



Public Safety Communications Users Meeting
January 11, 2023
Meeting Summary

Agencies Present:

Scott Boden, Johnson County Sheriff's Office
Steve Hoskins, Kansas City Missouri Police Department
Sandon Curnett, Raytown Police Department
Tim DeWeese, Johnson County Mental Health
Rick Gisolf, Johnson County Emergency Management
Christina Hay, Lee's Summit Police Department
Rob MacDougall, Johnson County Mental Health
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
Paul Davis, Johnson County Med Act
Jeremy Duke, Kansas City Missouri Fire Department
Nathan Dougan, Kansas City Missouri Fire Department
Asher Linden, Independence Police Department
Kate Neal-Dorsey, Johnson County Emergency Management
Doug Orbin, Shawnee Police Department
Mary Osterberg, Harrisonville Police Department
Kim Pruet, Atchison County Communications Center
Hope Reeder, KUMC
Rita Richmond, Miami County Sheriff's Office
Ashley Ross, Pleasant Hill Police Department
Renee VanMeter, Johnson County Mental Health
Mark Whelan, Miami County Sheriff's Office
Jonna Wilcox, Riverside Police Department
Carla Wills, Belton Police Department

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

Steve Hoskins called the meeting to order. Eric Winebrenner read the names of those online.

2. Approval of October 5, 2022, meeting summary

Scott Boden moved that the meeting summary for October 5 be approved. This was seconded by Marie Beauchamp. The motion passed with no opposition.

3. New Public Safety Communications Board Members – Eric Winebrenner

Winebrenner said that due to the November elections changes had to be made to the PS Communications Board. The

changes are as follows:

- 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 has been appointed the Kansas co-chair for the PS Communications Board.
- Chief Donna Lake, KCFD who represents the EMS Chiefs for the Missouri side is retiring this month. Currently, Nathan Dougan is her designee. We will be awaiting her replacement's representation decision.

4. 911 Legislative Update – Jason White/Eric Winebrenner

Federal

- The \$10 billion was not passed. The renewal for the FCC receiving authority to sale radio spectrum has been moved to March. This puts it back on their agenda at the beginning steps. There will be a continued push to get this through.
- Due to no sessions, there have not been any bills filed in Congress.

Missouri 911 Service Board Report – Jason White

- The Missouri side has not met since October.
- We were awarded \$18 million ARPA funding and \$8 million went to the GIS project which is going well. Contracts are being signed for this year's northern part flyover and the southern part will be done next year.
- There is a hang up with the \$10 million ARPA funds that was designated for 911 in areas that did not have it and to advance 911 statewide. White noted that ARPA funding is hard to spend because of the layer of offices that handle these funds. Also, these funds have scrutiny from a local match requirement portion for which we need to provide the funds. We have been able to hold onto this funding through pre-pay (about \$3 ½ - \$4 million) that could be leveled towards this match. But we still need the rest of the funding.
- A substantial portion of these funds has been used in areas that did not have 911 and would not have the funding to fulfil the match requirements. There is a Service Board meeting on Jan 23 where White is hopeful that continuing to move forward will be agreed upon.
- The Board is going to make a conservative effort to approach the legislature for additional funding to upgrade Missouri's 911 system faster.
- Winebrenner added that when the Board starts offering grants and opens for applications, our region will be applying for funding to offset our router upgrades.
- White said that AED registration is still available. Anyone whose PSAP has not been trained on AED registrations was asked to contact Brian Maywell.
- In October, some funding support was approved for recruiting Telecommunicators. White explained how the queries worked and noted that there was a telecommunicator that does marketing who was awarded this contract. This is just getting started but is an effort to use social media predominantly to attract those interested and then funnel the information back to the appropriate PSAP.
- There are three bills filed defining telecommunicators as first responders. Two which he believes are the results of the Board's government affairs people, which he hopes will help with getting this through.
- The paperwork to move EMD oversight under the Missouri 911 Board has been refiled.
- A GIS bill has been filed.
- Eight PTSD bills have been filed in which, three or four includes telecommunicators.

Kansas 911 Coordination Council – Eric Winebrenner

- Winebrenner researched but did not see any bills that included telecommunicators, 911, emergency communications or PTSD.
- Boden shared that it was his belief the title change for telecommunicators was passed in a bill last year.

Kansas 911 Board – Eric Winebrenner

- Henry Horn is our representative.
- Their next meeting is Jan 20.
- They did a year end cleanup in Dec. and Horn will brief us on that at our next meeting.

5. Local - Eric Winebrenner

- Gladstone is enlarging their PSAP and are going to co-locate with Clay County and Liberty.
- There are discussions happening in other parts of the region regarding dispatcher issues and staffing.

6. Public Safety Program Updates

- **Training – Pam Opoka**

- Online – Talent Learning Management System (LMS)

- Scheduled to launch our new interactive 40-hour Basic in February. This program will be interactive with the Communications Training Officer so there will be more accountability within the PSAP for the learner.
 - CTO Training – This is coming up in February and will be online.
 - Supervisor Class – This will be online in March.
 - Our 2023 instructor contracts are ongoing as we deem or hear the need for a topic, we will contact the subject matter experts within our region to teach them.

- Virtual Academy

- This format launched on Jan 3 and so far, the feedback has been positive. Opoka noted that Rita Richmond was the first supervisor to be granted the rights to assign trainings to her own agency staff. Any other regional agency that is interested in having this type of rights should contact Opoka at popoka@marc.org or 816.701.8379.

- In-person

- Crisis Intervention Training (CIT) for Telecommunications – This is usually scheduled for November but because of the large turnout last November, an April training has been added.
 - Due to the NFL draft and World Cup coming to Kansas City, Steve Hoskins and Jamie Taylor are scheduled to host the COML/COMT/INTD tactical dispatchers' classes. The COML January training has been combined with the February class and will be held at the Kansas City Missouri Police Academy. There are pre-requisites for these trainings. Anyone interested in attending should let Opoka know.
 - The Jan INTD training has been rescheduled to February and has several attendees registered from outside our region.

- Peer Support

- Opoka will be presenting at the NENA Standards and Best Practices conference next week on our own practices since we are the national model.
 - First Midwest is providing 911 peer support in Pittsburgh Feb 20 – 24 if anyone is interested in joining the 911 team.
 - The Commander team is working with Jeannie Prohaska to schedule the commander peer support training in mid-May. There is a waiting list for this training and the next offering.

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

- Callback Circuit Update/Survey

- Al-Rubaie provided the background on why these circuits had been installed. A survey will be sent out in the next week or so concerning the continual need for these. Please complete the survey.

- Selective Router Upgrade

- There was a meeting with Motorola last week in which Motorola shared that they needed six more weeks for reprogramming, configuration, and carrier testing. The current go live is now March 2023. Hoskins asked if we had to go live with the new routers before, we can do the upgrade? Per Al-Rubaie that is correct, whenever VESTA router 1X goes live, the upgrade will be done one year later.

- Hardware Refresh

- Nine agencies are scheduled for this year: AMR, Clay County, Excelsior Springs, Gladstone, KCKFD, KCKPD, Liberty, Overland Park, and Ray County. Awaiting the quote from Motorola and then, the order will be placed for these PSAPs. It is hoped that these will be updated by the end of summer.

- KCFD CAMA Trunks

- KCFD has had continuous outages over the years due to copper theft and/or what thieves' thought was copper. An idea that was discussed and will be tested is moving the PSAP trunks to the VESTA host directly or one of the selective router sites. Due to the continued issue of reliability of KCFD's trucks, it has been decided that they will be our tester. The idea is to move half of their CAMA trunks to the ECC and half to LightEdge. This is being shared because of the cost-connect fees associated with LightEdge. If the trunks can be delivered on a T1 by AT&T, there would not be a fee. Should AT&T say no, there would be a fee of \$50, per month per connect, \$600 monthly which would be \$1,800 per year per trunk fee with LightEdge. Al-Rubaie shared that this would be his goal for how all the trunks are set up. There was a discussion around this. Al-Rubaie provided a complete description of how this would work and on outage redundancy with this setup. Beauchamp asked what type of cost this would be and if it would be part of the regular allocation fees.

- Mo Highway Patrol Transfers

- An email was sent out about this in late December. MARC has been receiving failure notices but have only received one successful notice. He noted there is a need to receive more successful transfer notices to diagnose what is going on. The successful transfer information can be shared on the same form that was provided for the failure notices.

- **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. These two would be chosen based on the

PSAP. Al-Rubaie and Hayes were on a call with AT&T where AT&T was pushing to go with the one PSAP option. There was discussion around options and what to recommend to the PS Communications Board.

Christina Hays made a motion to recommend to the PS Communications Board, the AT&T Mobility Default Routing solution stay with the fast busy. This was seconded by Scott Boden. Motion was passed with no opposition.

Quarterly VLQ (Very Large Query)

- This is the report received from AT&T quarterly with all the database records, Then, MARC runs several reports and compares them to our numbers from the previous quarter. We are just under 800,000 records. Five years ago, we were at 1.1 million records in the landline database. Numbers continue to decrease. Every January, Hayes works with our AT&T representative to do a true up of the numbers and they adjust our billing per database records. It is anticipated that we will see approximately a \$50,000 decrease in our 911 database bills for this year.

Automatic External Defibrillator (AED) Registration

- Missouri 911 Service Board has contracted with PulsePoint for this statewide. Some initial trainings have 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 about 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.

Mapping

- GeoComm maps is the new system software dispatchers will be using. It was anticipated that this cutover would be done right after the first of the year, but work is still being done on hardware, programming and everything that is needed to get this system setup. It is now anticipated that the cutover will be March 2023. She thanked the 911 superusers for their feedback on things they would like. Training for this will be virtual on Demand with GeoComm's training platform they will make available to us. She noted that this was broken down by type code which allows you to be able to go back and do refresher training(s) on certain codes.
- Some changes are going to be made to the data schema to make NextGen compliant. Anyone that has access to the SharePoint maps site, if you download the map to update your CAD system or something like that, need to know the fields are changing. A document has been created that shows what it was and what it is now. This document can be found on the SharePoint GIS site. Anyone that does not have access to the GIS site but would like to, should contact Hayes at shayes@marc.org or 816.701.8314.
- The Tier II hazmat mapping data layer has been completed.
- The Pipeline update has also been completed.

Mo 911 Service Board - Jason White

- He mentioned the flyover called the aerial project the Board is contracting in. The flyover for the MARC region will be flown in 2024, which falls in line with our regular flyover schedule. This is a huge cost saving for those of us that had done buy-ins previously for flyovers. This data will be downloaded and put in our regional dataset which is used in our GeoComm maps, and it will be available to download for your cities and counties to use at no cost. This is being communicated with the addressing and GIS folks around the region so they can anticipate this cost saving change in 2024.

PSAP Changes

- An email was sent out about the small community of River Bend. They have changed where their 911 calls route to, their dispatcher provider and their law enforcement responder. She reminded everyone that if they ever have ANY of these changes, to let her know. About a month ahead of the change date is needed to provide AT&T enough time to get the changes done to display the correct information.

Potential Co-Location (Gladstone, Clay County and Liberty)

- Winebrenner shared information about this earlier, but Hayes reminded everyone that if they knew of any projects like this to let the MARC IT team and her know so they can work with the carriers on the changes that are needed.
- **ANY changes you are making needs to be shared with MARC staff.**

7. Linn County Update – Eric Winebrenner

- They are in their new facility, connected and going strong. Al-Rubie shared they are experiencing some ALI issues. He noted that a little less than 3,000 of Brightspeed's database records for Linn County were loaded directly into our ALI database. He outlined what was happening and noted there is a need to come up with a permanent solution for this issue. The wireless piece is being tested and will be transitioning away from Brightspeed's selective routers over to our selective routers. The public safety database team is checking daily for new phone numbers being added or any number changes. It would be good for them not to have to check this every day. Also, since the ALI is not as

it should be, GeoLynx also is not functioning as it should.

- Winebrenner noted that as of Jan 1 Linn County started getting billed and will soon receive their installation bill.

Johnson County 988 Mental Health Request

- Winebrenner provided some background and noted a request for using 911 resources for 988 had been brought forth. Tim DeWeese said that they want to consolidate and co-locate so they can maximize their response efficiency to all emergency situations. He noted that they were here today asking for utilization of the VESTA phone system and to become partners in the cost-share agreement. Rob MacDougall shared a PowerPoint regarding their current call volume and background on their services. He noted that they were tasked with serving Johnson County residents or anyone that calls them. Due of their lack of having geo-routing, they receive calls from all over the United States.

Johnson County Mental Health has uniquely worked with law enforcement for the last ten years, to have them call their department when on scene to help triage and council. The idea is to share a level of support with law enforcement and when possible, divert folks from ED or in some cases arrest. He noted that 20% of all their mental health calls right now come from law enforcement.

Their Mental Health started taking national calls in 2021, in anticipation of 988 being on the horizon and becoming a real item. In 2022, when 988 went live, their call volume increased from just under 18,000 to 44,000 calls. Their co-respondent program is robust and has expanded rapidly in the last three years. Their immigration with law enforcement has been helpful and the value of working together has been seen. Their agency has received the gold standard for call taking.

The one area they feel they have room to grow is working with Fire and EMS. They believe there is a real opportunity if they can imbed and co-work together; with the dispatchers and Fire and EMS, that they can make inroads that will be positive for their community.

They created an all-new standalone crisis line staff with the additional funding they received when 988 went live. The last year was spent hiring and training and only two of these staff members worked on the crisis line prior to 2022. Text and chats are still an issue as they do not have geo-routing.

The reason they are here is to look for better staffing with 911 by being able to use VESTA. Right now, the only relative data they get is for outgoing calls and nothing for incoming calls. They can get 3% data for answer rate and speed and abandoned 988 calls through a national system but for the other 97%, he does not have information. Having this information would be great for their performance indicators overall and individually. Having VESTA would also assist them with warm handoffs, quick dialing, call directories and it is friendlier to use.

Beauchamp asked if mental health was able to afford to cost share? Mr. MacDougall said that he had not seen numbers and heard some figures and if the figures he had heard were correct, yes, they would. Beauchamp then asked if this could be worked out through MARC for purchasing, not through the allocation fees? Per Winebrenner, that is possible if the PS Board approved it. He noted that this could be cost shared out but that is opening the 911 system to non-911 users. He also noted that the Board would have to decide if they would bill mental health separately for equipment, maintenance, and service agreements. Winebrenner also added that if mental health wanted to use existing equipment, that would take that equipment out of the region's backup plan. It was noted that Johnson County Mental Health was only taking calls for Johnson County. There was discussion around this and if the PS Board would want to allow 911 non-users on the system.

Scott Boden moved to recommend to the PS Communications Board they consider whether they want to allow non-911 entities on the system if they fulfill a public safety role under the confines and required bedding of a 911 dispatch center. This motion was second by Rick Gisolf. The motion was passed with one opposition vote.

8. Kansas City Police Department Cost Share Request – Eric Winebrenner/Scott Boden

- Winebrenner said the Kansas City Police Department requested an automatic callback system through VESTA sold by Motorola. It was reviewed to do this regionally, but it was decided against because of the enormous cost, most agencies not having as large a call volume as KCPD and required to callback. A way to do this where it only applies to the KCPD system has been discovered. Motorola has provided a quote of \$128,676 for equipment and four years of maintenance. After the four years maintenance is over, there would be a cost-share to the region for continued maintenance. This will reduce the amount of time KCPD calltakers spend doing callbacks. Just in 2021, KCPD had over 100,000 abandoned calls that dispatchers had to return. Hoskins shared that this system would automatically do these callbacks and they would have to push a number as to whether it was an accidental call, or

they need help. If needing help, the VESTA system would put them back in the queue where they were and if their previous spot is gone, they will go to the top of the queue.

Jackson County has agreed to pay for the system. MARC would order the system through Motorola and pay Motorola and then MARC would bill Jackson County. Winebrenner noted that the only cost to the region would be after the four-year maintenance and when this equipment came up for replacement, it would be replaced through the normal Board replacement procedures. Hoskins added that the maintenance cost per year is right at \$15,000 and Jackson County will pay for the first four years. It is anticipated that there will be a 10% yearly increase. Al-Rubie said that this system would require a dedicated PRI just for this function, and KCPD would be responsible for providing this but it would connect to existing equipment.

Winebrenner added that this was not sent through the regular review since it only affects one agency and only available to that agency. Jackson County has agreed to pay for this (as outlined above), and MARC believes this is a good thing.

Christina Hays made a motion to recommend to the PS Communications Board, approval of the KCPD cost share request for VESTA Automated Abandoned Callback (ACC). Rick Gisolf seconded the motion. Motion was passed with no opposition.

9. Other Business

Outreach – Nikki Thomas

- We will be resuming in-person Telecommunicators Appreciation Celebration (TAC) this year since a poll was done which showed an in-person was preferred. It will be held at the Marriott on the Country Club Plaza on April 14. You should have received information about it already. Anyone not receiving this information should contact MARC staff.
- MARC has a new database system. If you are not receiving notices for something you use to receive information on, or you are receiving something you should or do not want to receive, please let her or Chris Allen Hunter know so, we can get this corrected in our system.
- We have a new coin challenge contest happening. As of now, we only have one submission, please submit your drawings or coin designs. We are trying new things and would appreciate your assistance with this. Hayes added that the chosen design would be created and given out at TAC. Thomas shared that this is our 40th year of the 1st 911 call be placed in the Kansas City area. So, in celebration of our 40th year, the front will have the chosen design and the back a 40th year anniversary logo.
- The deadline for the Outstanding Performance Award (OPA) is February 1. There are several categories. Additional information is on our website at <https://www.marc.org/news/safety-security/marc-911-outstanding-performance-awards-call-nominations>.

Missouri 911 Conference – Saralyn Hayes

- This is known as the Missouri 911 Public Safety conference, scheduled for March 19 - 22 at Margaritaville, the old Tan-Tar-A Resort. Missouri 911 individuals and out-of-state individuals are encouraged to attend. The website is <https://mpsc911.org/> if you would like to learn more about it.

New Business– Eric Winebrenner

- The remodeled Public Safety fourth floor space has been completed and Public Safety has relocated and are working in this space. Anyone wanting to see the space was offered a walk through, at the conclusion of the meeting.

PulsePoint – Saralyn Hayes

- Hayes noted that Jason White had mentioned AED in Missouri earlier which is PulsePoint. Anyone wanting access to this can contact Hayes at shayes@marc.org for the contact information for getting setup. There are several levels of access. Johnson County and Wyandotte are already participants and research is being done on the rest of Kansas participating.

PS New Staff – Eric Winebrenner

- Ralph Aguilar started January 3 as our new IT Tech and Tara Smith will start January 23 as the new Database Analyst Specialist.

911 Job Fair – Steve Hoskins

- KCPD is asking if there is any interest in doing a 911 job fair. They have staff going to other job fairs which include all kinds of positions and KCPD feels it would be good to do just a 911 job fair. There was some discussion around this and there is an interest in doing this. Thomas will assist KCPD with this. Hayes noted this fall in line

with what the 911 Service Board is working on and with the 911 booth that is at the State Fair each year. The booth in previous years has been more educational but this year, they are adding a career portion.

2023 Meeting Dates – Eric Winebrenner

- He went over the meeting dates below and noted that they would start at 1:00 p.m. Thomas shared that MARC staff has been discouraged from sending meeting notices out through TEAMS. So, please put the dates on your calendar and a meeting link will be sent in the meeting agenda that is attached to email notices. Winebrenner said future meetings may be held on the 4th floor, but this has not been confirmed yet.

10. Adjournment

Scott Boden made a motion to adjourn. This was seconded by Rick Gisolf. The meeting was adjourned.

2023 Meeting Dates

- April 12
- July 12
- October 11