dee Regina, Linn County Sheriff's Office
Larry Tarrant, Clay County Sheriff's Office
Donald Ward, Overland Park Police Department
Mark Whelan, Miami County Sheriff's Office

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

1. Call to Order and Introductions

Scott Boden called the meeting to order.

2. Approval of January 11, 2023, meeting summary

Tony Avery moved that the meeting summary for January 11 be approved. This was seconded by Rick Gisolf. The motion passed with no opposition.

3. Public Safety Staff Recognition – Eric Winebrenner

Winebrenner shared information about the anniversaries and award recipient below.

- Chris Allen Hunter – 15 years
- Sally McGraw – 15 years (May) This is being shared now because our next meeting is after her anniversary.
- Pam Opoka – She received the Stanley Cup Award (displayed) from the 911 Training Institute. More will be shared about this in the training report.

4. 911 Legislative Update – Eric Winebrenner

Federal

- A \$15 billion bill for NextGen 911 was reintroduced.

Missouri 911 Service Board Report – Eric Winebrenner

- Reclassifying 911 call takers.
- PTSD bills which include call takers.
- Cleanup of 911 bill for items that are in the statutes now that need fixing.

- 911 Day at the Capital was yesterday.

Kansas 911 Coordination Council – Eric Winebrenner

- The bill to cut 911 funding is dead.

Local - Eric Winebrenner

- No report.

5. Public Safety Program Updates

• Training – Pam Opoka

Online – Talent Learning Management System (LMS)

- Launched 40-hour Basic on March 23. This program relies highly on the attendee’s agency Communications Training Officer (CTO) to help guide the student through the tasks. If any agency has new staff that need this training, please contact Opoka (popoka@marc.org or 816.701.8379 to get them signed up.
- Upcoming May CTO Training – This is an online training lead by Halcyon Frank. Seating is still available.
- Supervisor Class – This will be online in June and led by Halcyon Frank. Seating is still available.
- MARC purchased the rights to the “PTSD 911” movie by the Emmy award winning producer, Conrad Weaver. Opoka noted there is awareness that this movie could be triggering. So, mental health and peer support resources will be available. The movie will be on the Talent LMS portal. Anyone that is not on a roster that would provide you access should contact Opoka through either option provided above.

Virtual Academy (online training portal)

- Since January 3rd launch, 153 have been trained. There are hundreds of online training modules available here on various public safety topics.

In-person trainings scheduled for Quarter 2

- Active Shooter – Led by Rod Schaeffer, Lee’s Summit Police Department and scheduled for June 14. There will be two sessions, one a.m. and one p.m.
- 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 by the International Academy of Emergency Dispatch (IAED) to contribute information to their new 40-hour Basic training manual. Specifically, wellness/Chapter 12 based on our peer support team initiatives used by emergency dispatchers worldwide.
- Our peer support team won the Stanley Cup which is a national level award. She shared that the Stanley Cup was named in loving memory of Michael Stanley who was a 911 leader and founding coordinator of the peer support team at Charleston County Consolidated Communications Center. They were the first ones to be awarded the 2021 Cup in his memory. We received it this year because of all the work we have done nationwide, and because we are the national model. A press release about winning this award is on our online portal.
- Our peer support program is now ready for its next level, and 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. It is hoped that this research shows that when providing an employee, the confidential tools for mental health and wellness, we will have higher retention numbers over time in our PSAPs. Low staffing and retention within 911 PSAPs are occurring nationwide crisis. The MARC region is currently down eighty-one dispatchers, which is six more than this time last year. It is hoped that this strategic Mindbase pilot will help address our 911 workforce optimization goal and become an industry best practice with the MARC region once again pioneering and leading the way.

• Commander Peer Support

- This training on May 15 – 18 at Leawood Police Department with Dr. Jenny Prohaska is full and there is a waiting list. Opoka noted that this was for those at the level in the fire station of BC and above and police department above a sergeant as command level. Anyone that would like to or know someone that would like to join the team should let her know.
- The co-chairs were invited to Washington DC 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 to give and receive information regarding a wellness program, “Safer Together” based on the Dept. of Justice’s survey results. They learned that one major stressor for front-line officers is animosity within the community. The Dept. of Justice felt that having a community policing program that also addresses police officers’ wellness would be fifty-eight individuals together for this meeting ranging from chiefs of police, division commanders and front-line such as deputies and detectives. Also, leaders of communities and different faith-based groups. Quite a bit about the program was shared, but the purpose of the meeting was a think tank. They wanted to hear from various levels, people and learn the best way to roll out the information for it to have the best chance for success. This was held for two days in which they participated in different breakout groups for which the Dept. of Justice took notes and recorded everything. Lt. Davis believes a package will be put together and rolled out by next year.

• Technical Services – Hassan Al-Rubaie

Selective Router Upgrade

- We are down to two carrier pieces that need activation. Once these two pieces are done, they can move forward with provisioning and testing. Several months ago, it was shared that Sinch (formerly Inteliquent) had reached out to MARC leadership to express their frustrations with the project timeline. MARC staff has continued contact with Sinch since. Since then, Verizon has also contacted MARC leadership to express their concerns about the project timeline. Al-Rubaie is having weekly meetings with Motorola, Verizon, and bi-weekly meetings with Sinch to keep everyone updated on project timelines. The question

was asked about how MARC was responding. Winebrenner noted that it was being shared that MARC does not own the routers yet and MARC is reliant on Motorola and their partners to finish the installation. All the leverage that MARC has over them has been exercised, including holding payment.

This is being shared for awareness of the situation should others present start to receive calls.

Winebrenner noted that MARC has shared with those frustrated “that MARC and our regional partners are also frustrated.”

Workstation Upgrades

- Fifty-two workstations are being upgraded this year. He noted that those shipping next month included: AMR, Clay County, Excelsior Springs, Gladstone, KCK Fire and PD, Liberty, Overland Park, and Ray County.
 - The new host for south patrol is here and in queue to be installed once other items wrap up.
 - I still have the Motorola Citizen Input and Transcription demonstration on the project timeline. However, there is uncertainty with Motorola and its end of life. So, before any additional time is spent on this, clarification on the end of life is being sought.
 - Per Winebrenner, Gladstone’s co-location is moving along. Al-Rubaie noted that this will be towards the end of the year.
 - Furniture moves are set for: Leawood, Lee’s Summit PD, and North KCPD. Riverside moved back this week. Fort Leavenworth is still pending. Lenexa’s estimated move into their new center is June 2024.
 - Lee’s Summit passed a bond issue to fund a co-located communications center with Fire and PD which he believes is slated for two-years before they would move into this center. Work is being done with Lee’s Summit for use of a portion of their fiber between PD and Fire. He noted that the PTP link between 68th Booth to Lee’s Summit PD failed and was unable to be recovered which is making this conversation that was started last year, more urgent.
 - With Lenexa’s move, he understands they are leaving the fiber at the current tower, but he wants removed a link from Prairie Village to Lenexa. Research is being done on this.
 - Boden asked if there was an update on Ray County 911. Kim Davis reported that they had purchased the land for a new center which has been approved by the city of Richmond. They are currently waiting on the building committee to secure financing.
 - The disaster recovery items are here and, in the queue, to be done whenever this can be gotten too.
 - For months, there has been an issue with a certain brand of routers. He explained when there is a hiccup in the system, they should still work, and nothing noticed. Instead, when they get stuck, they do not self-heal like they are supposed to do which causes a need for a manual interaction to recover. This has affected Riverside, KCK, and Cass County. All these routers are being removed, and work is being done to get credit from the vendor and purchase other items that would be useful for us.
- **Database / Mapping – Saralyn Hayes**
 - AT&T
 - Typically, she provided an update on where we were with database numbers and work has been done to streamline the process with AT&T. Then, AT&T made internal changes and we are starting all over. It has been over a month since the request for these numbers was submitted to run the reports and just this afternoon, a sample of what they would provide was shared. Hayes noted that there would have to be experimenting done with this data to see if it will work or not. Also, the AT&T point-of-contact retired and they are now in the regular management pool to work through our issues.
 - While we are listed as the point of contact and ST&T is supposed to send us request(s) for contacts information and scheduling testing, they are still going directly to some PSAPs. She noted that MARC did not expect the PSAPs to know the answers since it is regarding things that MARC does for you. She said, sometimes, dispatchers try to be helpful and provide inaccurate answers which causes staff to have to do clean. She provided an example and asked everyone to share with the dispatchers to tell AT&T to contact MARC staff. If your PSAPs start receiving test calls, please ask if MARC has been contacted and tell them that these should be coordinated through MARC staff.

GeoComm Maps

- This year, work is being done on transiting off of the GeoLink server and moving over to GeoLinks Snaps. Al-Rubaie is working through the final stages of technical portion and GeoComm is working through the final stages of preparing the map. All the users are being set up so that every dispatcher will have their own login. The aerial imaging is setup. They will be loading videos into it soon. No date has been set but we are getting closer.

Operations

Telecommunicators Appreciation Celebration (TAC) – This will be this week on Friday. We hope to see

everyone there. It will be held at the Marriott off the Plaza, and they are doing construction in that area so please plan accordingly. This is a great night of honoring our regional dispatchers and telecommunicators.

6. Johnson County 988 Mental Health Update – Eric Winebrenner

- Winebrenner said he had missed the last board meeting due to being out of town, but it had been shared that it had been a spirited discussion regarding using a PSAP facility for 988. The Board asked MARC staff to put together numbers, creating a new PSAP for them. These numbers will be presented to the Board at the next meeting, and it will be up to the Board to decide how they want to move forward. More to come on this.

7. Regional Dispatch Update – Eric Winebrenner/Scott Boden

- Winebrenner said that at the last meeting, he had shared that the Kansas City Police Department had contacted him about starting up a regional dispatch discussion. He contacted the Missouri side cities only that border Kansas City since this would only be for Jackson County agencies.

An initial meeting/discussion was had where it was shared that everyone has staffing issues except for one. There was agreement to further review this concept.

Winebrenner talked to Troy Schulte who is willing to provide funding for a feasibility study. A meeting has been set up with Schule to discuss how this should be structured. Winebrenner imagines there will be a contract between Jackson County and MARC to run the RFP process for a consultant to proceed with this work. The other issue here is that Schulte wants all the Jackson County agencies involved. So, Winebrenner is contacting the others to see where they stand and if they would at least, attend a meeting to hear more about this.

8. Other Business

Missouri Public Safety Communications Conference Local Recognition – Saralyn Hayes

- Hayes shared that Steve Hoskins and she had attended the Missouri 911 Public Safety conference. There were two groups from our region recognized in different award categories which she wanted to recognize. 1) Kim Davis, Ray County 911 was awarded 911 Director of the Year. The team of the year was awarded to the North Kansas City Police Department. Congratulations were shared with them.

Cass County CentralSquare Project – Marie Beauchamp

- Beauchamp said that the feasibility study they had done said to consolidate. So, they entered a contract with CentralSquare last year to consolidate CAD, RMS, and JMS for Cass County, the five PSAPs, police and fire agencies through interface through CentralSquare. With this, they are working with a third-party IT to secure their network for cybersecurity since they are going to be connected and to further protect them should they ever do a CAD to CAD with anyone in the region.

She had a question about SMTPs since they were being told by CentralSquare, that Office 365 and Goggle Suites would not work because of the double authentications that are required. She asked if anyone knew other vendors that they could look at for SMTPs. Those that had this information were asked to email her at ccesb@casscountyesb.com or call her at 816-887-1952. Avery had shared his IT director's info with her, and she has been communicating with him.

There was discussion about who was using CentralSquare and/or talking with them. Gisolf said he would call her and noted that Johnson County was using Active 911 to send messages right now and looking into a backup of potentially Everbridge. Avery added that their fire department also utilized Active 911.

Beauchamp noted that they also utilized Active 911 for their fire department now, but this is specifically the email server that will send to all the pages through CAD.

911 Resolution – Saralyn Hayes

- On the Missouri side yesterday, it was 911 Day at the Capital for both the House and Senate. They presented a 911 resolution acknowledging 911 Public Safety Telecommunicators week, showed appreciation for those that work in 911, and had them come down for praises.
- Kansas – May said that he is currently the legislative affairs chair for the Kansas managers, and they have

been busy and are taking a breather before they meet again. He said that anyone that has anything that they ever want shared with this group should contact him at mmay@wycokck.org.

Rapid Deploy – Eric Winebrenner

- A contact has been signed with AT&T for the Rapid Deploy analysts' eclipse. They are working on their side trying to get it set up and work is being done on our side. This project is a little behind, but they have not been paid yet.

2024 Budget – Eric Winebrenner

- It is time to start work on this, and MARC staff will start after the next PS Board meeting. A preliminary budget will be shared in July so everyone can use it for their budgeting process. He added that there would probably be a request for an additional 911 tech because of their workload. Anyone needing numbers before July should contact Winebrenner at ewinebrenner@marc.org or 816.701.8211.

Other

- May shared that he participates in the VHS Society. He explained that they go in and put data radios on unutilized VHS antennas and they are looking for approval to explore other sites. The Society understands that the towers have individual owners, and they would negotiate with them, but he wanted to start the conversation with this group. He noted that if a better public safety use should arise, they would be happy to vacate. They did this on the Leavenworth tower site around six years ago and it has been helpful with carrying items into the northeast corner of Kansas. May asked for at least a head nod that this would be an okay use. Winebrenner said that the antennas are slated for removal and ATA is planning to use others. Per May, if any are not being use and this is considered an okay use, they would like to use them and have a list of where they are located. May asked to be notified of what steps he should take next.
- Hoskins said that at the Missouri Conference, Jamie Taylor, Lee's Summit PD was sworn in as President of Missouri NENA.
- Winebrenner noted that he is still planning to apply for a grant from the 911 Service Board for our router project once they release grant funding.
- Al-Rubaie added that at the last meeting, this group had talked about camera trucks that Kansas City Fire was having issues with and a plan for delivering the trucks to the two router sites instead. He did meet with AT&T, and they confirmed that this was an acceptable system design that they do at other places. So, work will move forward with this for KCMO Fire and for Platte County as backup, Gladstone, Liberty, and Clay County. Eventually, everyone's trucks will be transferred over to this method.

9. Adjournment

Matt May made a motion to adjourn. This was seconded by Tony Avery. The meeting adjourned.

2023 Meeting Dates

- July 12
- October 11