



***Public Safety Communications Users Meeting***  
**July 12, 2023**  
**Meeting Summary**

**Agencies Present:**

Tony Avery, Platte County Sheriff's Office/EM  
Bill Brier, Gladstone Public Safety  
Scott Boden, Johnson County Sheriff's Office  
Ben Chlapek, Raytown Fire Department  
Mike Daniels, Overland Park Police Department  
Nathan Dougan, Kansas City Missouri Fire Department  
Denise Gibbs, Motorola Solutions  
Christina Hays, Lee's Summit Police Department  
Steve Hoskins, Kansas City Missouri Police Department  
Jennifer Jones, Kansas City Missouri Police Department  
Rob Sanderson, Gladstone Public Safety  
Heron Santana, Kansas City Kansas Police Department  
George Sims, Kansas City Kansas Police Department  
Mark Whelan, Miami County Sheriff's Office  
Ryan Zidar, Motorola Solutions  
Angie Ricono, KCTV 5

**Online:**

Russell Beach, Jackson County Sheriff's Office  
Marie Beauchamp, Cass County Emergency Management  
Aaron Coorroran, Motorola Solutions  
Kim Davis, Ray County 911  
Dominique Evans, KSHB  
Keith Faddis, Private Citizen  
Paul Haynes, Johnson County Sheriff's Office  
Jeanie Lauer, Jackson County  
William Murphy, Kansas City Fire Department  
Luke Nozicka, Kansas City Star  
KCTV 5  
Doug Orbin, Shawnee Police Department  
Mary Osterberg, Harrisonville Police Department  
Hope Reeder, KUMC Police Department  
Dee Regina, Linn County Sheriff's Office  
Heidi Schmidt, Fox4  
Gavriel Schreiber, General Counsel of the Mayor  
Larry Tarrant, Clay County Sheriff's Office  
Jamie Taylor, Lee's Summit Police Department  
Connie Valentich, Cass County Sheriff's Office

**MARC Staff:** Hassan Al-Rubaie, Catherine Couch, Saralyn Hayes, Kristin Johnson-Waggoner, Kathleen Kotnour (online), Sally McGraw (online), Pam Opoka, Luran Palmer, Nikki Thomas, Marie Walser (online), Tara Smith (online), Jason White (online), Eric Winebrenner and Chris Allen Hunter (online)

## 1. Call to Order and Introductions

Steve Hoskins called the meeting to order. Eric Winebrenner did a roll call of those online.

## 2. Approval of April 12, 2023, meeting summary

*A motion was made by Tony Avery to approve the April 12 summary. It was seconded by Bill Brier. The motion passed with no opposition.*

## 3. Kansas City Auto-Attendant Call Handling Request

- Winebrenner shared that after the Kansas City Missouri Board of Police Commissioners recent meeting, MARC received a request to investigate turning on the auto-attendant call handling for Kansas City Missouri Police and Fire departments. Since receiving the request, MARC staff have engaged with both groups to discuss this; as well as with Motorola to determine their ability to do this the way our current hosts are set up. Hassan Al-Rubaie shared that work has been ongoing with Motorola for a couple of weeks regarding this request. Slides were shared that outlined our region's current system design of three Vesta hosts which has several agencies assigned to each one. Next, a slide was shared on how auto-attendant functions today which was explained by Al-Rubaie. He noted that our present system cannot go outside its host. The next slide outlined the desired functionality of the request which would allow a call to go from one host to another host. Work is being done with Motorola on a possible solution to meet the request. Motorola has indicated that they may have a way to fulfill the request, but it would take some research, development time and customization of the VESTA 9-1-1 call handling software. Motorola will have to run this through their labs and vet it for undocumented featured enhancements. Then, they will bring it back to MARC for MARC to share what steps we would need to do or take to make this happen. MARC has not received a timeline or cost but hopes to have something from Motorola soon as to whether they can fulfill the request. Should they be able to do it, there will still be some development time for them to implement it into our 911 environment.

Al-Rubaie shared another slide that covered the question "if it does not support going outside of its host, we why do not put KCPD and KCFD on the same host. He noted that this is not done because of failure scenarios. He outlined what would happen if this host were lost which would mean losing every PSAP on that host, which would cause us to lose a sizable portion of our region to handle 911 calls. The multi-host design was done for resiliency of the 911 network. So, putting them on the same host would not be advised. KCPD has a backup that is on another source for the same reason. This is done to accomplish our goal of never losing a call.

### Questions Asked:

- Avery asked about transferring calls. Answer: It was answered that these will still work the same way.
- Avery – Would this change KCFD into a primary? Answer: In a way, yes, they would start receiving calls that have not been triaged by another PSAP first.
- Beauchamp – If other PSAP's are in the KCPD or KCFD VESTA 9-1-1 host will this mean that they will be impacted and must use the auto-attendant? Answer: No, this is enabled by queue and would be turned on for KCPD emergency queue.
- Beauchamp – If a call for one city hit the tower for another city dispatched by KCPD, what is the effect on this call? Would it hit the auto-attendant? Answer: No, as far as cell sectors go, calls will continue to route as they do today.
- Brier – If a call to another city hits KCPD's tower would it go to the auto-attendant? Answer: Yes, it would.
- Tarrant – If the changes being proposed go into effect, would a 911 caller notice anything different? Answer: From a technological standpoint, if their call is going to KCPD, they are going to be hit with the prompt before getting a call taker. As far as how many times the prompt repeats itself and what happens after it is timed out is configurable and to be determined by KC.
- Avery- If someone is being assaulted and not able to actively engage in the selections, does it roll through three rounds and then, automatically get pushed to the call taker? Answer: Yes, if a caller does not respond to the prompts, it will put them in the PD queue by default. Avery - So, this creates an additional time delay. Answer: Yes. Per Avery, most people are calling on their worst day and now, we are going to inject something else on them too.
- Boden – If someone hangs up or the call is dropped before the call goes through, will that call (number) still go through? Answer: This has yet to be confirmed and is one of the questions put to Motorola to research and provide an answer. Per Boden, those who put forth this request might have to decide how they want to do business. Avery noted that this could cause issues for those living on the borders or unincorporated counties rolling into KC could be impacted.
- Beach – Is there a way to optionally disable the routing if the incoming call load is low? Can you skip the queue instead of running through the selections? Answer: We do not believe so, but we will confirm with Motorola.
- Daniels – Since Motorola must develop this, does that mean no one else does it this way? Answer: That is what MARC is being told. No one else in a multi-host environment is using auto-attendant. Only single host users. Winebrenner noted that MARC had asked if anyone in the country was doing this, and Motorola is still looking.
- Avery – So, Motorola is going to have to work through this product to change it or the needs since it was not developed to work the way we are asking for it to work? Answer: That is correct.
- Sanderson – They had an issue where someone called from their Apple watch and just started sharing a description of the events occurring. With this software implementation, can they develop something where it cycles through but pre-records so the call taker can go back and get the information? Answer: Per Al-Rubaie, this will be shared with Motorola to see what they say or can produce, but he does not believe that Motorola's system today would support this. The system now does not record until the call taker picks up since our recorders are separate from the system.

- Chlapek – How will text to 911 work? Answer: It will work the same way. Go through the prompts and time out unless KC opts to put baudot tones on their recorded greeting on the auto-attendant which could respond to a text message. This would be the same for TTY. Al-Rubaie said that it was his belief that he saw in some of the documentation that baudot tones are not supported in auto-attendant. He will go back and look at the documentation. He also noted that we will be transferring away from our current implementation of text to 911 to another solution in 2024 and how that will interact is unknown.
- Beach – Is there a way for Vesta to use phase II and route the call away from a KC PSAP to a correct PSAP in a different city or county? Answer: No, VESTA 9-1-1 does not handle call routing itself; it is just accepting the call delivered to it and presenting for that PSAP to answer. VESTA Router on the other hand, which is a solution that we are currently deploying to replace our legacy selective routers version I will not be able to do this either, but version II geospatial routing which should deploy sometime in 2024 will have the capability to route calls based on location. So, that would divert a number of calls away from hitting KC. Today, cell sectors are programmed to go to one place only. We are a year plus away from version II.
- Beach – Does auto-attendant have voice recognition so if someone is screaming or in obvious distress, it can route the call directly? Answer: This will be checked with Motorola.
- Beach - Will it be able to do the transfer using GPS location? Answer: No, it cannot make routing decisions on its own.

Motorola tentatively gave Al-Rubaie a response that they would have an answer by the end of the year or first of next year as to whether they could be able to fulfill the request that MARC received. Avery asked about the development side cost and MARC has not been informed about any cost related to the research and development of the solution. The feature they proposed using to facilitate making this work does have a cost associated with it and MARC has asked for a quote for that feature and that information has not been shared. It has not been shared that there is a cost associated with research and development.

*A motion was made by Tony Avery to recommend to the Public Safety Communications Board that this decision be tabled until the Public Safety Users committee has been provided with more definitive information on the capabilities of the auto-attendant product. It was seconded by Mike Daniels. The motion passed with no opposition.*

#### 4 911 Legislative Update – Jason White

##### MO Side

- The Governor signed all the key 911 legislations in multiple bills. This took care of the question of Platte County being able to join in the pre-paid, if they so choose. It tweaked the law on access to the state grant funds where the language had allowed counties. It was tweaked to allow 911 districts and MARC to apply for funding support from the state board. Since this meeting, he had a municipality share that they are interested in applying and in researching the state law, it does not have a window allowing a municipality. Municipalities being allowed to apply will be discussed next year.

##### Missouri 911 Service Board

- The Board was awarded by the legislature and Governor \$20 million to support the build-out of NextGen 911 around the state. These dollars were available effective last July 1 and are under a 90/10 match. A quick clarification is being done because last year's allocation of \$10 million was on a 50/50 but they are bundled with another \$10 million, and the only match listed is 90/10. This is being checked with the Governor's staff. So, at least \$10 million if not all of it is on a 90/10 match.
- The Board has hired Mission Critical Partners that are out looking at the counties that do not have 911 functionality. There are still eight which are the top objectives and grant requests are expected to bring them into 911.
- The second objective in state law is to help with collaboration and consolidation. This can be virtual or collaborative CADs. If you have projects or continuing to tie/link people together have some consideration here.
- This \$20 million needs to be appropriated within the next 11 months and 18 days.
- There is also \$3 million in state Board funding that is also available for grants right now.
- AED registration project – This is coming along slowly. Have identified which PSAPs are using it. There will be nudging of those that are not and ascertaining of how to make this more effective.
- Legislation passed that allows the shifting of responsibility from the Missouri Department of Health to the 911 Board for the authority to deal with EMD. The Board has created a task force and a meeting is set for early August. If this is of interest to anyone, contact White ([jwhite@marc.org](mailto:jwhite@marc.org)) and he will let you know when these open meetings are occurring. He predicts the outcome for this group will be some regulations that help define what is EMD from both the individual telecommunicators perspective as well as the PSAP. Then, when it is identified as to who is really doing EMD and who is not, then, you can identify policies and efforts to bring more folks into this.
- Winebrenner noted that our region would be applying for a Board grant for router II. Applying for this funding open August 28 but White encourages sending in requests prior to this date with a note stating that “you know authorization does start until August 28.” This will allow the staff to start putting things in order and for them to see the whole picture of what requests look like would be greatly beneficial. Also, if they have technical questions, they can get that resolved before August 28<sup>th</sup>.

##### Federal

- It has been over two years since there was federal legislation filed that would put \$15 billion into Next Generation nationwide from the sale of Spectrum. Last year efforts passed in the Committee and House unanimously and died in the

Senate. This year, it is \$14.8 billion again to come from the sale of Spectrum. Right now, there is a ban on allowing the FCC to sell Spectrum. This is the first time in 30 years they have not had the authority. This has again cleared the House and it could hit the House floor for debate in July. Where this stands could be known by the end of this week. There is a multi-state effort going to try to drum up support that includes NE, OK, KS and MO. They are signing a joint letter to legislators emphasizing the importance of putting additional funds in to support the buildout of Next Generation 911 in those areas (flyover country). The lobbyist at the Congressional level is tied in with the staff and in technical bills, staff are critically important. The staff is pleased and has been asking what does the real-world need out of this bill and if it is going to have real-world impact. This becomes part of their internal reporting to the committee that has previously helped lead to particularly good support across the lines. If this is truly going to the floor in July, that information will be shared.

#### 5. Kansas 911 Coordinating Counsel – Eric Winebrenner/Mike Daniels

- No 911 legislation
- Daniels shared that they met on June 23.
- They have a legislative audit pending.
- They had a long discussion about Rapid Responder from Rapid Deploy. They approved partnering with Rapid Deploy to help develop Rapid Responder. He shared that this program would change the GPS location from an officer's vehicle to the device the officer is carrying through an app on that device.

#### 6. Public Safety Program Updates

##### • Training – Pam Opoka

###### Online – Talent LMS

- The core courses for dispatchers are held here.
- 40-hour Basic is available at any time. Just let her know when you have a new employee, and she can check a box and they will be enrolled and the trainings available to them.
- Communications Training Officer (CTO) is coming up in August.
- Supervisor will be held in September.

###### Virtual Academy

- These classes are available 24/7 and there are hundreds of training courses within this system.

###### In-person

- Active Shooter - There was a training June 14 at Lee's Summit Police Department taught by Capt. Rod Schaffer. There were 34 dispatchers trained from 16 different agencies.
- Building Resiliency: Surviving Secondary Trauma (BRSST) with Capt. Aly Abdelgawad and Dawn Morris from Johnson County Missouri Sheriff's Office. It will be held September 27 in Raymore, MO.

###### Peer Support

- Details for a new mind-based 18-month pilot project with the Dr. Michelle Lilly research component. Seven agencies have been selected to participate based on the highest call volume reports. Signed MOUs have been received by six out of the seven agencies which provides us a good mix of MO, KS, rural, urban, and suburban populations. If this is successful, we would like to launch it for the almost 700 dispatchers in our region. The pilot launch is scheduled for next Monday, July 17. This has been approved by the Institutional Review Board at Northern Illinois University. We can use the research number approved by the IRB for further grant funding in the future.

The mind-based CAD-based integration with the peer support research will launch two weeks later, on August 1. The goal is to show that when providing employees with pro-active mental health resources higher retention levels will be prevalent over time.

What mind-based does is use a predetermined high severity call codes from CAD to determine a score for the participating telecommunicators. Then, this data is funneled to MARC's peer support program manager to analyze and monitor. Once a person receives a high score, a 911 peer support team member is assigned to contact the dispatcher to see if they need or want mental health resources. So, this ensures a proactive approach to mental health and offers a lens to those shift workers who work nights or weekends that may have been overlooked with the high severity incidents that they work on their shift.

###### Presentations by Command Peer Support Co-chairs

- They just presented at the National Sheriff's Association in Grand Rapids, MI.
- Another commander team will be presenting at the Fire EMS conference being held in Kansas City, MO on August 17.

###### Training

- There will be a 40-hour peer support basic training held at Lee's Summit Police Department in October

##### • Technical Services – Hassan Al-Rubaie

###### Router Update

- Testing has been taking place with Motorola, Commenco and INdigital for around a month. Carrier testing is

progressing well. Lumen, Sinch and Verizon have all successfully completed testing at Light Edge. AT&T Mobility had a change in project managers, so they are a little behind. However, we will still be able to move forward without their current readiness.

- Work is still being done on monitoring and permission issues with Motorola on the routers. As soon as these have been ironed out, they should be able to move forward. Once the Motorola issues are resolved, it will be a three-week transition process. Week one will be to start moving live traffic through the Light Edge router with staggered cutovers for each carrier. Once this happens, approximately one week later, they will remove the SS7 from the legacy router at Johnson County. The removed SS7 will be installed on the VESTA Router stack at Olathe moving them from the former platform to the new platform. Then, carriers will do testing at Olathe and once completed, then live traffic will be moved through the new Olathe Vesta router.
- Lee's Summit router will remain fully functional throughout this, and if we experience any kind of issues, it can carry the load.

#### 911 Upgrades

- Upgrades have been installed at AMR, Excelsior Springs, and Ray County. Pending are Kansas City Kansas Fire and Police and Overland Park Police. These agencies should hear from MARC 911 technical staff, possibly next week, regarding starting these installs. Also, we have Clay County, Gladstone, and Liberty's equipment onsite but are holding it until the new co-located center is ready. Also, have equipment for Fort Leavenworth but they are still doing their remodeling. Platte County's backup is pending circuits from AT&T. MARC has everything they need.

#### Issues

- Users on the Kansas City Missouri Police Department and South Patrol hosts have noticed some system performance issues over the last week or so. Al-Rubaie outlined what was happening. Working with Motorola to identify what is going on. Please notify staff immediately any time you see any weird things happening with the system.
- There was also an incident where a carrier was sending duplicate calls. The telecommunicator would answer the call on trunk 1 and seconds later, that call would appear on trunk 2 with the same number with nothing there; just gave a busy signal. By the time this was reported, it had been happening for over a week. Saralyn Hayes contacted the carrier and got this resolved in a day. The quicker we know the quicker we can get the issue taken care of.
- Still working with AT&T to get CAMA trunks delivered to the data centers. I have ordered trunks for Clay County, Gladstone, Kansas City Missouri Fire and Liberty and are just waiting for the orders to be fulfilled. They do know that we have a need for Clay County, Gladstone, and Liberty. They need something in place by the fall and a need for Kansas City Fire to get their trucks moved.

#### Current Workload

- Vesta Routers
- Auto-attendant for Kansas City Missouri Police Department
- Automated Abandoned Callbacks for Kansas City Missouri Police Department which the hardware arrived for yesterday. So, work will be done with the Kansas City Missouri Police Department to get the phone lines that are needed for this.
- Upgrade to GeoComm Maps
- Disaster Recovery Solutions yet to deploy for each host
- Host upgrades for South Patrol that are here
- Host upgrade scheduled for Johnson County for which the upgrades are not here yet

Work is being done with Johnson County Communications Center and ECC on power maintenance they need to do this fall. So, Al-Rubaie will be reaching out to the PSAPs affected by this. A meeting will probably be set up the week after APCO with these PSAPs. More to come on this.

#### • Database / Mapping – Saralyn Hayes

##### Annual Error Report Contest

- Data is collected from the 911 error reports received from dispatchers throughout the year. There are two categories. 1) Most Valid PSAP initiated error reports received total and 2) Most Valid PSAP initiated error reports received total based on call volume to level the playing field for some of our smaller PSAPs. Yesterday, the winners were announced. Kansas City Missouri was the winner for the #1 category of most received and Atchison County 911 won the #2 category which is their first time receiving this award. Kudos to the winners. They will receive the traveling trophy. We also have a perpetual plaque in the MARC office to which their agency's names will be added.

There has been talk for a while about revamping this program. Their team is working to build this program up. The additional database staff that you approved is on board and has hit the ground running and has some clever ideas for this project. Their team wants to add additional training and fun incentives for dispatchers to be more engaged and to know about things, not just once a year.

##### GeoComm Maps

- We have had one version or another of GeoLynx for around 20 years now and that is at end-of-life. So, we have been working to implement GeoComm Maps, which is their new web-based solution. We are in the final phases of this. It

looks great and has some significant improvements. One of her favorites is having map data for surrounding counties not just our region. So, if an officer travels into a county that is not part of the MARC region, we will have those streets and information. Once we are ready to go, you will all be notified. Pam Opoka will have all the training information available, and that information will be sent out.

#### Automatic External Defibrillator (AED) Registration

- The state of Missouri signed up for PulsePoint's free version. Kansas City Missouri has already been using the paid for version and some other agencies are as well. The state of Kansas EMS department also signed up for the free version. There are three of our MARC counties that were already using the paid for version. We are just continuing to build on these projects. We have approximately 4,700 AEDs in the database. For now, she is still having to massage the data to make it available so that it can be imported up into the PulsePoint system by county. Then, that information will be pushed out to the PSAPs, and they will be able to download AED information. Citizens or businesses can upload their data, but it must be approved before it goes into the system. What we had in the past was more of an Excel spreadsheet and so this will be a significant improvement.
- We have around 36,000 cell sectors on the map. Maria Walser, a database specialist, must work with all wireless carriers to go through all the cell towers and sectors and approve where those calls should route to and make sure the information follows standards. Every year, she conducts an audit with one of the different carriers. This year, it was Dish Wireless and because of her audit, she sent back around 1,800 changes that need to be made.

#### Missouri State Fair

- Each year we have a 911 booth at the MO State Fair. The three 911 associations go together and have volunteers from each that staff the booth in partnership with the fire department on the fairgrounds. We are still looking for a few more volunteers. Anyone interested in volunteering should contact her ([shayes@marc.org](mailto:shayes@marc.org)) and she will send you the sign-up link. Three messages are being shared at this event. 1) Educate the public about 911, when to call and how to call. 2) The staffing issues that are happening everywhere. So, for high school and college age students we say "Hey, have you ever considered a career in public safety communications" and talk to them about that. The 911 Service Board has a job website where individuals can go to and find job listings and get information on what they need to know about the telecommunicator position or if they are interested in becoming a telecommunicator. 3) AED – we ask if they know that their community or church has an AED and how to register it. Maybe, they work in public safety, volunteer firefighter or dispatchers from across the state stop at the booth. You share that they can upload or download their data and there is information that public safety has as it relates to AED.

#### • Outreach – Nikki Thomas

- 911 Public Safety budgets for two telecommunicators recognition events each year. The Telecommunication Appreciation Celebration (TAC) which is banquet style in April. TAC was highly successful this year and we appreciated all of you that attended. Attendance was just over 300. The day before the event staff were notified about the stairwell being flooded. We often send surveys to learn what we did well, what we can improve on. The issue with the elevator/stairwell was number one on everybody's list. Unfortunately, it was out of our control. But since we live in an ever disaster recovery environment, everyone adjusted.
- Our second recognition event 911 Day at the "K" is scheduled for July 28. We committed to 100 tickets and 103 tickets have been sold. This is a very low number where we usually have around 400 because it is our family-style event, but it is the staff's belief that the number is low because staffing is such an issue.
- Thomas reminded everyone about the 911 Hero program. You can find more information about this on the MARC website. Our Public Safety information is in the Safety and Security section, and you can drill down to find the information for this program. This program is where successful 911 youth callers are recognized. We rely on you all to let us know if you have a caller that qualifies. One has not been submitted in quite a while. So, please keep this in mind with your day-to-day operations.

#### **7. Johnson County 988 Mental Health Update – Eric Winebrenner**

- At the last Public Safety Board meeting, the Board heard from Johnson County Mental Health about creating a space in the Johnson County Emergency Communications Center to run their 988 in conjunction with the PSAP. After a lot of discussion, the Board directed staff to create a MOU that would allow 988 to buy their own positions on our network. They would pay all the costs associated with this and pay MARC for any maintenance at an hourly rate. A MOU has been developed and is currently at our attorney's getting reviewed and legalized and should be ready for presentation at the next Board meeting. Once it has been approved by the Board, it will be presented to the Johnson County Mental Health to see if they are good with it. If they are, we would anticipate positions purchased for them in 2024.

#### **8. Regional Dispatch Project Update – Eric Winebrenner**

- This is for Jackson County primary agencies only. There was a meeting with Kansas City, Lee's Summit, Independence, Grandview, Jackson County and Blue Springs about staffing issues and solutions to those staffing issues. Although, none are ready to jump into a regional dispatch facility yet, they did agree to do a study. Jackson County Legislature is hearing a bill to fund a regional dispatch study for these primary agencies. It

should be heard and voted on next Monday. For this, there are signed MOUs with Kansas City, Independence, Jackson County, and we are waiting on Blue Springs and Lee's Summit. Participation does not mean we are going to a regional center but are willing to participate in a feasibility study for recommendations.

## 9. 2024 Regional 911 Budget Overview – Eric Winebrenner

- A pledge was made to the Board that we would create a draft budget in July because a lot of our counties must have their budgets in July. So, we have developed a draft budget for 2024. A lot of it is estimated because we are still waiting for information back for the final budget to be approved in October by the Board.
  - Asking for an additional FTE for the maintenance team due to their workload. Also, included is cell phone, vehicle, additional gas, tools, and other items needed for this position.
  - MARC is amid a salary study for all positions. It is anticipated that there will be changes to the salary structure in 2024 but what is unknown. To account for this, every position has been budgeted at the current top salary. It is hoped we will receive clarification by October as to what this number looks like. This is anticipated to come down for the final vote in October, but we needed a placeholder for you to do your budgets for next year.
  - In the 2023 budget, something for training was left out. It has been added back to the 2024 budget.
  - Translation services – We have been using more than what was budgeted for monthly, so this has been increased to cover what is being spent this year.
  - GeoComm Maps – In going to this, there is an increase for GIS work.
  - Headsets costs are going up, so we have added additional funds for this.
  - Increase in router support for router #1 is included.
  - SecuLore is our cybersecurity provider, and this is year three of a three-year step increase.
  - Enviromux – This is needed for site monitoring.

The worst scenario is a 6% increase over last year. Again, there are plans to apply for a grant from the state of Missouri which could offset some of this, but this will probably not be known until the October meeting. So, this is the best draft estimate numbers for 2024. This will be sent out to your agency folks that pay your bills, so they are aware of it.

## 10. Other Business

- Christina Hays shared that they had been approached by Live 911 and told other users are doing this. Basically, they can broadcast their 911 calls that are active with other call talkers to automatically play across the officers' computers live. She does not believe that Lee's Summit is for this yet but her first thought was similar to other technology and that they would have to get permission through this body, and it would involve this body as well as MARC staff. Live 911 said that they are running this through Kansas City Kansas and working with she believed Overland Park to get this technology passed through to use. Before Lee's Summit goes any further in discussion this, is this technology even possible?

Al-Rubaie said he had received an inquiry from the Kansas 911 Coordinating Council about Live 911 in which, they indicated that one of the Kansas PSAPs has asked about using 911 funding for Live 911. Linn County uses something similar, and Al-Rubaie thinks this comes from our record ports from the sound arbitration models SAM or IP recording. There needs to be a conversation with Live 911 to see what their implementation looks like. It's possible. So, it is not a hard no. Hays' concern is adding more to the officers and something just popping up on their screens. Live 911 contact information will be shared with Al-Rubaie so he can contact them for a better idea of how it works. George Sims shared that Kansas City Kansas is still just looking at this and their next step is to reach out to other agencies comparable to theirs to see what their usage has been like and if they would recommend Live 911 or not. Sims will forward the contact information for Live 911 to Al-Rubaie. Use of this would have to go through the Public Safety Communications Board for approval.

## 11. Adjournment

With no further discussion, the meeting was adjourned.

### 2023 Meeting Dates

- October 11