



***Public Safety Communications Board Meeting***  
**January 24, 2024**  
**Meeting Summary**

**In-Person**

Tony Avery, Platte County Sheriff's Office  
Scott Boden, Johnson County, KS Sheriff's Office  
Michael, Daniels, Overland Park Police Department  
Rick Gisolf, Johnson County, KS Emergency Communications Center  
Paul Haynes, Johnson County, KS Sheriff's Office  
Eric Houston, Overland Park Police Department  
Victor Hurlbert, Clay County  
Mark Owen, Platte County Sheriff's Office

**Virtually Present:**

Michael Ashcraft, Johnson County, KS  
Danny Barnes, Jackson County Sheriff's Office  
Maria Beauchamp, Cass County Emergency Services Board  
Robert Carl representing Heron Santana, Kansas City Kansas Police Department  
Nathan Dougan, Kansas City Missouri Fire Department  
Kris Evan, Motorola Solutions  
Steve Hoskins, Kansas City Missouri Police Department  
Worth Hunsinger, Johnson County, KS Emergency Communications Center  
Jay Johnson, Clay County  
Derek McCollum, Kansas City Missouri Police Department  
Ryan Zidar, Motorola Solutions

**MARC Staff:** Chris Allen Hunter, Hassan Al-Rubaie, Saralyn Hayes, Pam Opoka, Nikki Thomas, and Eric Winebrenner

1. **Call to Order** – Eric Houston opened the meeting.
2. **Board Voting Member Roll Call** – Eric Winebrenner
3. **Approval of October 25, 2023, meeting summary**
  - Houston noted that in the summary, which was sent out with the meeting notice, the voting information to go into closed session needed to be made visible.

*Scott Boden moved that the summary be approved. Tony Avery seconded this. It was approved with no opposition.*

4. **Kansas City Auto-Attendant Call Handling Request – Update** – Eric Winebrenner/Hassan Al-Rubaie
  - Winebrenner shared the phone lines are in at KCPD, but we are waiting for provisioning. Al-Rubaie added this is the auto-abandon callback feature which must be done before the installation of the queue and system selector. Al-Rubaie outlined all the work that needed to be done. Motorola will be here in March to install the queue and system selector on the system. This project is still on target to be completed by the end of Q1.
5. **911 Legislation Update** – Eric Winebrenner/Saralyn Hayes
  - **Federal**
    - There are a couple of bills still ongoing in Congress. NextGen 911 act still in committee. This is the one that changes 911 across the nation. 911 Save Act which changes telecommunicators from clerical positions to public safety positions.

### State (Missouri)

- Winebrenner checked and did not see any 911 related bills.
- There is a Senate bill that creates a MO Geospatial Advisory Council. Hayes noted that the MO Geospatial Advisory Council was formed but did not have any authority or voting power. They are now changing its name and giving them more authority.
- Hayes also reported that there is another bill that is capping how much communities can charge for their map data and how much can be charged for data. She noted that part of the MO 911 Service Board project and state-wide map data for roads and addresses will be made public. This data will not have homeowners' names, or personal information, just strictly what is needed for 911. This data will be publicly available.

### Kansas

- A couple of bills here. One in the House HB 2483 and one in the Senate SB 330 that has to do with eliminating the requirement to conduct a recurring 911 implementation audit.
- Boden sent Winebrenner a cleanup bill from KS APCO that is not yet showing up as introduced. Boden believes it will be introduced in their meeting tomorrow.
- Houston encouraged everyone to review the Kansas audit that is located on the Kansas legislative post audit website. Those not able to get here can contact him at [eric.houston@opkansas.org](mailto:eric.houston@opkansas.org). The report said there was enough funding for the state hosted system but noted that the local PSAPs could use more funding, but it did not say how much more.

### Local

- Clay County passed the 911 all subscriber tax in November. It will go into effect April 1, 2024. MARC billing adjust for this will start in May. Excelsior Springs will be removed since everything will now go to Clay County. Hurlburt said they had done their best to communicate with the State to make sure all the communications companies were aware to stop changing the landline.

### Kansas 911 Coordinating – Mike Daniels

- Still working on changing their name and moving all their funding back to the state treasury.
- Passed their 2024 budget.

### Missouri 911 Service Board Report – Eric Winebrenner

- The MARC region was awarded a grant for our router II project. We had applied for \$1.7 million and received \$1.5. This is a 90/10 grant. So, we have a match amount of \$178,000. We are awaiting the paperwork from the State. Motorola has been contacted about this since the State will pay them directly.

## **6. Public Safety Program Updates**

### Training – Pam Opoka

#### Online

#### Talent Learning Management System (LMS)

- The 40-hour Basic is available immediately and does rely heavily upon the agency CTO to help guide the students through the tasks. A video has been produced to guide the CTO through the training expectations and this link is sent to the CTO when the supervisors ask for the trainee to be enrolled.
- Communications Training Officer (CTO)
- Additionally, on LMS in February will be a Communications Training Officer course instructor led online by Halcyon Frank. There are still available seats.

#### Supervisor Course (in LMS)

- Supervisor Course will be in March. There are open seats for this, and it is also instructor led online by Halcyon Frank.
- Our big project for this year is working with our LMS consultant and Missouri CIT and MACIT to produce an online interactive hybrid experience for the Crisis Intervention Training (CIT) for telecommunicators training. This is scheduled to launch in Q4 this year.

#### Virtual Academy

- We are expecting additional new courses and one of our own, Jamie Taylor with Lee's Summit Police Department recorded a session on radio techniques which should drop soon.

#### Government Training Institute (GTI)

- We use GTI for technical skills such as Excel, Word and PowerPoint. If someone in your agency needs one of these skills, let us know.
- We received no-show fees that we had to pay. If you have someone that signs up for GTI training, please try to cancel within the required cancellation window,

#### In-person

- In Q1, we have Dr. Michelle Lilly coming to teach Moral Injury. Watch for the date announcement.

#### Partnership Opportunity

- This opportunity is now happening with the University of Central Missouri innovation campus offering the future class. There is also an interest in helping us create an eligibility pool of dispatchers that are already pre-trained on the 40-hour Basic. Opoka was contacted by the Independence Fire Chief, Charles Lauss regarding this with Metropolitan Community College (MCC) about this opportunity with them. So, we have a new MARC employee that is working on this project. Opoka has suggested a sit-along be done by the new staff member at a couple of agencies, for them to see and get a better understanding of what they do; since Opoka feels this would help when talking to our community stakeholders. More will be shared at the next meeting.

#### Peer Support and Wellness

#### Mindbase eighteen-month pilot project

- This dashboard is active in Lee's Summit and Ray County, and she has been checking on their employees as their incident score becomes high. We are still waiting to onboard Overland Park and are in queue with their IT group. Kansas City Kansas and Independence will be online soon. These five pilot agencies have access to a phone app on which her dashboard shows the most used resource is MARC's 911 Peer support team.
- The next 40-hour peer support basic training is in February in Pittsburg, KS and the next one is in April in Lawrence, KS. If anyone is interested in joining the peer support team, please send them to Opoka, and she will give them an application to start the process.

#### NENA Standards and Best Practices Conference

- Opoka shared that NENA is updating the national guidelines for professional education standards and two of the items that came up were: 1) marijuana because it is legal in some states now which includes Missouri. The discussion was around how agencies are modernizing the background check policies because a lot of them are outdated with saying "you cannot have any five or three-years" and moving it to say six months. Updated information should be included in recruiting materials. 2) They are talking quite a bit about remote work. This is a source of contention with how this will attract and retain the millennials and the next generation of upcoming leaders. So, this is something that we may want to start talking about or you may want to have this conversation within your own agencies.

Houston shared that remote working was discussed in the Kansas audit. Opoka shared that there were three agencies that she found out were doing this well. Alexandria, VA is doing this well. They are having their staff come in three times a month and have remote geo locations in another U.S. city. Pinellas County, FL is just using it for overtime coverage, so their staff does not have to come into the office. Then, Aspen, CO is just using it for remote geo locations which is them having places within their counties where their staff can go to, and they are calling this remote.

#### Technical Services – Hassan Al-Rubaie

##### Vesta Router

- As of October 31, 2023, all wireless and VOIP traffic are on the new selective routers. We are still having a few issues come up, but work is being done with Motorola to address these.

When MARC Public Safety technical staff's schedule allows, they will begin the uninstallation of the old ECS-1000 equipment from MoDOT and the CCC. An email was recently sent to all MARC's Public Safety lists (except the Board) providing an update which included information on all the old trunks being removed from the VESTA 9-1-1 screens. Part of that update was having to switch over to the new DNS servers and moving new resources away from MoDOT as well. There is one final function at MoDOT that still needs to be moved. RapidSOS was also mentioned in the email and Al-Rubaie and Thomas met with RapidSOS last week and RapidSOS indicated that PSAPs were telling them they must check with MARC. If your PSAP's integration and implementation is not touching the 911 system, you are free to do whatever you want with RapidSOS. Today, our system only has enhanced location with RapidSOS in our GeoLynx Server integration, but with our move to GeoComm Maps, we will have the RapidSOS portal integrated into it. Allowing us 95% of the Rapid SOS standalone portal functionality.

- If you are having VESTA Router transfer issues, please inform MARC IT.

##### Overflow Queues

- This was discussed at the last meeting and agencies having discussions with their neighbors about who they wanted their overflows to go to. One change that MARC will be making is if a reroute is done, these will start going to the overflow queue (wireless calls only). So, the answering PSAP has a visual that this is a different call.

##### Router II

- MARC has a kickoff meeting with Motorola on February 8.

##### Host Upgrades

- All the new host equipment is onsite for Johnson County, KCMO and KC South Patrol police departments. All of these will be upgraded before the queue selector is installed at KC. There will be a workstation component to this, going from VESTA 9-1-1 r7.4 hotfix 2 to 8.1. The IRR retention time will also be changed from 90 days to 3 days.

##### 2024 Upgrades

- Belton, Cass County, Kansas City Missouri Police Department, Kansas City Missouri Police Department backup - South Patrol, Leawood, Lenexa, MARC, Prairie Village, Raymore, Raytown, and Riverside.

##### Long-term Projects

- Fort Leavenworth is pending regarding their remodel; Platte County Sheriff's Office back-up is pending CAMA trunk delivery. He has heard back from AT&T, and they are meeting next Tuesday to discuss why we do not have these trunks yet. Gladstone, Clay County and KCMO Fire are also waiting on these trunks.

##### PSAP Activity

- Clay County moved into co-location at Gladstone last week. Liberty is moving the week of February 19.
- Grandview has a remodel starting February and will relocate to South Patrol.
- Lee's Summit is going to build a new center in 2025.
- Lenexa's new PSAP should go live in late spring or early summer.
  - Position Reallocation (Johnson County ECC to Overland Park PD)
    - Johnson County is requesting reallocation of two workstations. One is within their center. The other is from their training room to their backup facility at Overland Park Fire training center. It is Johnson County's

position that these positions would be better utilized with these moves. There was a discussion.

*Tony Avery made a motion to approve reallocation of both workstations. One moving within the ECC training room to a different space there. The other moving from Johnson County ECC to Johnson County backup at Overland Park Fire Training Center, co-located with Johnson County Sheriff's office. Mike Daniels seconded it. The motion passed with no opposition.*

#### **Upcoming Queue List (not in order)**

- GeoComm Maps
- Rapid Deploy Analytics
- Auto Abandoned Callback
- Auto Attendant (queue system selector)
- Disaster Recovery
- Host upgrade for each host
- LightEdge II
- Long-term a replacement site for Commander Hill's microwave equipment

Houston asked with the addition of the second router coming online; would that move us closer to our NextGen capabilities? Per Al-Rubaie the answer is yes, and no. Router II will give us more NextGen features; but text is not included. The big thing it will provide is geospatial routing with location on the front end instead of the back end. Hopefully, reducing the number of transfers. As for texting, Al-Rubaie is trying to find out from Motorola what long-term platform they are going to use.

#### **Database / Mapping – Saralyn Hayes**

##### Quarterly Very Large Query (VLQ)

- Her group receives the quarterly VLQ from AT&T and they use this information for several different things. They run reports and compare the data. On the last report, there was a decrease in landline records of 2.8% and an annual decrease of 6% which is about 65,000 records. Then, their group works annually with AT&T's billing side, because we are charged .7 cents for each record in the database, to show any changes in our bill. The annual adjustment is in the works right now. The change this year should be about \$42,000. They also compare this data to the mapping to identify any discrepancies and work with all the cities and counties' mapping and addressing individuals to clean them up. This rolls into the state-wide mapping projects that Kansas and Missouri are both doing. There is a quarterly requirement for counties to upload their map data for NextGen 911. MARC staff assists one of the counties with this, but all the other counties' GIS individuals manage this themselves. Kansas through their state coordination committee has been working on their cleanup for a long time and their accuracy is high. Missouri is behind but is working on it.

The Missouri 911 Service Board a few years ago did a review of the data around the state to figure out what the quality was. So, some initial analysis was done. They recently signed fifteen qualified vendors to do data remediation; cleaning up the data to bring it up to NextGen standards for GIS. MARC has chosen to do this in-house. So, MARC's GIS and our database team will be doing this work on behalf of all our Missouri counties. If you are contacted by one of the map vendors, send them to Hayes ([shayes@marc.org](mailto:shayes@marc.org)) to explain what is in the works.

The other thing is data aggregation. Once all the cities and counties' data are up to NextGen standards, it will go to a contract provider through the Service Board that will take the data and prep it for NextGen 911. This project is on hold pending an appeal process but once that is resolved, it will pick back up. The deadline right now to have the data cleaned up and ready to have some state-wide datasets available is December 2025. What this means to you is if your city or PSAP on the Missouri side is contacted by one of these data aggregation companies, please forward them to Hayes.

##### GeoComm Mapping

- They are working on various stages of implementation. Al-Rubaie provided an update. Work is being done on working through some network hurdles. Trying to balance network security. GeoComm has been engaged to inquire with other customers that have an environment in network configurations like ours, and they are having trouble with finding one. MARC has reached out to a local vendor that provides some networking support to MARC to see if they could provide some support. Have also contacted CAPCOG in Texas whom GeoComm indicated was similar. But the vendor that did the CAPCOG's work is no longer involved with the project. So, they were unable to connect us. We are reaching out to CAPCOG that is running their system to see if they can provide us with any assistance.

Hayes shared that GeoComm Maps would not be providing the weather and traffic options because of security issues. But it will have What3Words, updated aerial imaging, and surrounding counties data. Working through the last few issues to get this ready.

##### Changes

- If you have **ANY** changes happening or going to happen, please notify MARC because MARC must make changes with telephone companies, cell towers, database, AT&T, the map, etc.

##### AED Registration

- MARC helps manage the AED registration for the entire MARC region except for Kansas City, MO. The Missouri 911 Service Board contracted with PulsePoint for the free registration option. There are Kansas communities that also

contract with PulsePoint for a paid service which is more advanced. The MO Service Board has also contracted with MU to help with marketing to PSAPs on who needs to sign up for this, why it is important to them, how the data is loaded into CADs and the benefits. Also, emergency response since this might be on the Fire Marshall's list for inspections. Also, to let citizens know the information that is out on AEDs.

Hayes is in the final stages of formatting the MO side data for input into PulsePoint. She is working with the state of KS EMS office in assisting them with getting their data loaded.

#### Staff Members

- Data/Mapping has a new staff member, Kristina Martinez-Cusumano who joined our team last week.

#### ● **Operations – Nikki Thomas**

- This year's Telecommunicators Appreciation Celebration (TAC) will be Friday, April 12<sup>th</sup> from 6:00 – 9:00 p.m. at The Gallery. The registration will begin February 1, 2024. A big component of this celebration is Outstanding Performance Award (OPA), for which the deadline for submissions is February 2nd, and some categories do not have nominations. She invited everyone to check out the MARC website <https://www.marc.org/> to see if they had someone they could nominate. Saralyn Hayes is our resident staff member for submissions. If you have questions, please reach out.

#### **7. Cost Share Request – Nikki Thomas**

- Leawood Police Department
- Blue Springs Police Department
- Riverside Police Department
  - We received cost share requests from all the agencies listed above.
  - If you anticipate having to send a cost share request, MARC needs them as quickly as possible and before our April series of meetings. Because when these are received, the technology subcommittee is convened to review them and make recommendations. Then, the next step is to have the Users committee review them and make a recommendation, and then, it goes before the Board. With us presenting our projected budget to you in the July meeting, we need to have requests reviewed and approved prior to the budget work to be included.
  - Winebrenner said MARC should be receiving a request from Lenexa.

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

- The bid was awarded to Tusa Consulting who partnered with Winbourne Consulting to collect data from each of the participating Jackson County departments which is Grandview, Raytown, Independence, Jackson County Sheriff's office, Kansas City MO, and Lee's Summit. Multiple questionnaires have been sent out for data and the vendor(s) will be doing site visits. They have already met with MARC staff and MARC has pulled data for them. MARC will meet with them again tomorrow. They are expected to have the study done by the first of May.

#### **9. Motion to go into Closed Session**

*610.022. Closed meetings, procedure and limitation — public records presumed open unless exempt — objections to closing meetings or records, procedure.*

*2. A public governmental body proposing to hold a closed meeting or vote shall give notice of the time, date and place of such closed meeting or vote and the reason for holding it by reference to the specific exception allowed pursuant to the provisions of section 610.021. Such notice shall comply with the procedures set forth in section 610.020 for notice of a public meeting.*

*610.021. Closed meetings and closed records authorized when, exceptions. — Except to the extent disclosure is otherwise required by law, a public governmental body is authorized to close meetings, records and votes, to the extent they relate to the following:*

*(21) Records that identify the configuration of components or the operation of a computer, computer system, computer network, or telecommunications network, and would allow unauthorized access to or unlawful disruption of a computer, computer system, computer network, or telecommunications network of a public governmental body. This exception shall not be used to limit or deny access to otherwise public records in a file, document, data file or database containing public records. Records related to the procurement of or expenditures relating to such computer, computer system, computer network, or telecommunications network, including the amount of moneys paid by, or on behalf of, a public governmental body for such computer, computer system, computer network, or telecommunications network shall be open*

- Closed session (RSmo 610.021.21)
  - Telephony Denial of Service Attacks – Hassan Al-Rubaie
  - LightEdge 2 – Hassan Al-Rubaie

***The roll call was done. Tony Avery moved that this meeting go into closed session. Scott Boden seconded this. It was approved with no opposition.***

Al-Rubaie provided information on each of the items listed above.

## Motion to come out of Closed Session

*The roll call was done. Tony Avery moved that this meeting come out of closed session. Mike Daniels seconded this. It was approved with no opposition.*

## 10. Other Business

- Johnson County Mental Health 911 Service Agreement – Eric Winebrenner
  - Several meetings ago, the group discussed with Johnson County Mental Health about adding 911 positions for their mental health workers to use so they could transfer to 911 at Johnson County ECC. The Board recommended MARC develop a MOU which was put together. The MOU has gone through everyone’s lawyers, and it is believed we are at a finished point with the lawyers. The Users committee chairs have reviewed the MOU. It basically says, “Johnson County Mental Health will contract with MARC for 911 access, but they would be responsible for all cost.” If the Board approves this, MARC will put together a price list. At this point, Johnson County Mental Health will not be charged for network access to cybersecurity because of the equipment housed at Johnson County, but when that equipment is relocated, network access will be added to their price list. Johnson County is good with this. Gisolf said Johnson County Mental Health was agreeable with the change of adding the federal CJIS (Criminal Justice Information Security) policy at the end. Winebrenner noted that this was a recommendation from MARC’s lawyer since Johnson County used another policy for CJIS. This will be added. The MOU was shared in the chat.

This is for six positions.

*Mark Owen made a motion to approve the Johnson County Mental Health agreement with the federal CJIS policy being added at the end. Mike Daniels seconded this. It was approved without opposition.*

- Missouri 911 Service Board Grant Options – Eric Winebrenner
  - Our region applied for a MO 911 Service Board grant to pay for our version router II upgrade. We applied for \$1.745 million which would pay the one-time cost for equipment and items to install the routers. This is a 90/10 matching grant which we were awarded. Our match amount is \$174,566 leaving us with \$1.571 million which we collected last year. There was a discussion.

*Mark Owen made a motion to pay the match owed to the state of Missouri out of the budget and use the grant fund to pay for the router II upgrades and placing any funds already collected for this project in the capital reserve fund for future equipment purchases. Mike Daniels seconded this. This was approved without opposition.*

- MARC Salary Study
  - Shared in last year’s budget, MARC was doing a salary study. It is now completed, and adjustments to multiple salaries will be reflected in next year's budget. Because we had budgeted on the side of the highest salaries last year, this budget line will go down in the 2025 budget.

Sally McGraw and Chris Allen Hunter were both promoted to Senior Program Assistants. Hassan Al-Rubaie has the new title of Technical Services Director, and the database/mapping group is now 911 Public Safety Data Analysts. These changes were put into place as of January 1, 2024.

Al-Rubaie shared that the Public Safety Technical staff had a new tech, JD Shrewbury, who would join the team next Monday.

## 12. Adjournment

With no further discussion, the meeting adjourned.

### 2024 Meeting Date:

- April 24
- July 31
- November 20