Public Safety Communications Board Meeting

Date:       Wednesday, July 10, 2019
Time:       10:00 a.m.
Location:   Board Room

Agenda

1) Call to Order and Introductions

2) Approval of March 27, 2019 meeting summary

3) Cybersecurity Presentation – Jim Pollard DHS -CISA  
   a) MARC 911 response and plans

4) 911 Legislation Update  
   a) Kansas  
   b) Missouri

5) Missouri 911 Service Board Report  
   a) 911 Regional Outreach Meeting

6) RIC Committee Restructuring

7) Cost Share Requests:  
   a) Independence 3rd backup position  
   b) Cass County Cost Share Request – Two positions

8) PSAP Updates:  
   a) Kansas City, Kansas renovation  
   b) Douglas County Implementation  
   c) Atchison County Membership

9) Public Safety Program Updates:  
   a) Training  
   b) Technical Services  
      1) Router Project Update  
      2) AlertSense
c) Telephone System Changes
d) Database / Mapping

10) Budget Update

11) Siren GPS 911 Real-Time Analytic service

12) Other Business

13) Adjournment
March 27, 2019
Meeting Summary

Agencies Present:
Will Akin, Clay County Sheriff’s Office
Marie Athearn, Johnson County Kansas - Emergency Communications
Jim Bagley, North Kansas City Police Department
Jon Bazzano, Clay County Sheriff’s Office - Emergency Management
Scott Boden, Johnson County Kansas County Sheriff’s Office
Rhonda Braudis, Independence Police Department
Paul Daivs, Johnson County Kansas Med Act
Wendy Dedeke, Leavenworth County Sheriff’s Office
Nathan Dougan, Kansas City Missouri Fire Department
Daniel Gates, Kansas City Missouri Police Department
Simon Happer, Overland Park Police Department
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Mark Owen, Platte County Sheriff’s Office
Rance Quinn, Kansas City Kansas Police Department
Maury Thompson, Johnson County Kansas – County Manager’s Office
Paul Thurman, Independence Police Department
Robin Tieman, Cass County Emergency Services Board
Kris Turnbow, City of Raymore
Louis Vallejo, Kansas City Kansas Police Department
Don Ward, Overland Park Police Department
Ellen Wernicke, Johnson County – Emergency Management and Communications
David Williams, Leawood Fire Department

MARC Staff: Eric Winebrenner, Hassan Al-Rubaie, Hannah Ankenbauer, Saralyn Hayes, Pam Opoka, Chris Allen Hunter

Call to Order and Introductions
Mark Owen called the meeting to order and introductions were made.

Approval of December 12, 2018 Meeting Summary
A motion was made by Simon Happer to approve the summary and seconded by Paul Davis. The meeting summary was approved with no opposition.

Atchison County – Eric Winebrenner
- A letter from Atchison County Joint Communications Board was included in the meeting packets along with an information sheet on Atchison County. Winebrenner shared that representatives had met with Atchison County to share the process. He provided background from that meeting.
and outlined Atchison County’s system setup. They do meet a MARC Board requirement of being a continuous county to the existing MARC structure. Atchison County operates a three-seat

- PSAP that handling all their region’s emergency calls for fire, law enforcement and EMS. They use Motorola VESTA 9-1-1. Their equipment is new and meets MARC’s equipment standards. They also use GeoComm mapping. Commenco is their provider so a transfer of license which would cost $800.00 would be required. Atchison County has paid the Vesta equipment maintenance for the next five years so that would not be included in our cost structure until 2022. Their Joint Communications Board and County Commission has voted to join MARC if it is offered.

- **Cost** – To add them, the annual cost is $64,581 which compared the MARC budget is less than one percent with an estimated increase to monthly allocation bills approximately half a percent.

- **Call Volume** – Winebrenner shared Atchison County’s yearly volume and the type breakdowns.

- **Connections** – They would have two AT&T circuits connecting them to our system.

*The Public Safety Users Committee recommended approval of adding Atchison County to the MARC 911 system.*

Athearn asked what host they would be on and where their backup would be? Al-Rubaie noted that their host would be Kansas City and there are talks about their backup calls going to Leavenworth Sheriff, but this has not been worked out yet. Once they are on the 911 system, they will have text to 911 capabilities.

Dougan asked if there was discussion regarding them joining MARRS. They are on the Kansas State radio system and Winebrenner did not believe they had any desire to join MARRS right now. Winebrenner also shared that Atchison would not be added to billing until they are connected.

*A motion was made by Scott Boden to approve Atchison County joining our system. It was seconded by Jim Bagley. The motion passed with no opposition.*

**Cyber Risk Assessment – Eric Winebrenner**

- An assessment of our current 911 system was completed by the Department of Homeland Security Interoperable Technology Systems division. They provided a report which showed our region had scored as well as other 911 systems they review. Their report will be used as a roadmap on what our region needs to improve. Al-Rubaie outlined the specifics of their report and what our region will and will not be able to do. Wernicke asked if the report was an open report and if it could be used in their own county cyber-security assessments. The report will be shared with our 911 partners but the whole report *should* only be used as a reference. The assessment group has been invited to formally present their findings at the July Board meeting. Also, we will share how our region intends to handle their recommendations.

**Douglas County Update – Hassan Al-Rubaie**

- The MARC side of the fiber work has been completed. We are now waiting on Douglas and KU to complete their side.
Microwave – Douglas County has completed increasing their network bandwidth. Johnson County agreed to allocate additional bandwidth on their network and that work has been completed.

The last connection will be a new microwave link from Shawnee Justice Center to KU Ellsworth Hall. We have received approval from Johnson County and the City of Shawnee which depended on us passing the structural analyst; which we passed. Work will proceed.

Douglas County will have three connections but once the second fiber connection is complete, they will be brought onboard with the two connections.

MARC will be adding a geolynx monitor to all the Douglas County workstations. Several workstations have already been completed, which only a few remaining.

Hayes shared that Douglas County’s map layers and database are in good shape and work is being done now on matching these with our system. She anticipates our region seeing Douglas County on our maps within a couple of weeks. Layers will be added a few at a time so they can be tested as we go. Hayes is working with KU on clean up their internal system.

Public Safety New Staff – Eric Winebrenner.

Winebrenner announced that Mike Daniels would be joining 911 Public Safety on Monday, as our new Planning and Administrative Manager. Hannah Ankenbauer joined our team on the 18th as a database specialist and Kathy Kotnour will join us on Monday as a database specialist.

911 Legislation Update – Eric Winebrenner

a) Kansas

HB 2084 went through the House. This bill raised the Kansas’ rate on any device that can call 911 from .60 to $1.03. It was then amended on the House floor to .82. Letters were sent to the Senators and Utilities committee urging the amendment to be removed and the amount to return to $1.03. It passed out of the Senate yesterday at .90. He shared that .23 of the .90 will support the Kansas State 911 system and the counties will receive back the additional .6. This will also increase the minimum distribution to Kansas counties from $50,000 to $60,000. Consolidation was discussed, and Wernicke shared that it came up in the Senate Utilities committee meeting but was kept out of the bill.

b) Missouri

SB Bill 291 – This bill fixes the following issues:

- A lot of the language issues were cleared up including the pre-pay language and allows those that opted out because of the language to opt back in by within a certain timeframe.
- The sunset problem for Cass County.
- Language that gives the Department of Revenue the right to audit and collect for the 911 tax as they do with regular taxes.
- Provides the 911 Board with spending authority, a budget, funding to hire a director and some rule making authorities that govern 911.
- Kills the sunset on the pre-pay.
- An emergency amendment was added so, when it is signed by the Governor it goes into effect immediately.
This is waiting to be heard in the House.

- Winebrenner heard that several counties wanted to raise the subscriber tax maximum from $1.00 to $1.50 but he is not sure if it will make through or not. Several counties that are putting the subscriber tax on their April ballots and our region will be closely watching the outcomes. Wernicke asked if the Missouri study that was done had played into these discussions and it does. Winebrenner noted that it was the basis of the grant request to the federal government. Regional coordination centers are still in the statutes that came out of the study and he is part of a group that is reviewing how to do this. For the study to go on a Missouri ballot, there must be a consolidation plan and it must be sent to the 911 Board. He did not know if it had gone to the 911 Board or not. Hoskins shared that what we do in the MARC region is considered consolidated.

- Jackson County is required to put the subscriber tax on the 2020 ballot. Part of this requirement is having a discussion with KCMO on how it will be split.

**New Statistics Website – Hassan Al-Rubaie**

- Al-Rubaie showed where statistic reports could now be found on the MARC website and ways to get different information from each of them. These are not real time but information that he has to load monthly. Tieman asked about being able to export this information into a nice-looking report and Al-Rubaie will investigate this. When looking at the que time report, page 1 is by day and page 2 by hour. Turnbow asked if 911 or MARC was going to come up with a judgement performance chart and Winebrenner did not believe that MARC would but maybe this Board should consider establishing a chart. Al-Rubaie noted that ring-time was based on the NENA standard. On the report website pages, Al-Rubaie will enlarge the NENA standards and include a link to the NENA website.

- Athearn asked about adding RAPID SOS calls data and Al-Rubaie will work on adding this as a sub-set of the wireless report.

**Motorola – Fire Statistics Update - Hassan Al-Rubaie**

- This is triage data regarding the transfer time it takes for a call to go from point A to point B. Al-Rubaie recently received the raw data and worked on putting it in a palpable format. Al-Rubaie outlined how this one would be set up, how to read it and get the needed information from it. This report is one of the two reports that will not be on the website. There was discussion around the dispatch ring time to transfer time or whether it was answer time to transfer time. Al-Rubaie will double-check this. Dedeke asked about transferring from agency to another and that is shown. One caveat to this report is that it is every transfer sent. He has asked for the ability to separate 911 from non-emergency and to pull out PSAPs. Work is still being done on how this report will be shared. Winebrenner asked if Motorola could be told that this report is good and that was agreed upon. Boden asked if there was a way to figure out what entity the call went to? Al-Rubaie said yes, if it was wireline call but wireless only has one ESN per PSAP. Another potential way may be the report that maps monthly 911 calls based on carrier provided location. He is still working with this one and will check to see if that information can be pulled from it. The triage report will be emailed out but a caveat was included should a request for this information come in it would have to be released to the requestor.
Router Update - Hassan Al-Rubaie
- This project is on track to go live this year. The first router will possibly be installed early summer. Met with Motorola in November and that meeting, and discussions afterwards led to some router design changes. These selective routers’ capacity will cover five million which covers our present population and more. What this means is that should we have add-ons; we would have to increase our licenses but would not have to make any hardware changes. The second router should be installed by the end of the year.

PSAP Backup – Eric Winebrenner
- Independence (three positions) – At the last meeting, it was approved for Independence to receive three positions for backup capabilities. Two machines have been identified and approval for us to move them to Independence. Working with an agency on a third position. All of these will need to be relicensed since they are changing host system and will be installed once that is completed.

Winebrenner shared that when the new router is installed, Independence’s backup will not work because it is old equipment. Conversation has been initiated with them on how this will be handled. Al-Rubaie added that when this router goes in, Kansas City Kansas will also be cutout so, work is also being done with them.

b) Cass County (two positions) – This request went to the Backup committee who endorsed it. Next, the request will go to the Technical committee for their review. Met with Cass County regarding them being a regional backup center for their area. These additional positions would have to be purchased. Tieman asked if it was possible for this to be considered on a provision of the Technical committee’s approval since Cass County is ready to start their remodel? Thomas shared that she would need to meet with Al-Rubaie to get some of the stats the Technical committee is wanting and because of the time constraints, she would share that information with the committee via email. Then, that information will be emailed to the Board co-chairs for their review.

Committee Restructuring (RIC) – Eric Winebrenner
- At the end of last year, there was a discussion regarding the MARRS and Public Safety Communications committees and Homeland Security committees overlapping in responsibilities. A list of all the Public Safety committees was included in the meeting packets. Winebrenner will work on getting the co-chairs of the RIC, MARRs and Public Safety Communications committees together to figure out the best way to go forward. The goal is to pare down committees if needed and to become more efficient with everyone/s time.

Commenco Support (Billing/Maintenance Contract) – Hassan Al-Rubaie
Our support contract with Commenco specifies how they respond after hours based on the PSAP size. Three or less positions are an immediate respond and four or more is next day. There have been some situations where Commenco has responded to a four position immediately which has resulted in charges. Going forward, if a PSAP with more than four positions request an immediate respond, the bill will be forwarded to that PSAP.

This was discussed at the Users committee meeting and they suggested putting a matrix on the Intranet. So, if a PSAP has a failure, they can go there and see how they should handle their situation. If it is truly something that can wait until the next day, an email should be sent to 911techs@marc.org. Al-Rubaie will work on putting this matrix on the 911 Intranet and once it has been loaded, Pam Opoka will email it out as a ***Training Tip Tuesday.***

Other Business
- Wernicke asked if the Telecommunicators Appreciation Celebration was sold out and it is. Winebrenner reminded everyone of the date, venue and that attendees would receive wrist bands that allow free entry into some Power & Light establishments.
- Al-Rubaie noted that last June there had been a host site issue in which it had been agreed upon to do notification systems for the PSAPs. A contract has been signed with Alert Senses to provide this service. Training has been completed and he will be contacting each agency to find out who should receive these notifications and how they would like them delivered. This service is ready and contacts are beginning to be entered.
- Thomas shared a parking tip for TAC noting that there are quite a few parking garages in close vicinity of The Gallery that guest might want to consider using. Gates added that from a KCPD prospective the valet parking in The Gallery area is always an issue on Friday and Saturdays. He shared that there are three free parking garages around 7th and Main and the Streetcar will bring you right there.

Adjournment
With no further discussion, the meeting was adjourned.
February 25, 2019

Mr. Eric Winebrenner  
Public Safety Program Director  
Mid-America Regional Council  
600 Broadway, Suite 200  
Kansas City, Missouri 64105-1659

Dear Mr. Winebrenner:

Please find attached a draft version of the NIST 800-53 cyber assessment of the MARC 911 system conducted by CISA ECD ICTAP, August 27-31, 2018. (Note: DHS Office of Emergency Communications became the Emergency Communications Division under CISA in November 2018.)

As you know from working with the ICTAP technical consultants, this assessment is very thorough. While at first glance it may appear that the MARC 911 system has failed to secure its operation, this is undoubtedly not so. Although the ratings for many of 341 controls selected by MARC 911 staff and our consultants are low, a number of those controls are low-probability, low-risk factors. Jim Pollard and other ICTAP consultants will brief you in person on how best to interpret these findings. We hope that MARC 911 personnel will use the assessment as a guide to drive any further investigation and remediation as MARCS senior management may deem necessary.

ICTAP can provide follow on support to MARC in a small, focused workshop that will gain buy-in from stakeholders to ensure they understand what cybersecurity means in today’s dispatch operating environment. A review and discussion of the NIST800-53 assessment will follow to ensure stakeholders understand the relative importance and weight of the security controls, and do not view them as a criticism in and by themselves. We recommend a separation of duties between those staff who finalize the plan of action and those individuals tasked with auditing the plan’s implementation.

While the 800-53 assessment reflects that MARC 911 complies with fewer than 30% of the controls under review, an updated audit should assess the organization in its current state. In this case, the 800-53 framework may not account for issues already identified by management (for example, controls under development) nor account for the degrees of compliance (for example, best of class practice, reasonable assurance, room for improvement, unacceptable). As a result, organizations are forced to make choices in terms of time, resources and risks. ECD can help document known issues with controls in development and find the root causes driving controls for high priority risks. If MARC management desires, ICTAP can then use the plan of action to reassess compliance with the selected controls.
CISA ECD looks forward to continuing this support to the MARC 911 program and to briefing you March 5.

Sincerely,

Dick Tenney  
Deputy, ICTAP Branch  
CISA Emergency Communications Division

cc: Hassan Al-Rubaie, 911 Program Manager
MARC 911 Risk Assessment

By the Cybersecurity and Infrastructure Security Agency (CISA)

Main areas of concern:
- Audit and Accountability
- Access control
- Program Management
- Physical and Environmental Protection
- Security Assessment and Authorization

Corrective Actions:
- Audit Software (budgeted, not purchased)
- Policy Development
  - Sub-Committee on Cybersecurity Policy and Training
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Amending the Kansas 911 Act; HB 2084

HB 2084 revises the Kansas 911 Act (Act) and repeals three outdated statutes not included in the Act. The bill makes changes to definitions, the membership of the 911 Coordinating Council (Council), administration of funds by the Council, the Council’s rules and regulations authority, Local Collection Point Administrator (LCPA) expenses, public safety answering point (PSAP) geographic information service (GIS) data requirements, PSAP annual report requirements, 911 fee funds, 911 fees, PSAP distributions, PSAP expenditures, liability provisions, audit expenses, and county restrictions.

Definitions

The bill adds the following definitions to the Act:

- “GIS” to mean a geographic information system for capturing, storing, displaying, analyzing, and managing data and associated attributes that are spatially referenced;

- “GIS data” to mean the geometry and associated attributes packaged in a geodatabase that defines the roads, address points, and boundaries within a PSAP’s jurisdiction; and

- “Non-traditional PSAP” to mean a PSAP not operated by a city or county, including, but not limited to, PSAPs operated by universities, tribal governments, or the state [or] federal government.

The bill amends two definitions in the Act. The law defines “local collection point administrator” to mean the person designated by the Council to collect and distribute 911 fees and 911 state grant fund moneys. The bill creates the 911 Operations Fund and requires the LCPA also collect and distribute 911 Operations Fund moneys. The law defines “Next Generation 911” (NG911) to mean a 911 service that enables PSAPs to receive Enhanced 911 service calls and emergency calls from Internet protocol-based technologies and applications that may include text messaging, image, video, and data information from callers. The bill adds to the definition that NG911 service conforms with National Emergency Number Association i3 standards.

911 Coordinating Council

Membership

The Council has 13 voting members and the bill eliminates the member representing PSAPs without regard to size and adds a member representing the Kansas chapter of the Association of Public Safety Communications Officials.
The bill adds two members representing non-traditional PSAPs, one of whom shall be a representative of tribal government, to the non-voting membership of the Council. These members are appointed by the Governor.

Expenses

Prior law required the Council-related expenses to be reimbursed from the 911 State Grant Fund. The bill requires the expenses to be reimbursed from the 911 Operations Fund, which is created by the bill. The bill limits payments for administration expenses of the Council to 2.0 percent of the total receipts from providers and the Kansas Department of Revenue (Department) received by the LCPA. The Council is authorized to reimburse state agencies or independent contractors for expenses incurred effectuating the Act, from the 911 Operations Fund.

Rules and Regulations

The Council’s authority to adopt rules and regulations necessary to effectuate the provisions of the Act is expanded to include establishing training standards and programs related to the technology and operations of the NG911 hosted solution; establishing data standards, maintenance policies, and data reporting requirements for GIS data; and assessing civil penalties upon a finding that a provider has violated any provision of the Act.

The bill prohibits the Council from adopting rules and regulations or imposing any requirements that create a mandatory certification program of PSAP operations or PSAP emergency communications personnel.

Local Collection Point Administrator

Expenses

Prior law required the LCPA-related expenses be reimbursed from the 911 State Grant Fund. The bill requires the expenses to be reimbursed from the 911 Operations Fund.

Selection

The bill requires the Council to receive approval from the Legislative Coordinating Council (LCC) in selecting the LCPA. Prior law stated the Council shall receive advice and consent from the LCC in selecting the LCPA.

GIS Data Oversight

The bill sets forth a process for the Council to ensure the GIS data for PSAPs remains up to date. If a PSAP does not provide certification of up-to-date GIS data or update its GIS data, the Council is allowed to contract with a third party to update the GIS data and is required to assess the governing body of the PSAP with any costs incurred in updating the GIS data.
**Public Safety Answering Points’ Annual Reports**

The bill requires the Council to provide notice to the governing body of a PSAP that failed to file and finalize an annual report, as required by the Act. If after 60 days the report is not filed or finalized, 10.0 percent of each subsequent distribution of 911 fees will be withheld from such PSAP until such report has been submitted.

**911 Operations Fund**

The bill requires the LCPA, upon approval of the Council, to establish the 911 Operations Fund for administrative costs of the Council and deployment and maintenance of the Statewide NG911 system outside of the State Treasury.

**911 Fees**

**Subscriber Accounts**

The law imposes a 911 fee per month, per subscriber account of any exchange telecommunications service, wireless telecommunications service, voice over Internet protocol service, or other service capable of contacting a PSAP. The bill increases the 911 fee from $0.53 to $0.90 per month, per subscriber account. The Council has the authority, through rules and regulations, to lower the fee. The law requires service providers collect the 911 fees and remit such fees to the LCPA for distribution to the PSAPs pursuant to the Act.

**Prepaid Purchases**

The law imposes a prepaid wireless 911 fee per retail transaction to be collected by the seller and remitted to the Department. The Department remits the fees to the LCPA for distribution as provided in the Act. The bill increases the fee from 1.20 percent to 2.06 percent per transaction. The bill requires the Council, through rules and regulations, to lower the prepaid wireless fee proportionally to any reduction in the 911 subscriber fee. Prior law required the Council to adjust the 911 subscriber fee and required the prepaid 911 fee to be adjusted proportionately, either up or down, upon adjustment of the 911 subscriber fee.

**Distribution to PSAPs**

The law states 911 fees will be distributed to PSAPs in each county based upon the amount of 911 fees collected from service users located in that county, based on place of primary use information provided by the providers, by using the distribution method set forth in statute. The bill does not change the distribution method; however, the bill increases the minimum county distribution from $50,000 to $60,000.

The bill requires, prior to the distribution of 911 fees to the PSAPs, the LCPA withhold $0.23 from every 911 fee remitted by service providers and deposit such amount in the 911 Operations Fund for deployment and maintenance of the statewide NG911 system and standardized functionality upgrade to that system. The bill states if these funds withheld from
PSAP distribution exceed 15.0 percent of the total receipts received by the LCPA from providers and the Department over the prior three years, the bill requires such funds in excess of the 15.0 percent total to be deposited in the 911 State Grant Fund and used for PSAP grants based on demonstrated need.

The bill requires the LCPA withhold $0.01 from every 911 subscriber fee remitted to the LCPA prior to PSAP distribution, if the balance in the 911 State Grant Fund is less than $2.0 million, and deposit such amount in the 911 State Grant Fund. Additionally, if the balance in the 911 State Grant Fund exceeds $2.0 million, the LCPA is not required to withhold such amount.

The bill requires all moneys remaining after distribution, moneys withheld to deploy and maintain the statewide NG911 system, and any money that cannot be attributed to a specific PSAP be transferred to the 911 Operations Fund.

The bill requires all moneys in the 911 State Fund collected from the prepaid wireless 911 fee be deposited in the 911 Operations Fund unless $3.0 million of such moneys have been deposited in any given year, then all remaining moneys will be distributed to the counties in an amount proportional to each county’s population as a percentage share of the population of the state.

**PSAP Expenditures**

The bill requires the Council, pursuant to rules and regulations, to establish a process for a PSAP, at the discretion of the PSAP, to seek pre-approval of an expenditure. The Council is required to respond in writing to any pre-approval request within 30 days and inform the PSAP the requested expenditure is approved or disapproved. The bill requires, if the expenditure is disapproved, the written notification state the reason for the disapproval and such PSAP can, within 15 days after service of the notification, make a written request to the Council to appeal the decision and for a hearing to be conducted in accordance with the Kansas Administrative Procedure Act.

The bill requires the Council annually to review expenditures of 911 funds reported on the annual report for each PSAP and to appoint a committee to review such expenditures. The bill states if the committee determines a reported expenditure was not authorized by the Act, the committee is required to request the expenditure be refunded by the PSAP to the PSAP’s 911 account. The PSAP is allowed to request a review of the decision of the committee before the Council. Upon a finding that an unauthorized expenditure was made intentionally, the Council is allowed to assess a fine to the PSAP. Any final action of the Council is subject to review in accordance with the Kansas Judicial Review Act.

The law prohibits PSAPs from using 911 fees to purchase subscriber radio equipment. The bill further prohibits the use of 911 fees for the procurement, maintenance, or upgrade of such equipment. The bill also prohibits the use of 911 fees to pay salaries for training of personnel.
**Liability**

The bill provides, except for action or inaction that constitutes gross negligence or willful and wanton misconduct, the LCPA, PSAPs, and each provider and seller, and their respective employees, agents, suppliers, and subcontractors, shall not be liable for payment of damages resulting directly or indirectly from the total or partial failure of any transmission to an emergency communication service or for damages resulting from the performance of installing, maintaining, or providing 911 service.

**Audit Expenses**

Audits authorized by the Act shall be paid or reimbursed from the 911 Operations Fund.

**Restrictions on Counties**

Counties shall not be allowed to exempt from or effect changes in the Act.

**Outdated Statutes**

The bill repeals three outdated statutes regarding enhanced wireless 911 provisions. These statutes are not included in the Act.
Truly Agreed to and Finally Passed

SS/SCS/SB 291 - This act modifies provisions relating to emergency communication services.

Current law prohibits any county that has a county sales tax for the central dispatch of emergency services that is automatically reduced in future years from submitting for voter approval any proposal greater than the reduced amount. Under this act, any county that authorized a tax levy for certain emergency services prior to January 1, 2012, and such levy is reduced automatically after approval of such levy, shall not submit for voter approval any proposal greater than the reduced amount.

Under the act, the Jefferson County 911 Board shall not set a tax rate greater than 0.25% for the purposes of emergency services or providing central dispatching for emergency services. Additionally, for the Jefferson County 911 Board, funds collected from the prepaid wireless emergency telephone service charge shall be remitted to the county's general fund for the purpose of public safety infrastructure.

The act requires Jackson County to submit to the voters of the county no later than the general election in 2020 the question of whether to impose a monthly fee of up to $1 on a subscriber of a communications service enabled to contact 911, except for prepaid service, in lieu of a telephone service tax or a countywide sales tax.

The act adds language that the prepaid wireless emergency telephone service charge on retail transactions applies to purchases that provide prepaid wireless telecommunications services.

The prepaid wireless telecommunications service charge shall not apply to the first $15 of a retail transaction for prepaid wireless telecommunications service.

When prepaid wireless telecommunications service is sold with one or more products or services for a single, non-itemized price, the service charge shall apply to the entire non-itemized price unless the seller elects to apply such service charge as allowed in the act. The first $15 of such a transaction shall not be subject to the prepaid wireless telecommunications service charge.

The Director of the Department of Revenue shall perform all functions incident to the administration, collection, enforcement, and operation of the service charge, and the Director shall collect all services charges imposed by the act. Such service charges shall be collected and reported with all taxes imposed under the sales tax law of the state.

The act states that the initial percentage rate of the prepaid wireless emergency telephone service charges deposited in the Missouri 911 Service Trust Fund as set by the Missouri 911 Service Board for counties and the city of St. Louis may be adjusted annually for the first 3 years, and thereafter the rate may be adjusted every 3 years. Current law states that the rate may be adjusted every two years. Such rate shall be set by June 30th of each applicable year.
If a county has an elected emergency services board, the Missouri 911 Service Board shall remit funds collected from the prepaid wireless emergency telephone service charge to the elected emergency services board.

Any county or city which by at least a 2/3 vote of their governing body prohibited the prepaid wireless emergency telephone service charge at least 45 days prior to August 28, 2018, may take a vote, and notify the Department of Revenue of the result of such vote, by November 15, 2019, to impose such charge on January 1, 2020. A 2/3 majority vote is required to impose such charge. The Department shall notify the Missouri 911 Service Board of notices received by December 1, 2019.

Currently, certain provisions of law relating to the prepaid wireless emergency telephone service charge expire on January 1, 2023. This act repeals the sunset provision.

If a court of competent jurisdiction issues a declaratory ruling prior to the effective date of the amendment that emergency services taxes imposed in certain counties are preempted by the prepaid wireless emergency telephone service charge on all retail sales subject to sales tax in a taxing jurisdiction that did not opt out of the collection of the prepaid wireless emergency telephone service charge, a seller or general retailer who collected and remitted the emergency services tax in such situation shall not be required to refund such taxes to taxpayers. All requests for refunds by taxpayers shall be made directly to the taxing jurisdiction.

These provisions apply to taxes collected between January 1, 2019, and the first day of the calendar month following the declaratory ruling.

Further, if a court of competent jurisdiction issues a declaratory ruling prior to the effective date of the amendment that emergency services taxes imposed in certain counties are preempted by the prepaid wireless emergency telephone service charge only on sales of prepaid wireless telecommunications services in a taxing jurisdiction that did not opt out of the collection of the prepaid wireless emergency telephone service charge, a seller or general retailer who did not collect emergency services taxes in certain counties on the retail sale of wireless telecommunications service and wireless devices associated with such service shall not be liable for any assessment or incur any other liability on such uncollected taxes.

These provisions apply to assessments for the period beginning January 1, 2019, and ending on the first day of the calendar month following the declaratory ruling. These provisions shall expire on January 1, 2023.

The Missouri 911 Service Board is required to establish an annual budget, retain records of all revenue and expenditures made, retain minutes of all meetings and subcommittees, and post records, minutes, and reports on the Board's web page on the Department of Public Safety website.

Finally, the act modifies the rulemaking authority of the Missouri 911 Service Board.

This act contains an emergency clause.

This act is similar to HB 883 (2019).

JAMIE ANDREWS
All 911 and PSAP stakeholders are invited to attend the 911 Regionalization Outreach Meetings to learn more about the proposed 911 Regional Coordination Centers and to share your thoughts and suggestions on how this regional coordination can help support and improve 911 public safety services throughout the state.

You can attend the outreach meeting within your proposed region or one adjacent to you. Your participation and input is valued and appreciated!

<table>
<thead>
<tr>
<th>Region 1</th>
<th>Region 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 3, 2019</td>
<td>June 25, 2019</td>
</tr>
<tr>
<td>1:00 p.m.</td>
<td>1:00 p.m.</td>
</tr>
<tr>
<td>Green Hill Regional Planning Commission</td>
<td>Lake of the Ozarks Council of Local Govts.</td>
</tr>
<tr>
<td>1104 Main Street</td>
<td>In Conjunction w/ Law Enforcement Conference</td>
</tr>
<tr>
<td>Trenton, MO 64683</td>
<td>@ Margaritaville Lake Resort</td>
</tr>
<tr>
<td>Region 2</td>
<td>Region 6</td>
</tr>
<tr>
<td>July 9, 2019</td>
<td>July 3, 2019</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>2:00 p.m.</td>
</tr>
<tr>
<td>Mid-America Regional Council</td>
<td>Meramec Regional Planning Commission</td>
</tr>
<tr>
<td>@ Johnson County Central Dispatch E-911</td>
<td>#4 Industrial Drive</td>
</tr>
<tr>
<td>315 Hawthorne Blvd.</td>
<td>St. James, MO 65559</td>
</tr>
<tr>
<td>Warrensburg, MO 64093</td>
<td>Region 7</td>
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<tr>
<td>Region 3</td>
<td>July 16, 2019</td>
</tr>
<tr>
<td>July 16, 2019</td>
<td>2:00 p.m.</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>East-West Gateway Council of Govts.</td>
</tr>
<tr>
<td>Southwest Missouri Council of Govts.</td>
<td>@ St. Charles Emergency Operations Center</td>
</tr>
<tr>
<td>@ The MARC</td>
<td>1400 T.R. Hughes Blvd.</td>
</tr>
<tr>
<td>822 W. Mt. Vernon Blvd</td>
<td>O’Fallon, MO 63366</td>
</tr>
<tr>
<td>Mt. Vernon, MO 65712</td>
<td>Region 8</td>
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<td>Region 4</td>
<td>July 19, 2019</td>
</tr>
<tr>
<td>July 11, 2019</td>
<td>1:00 p.m.</td>
</tr>
<tr>
<td>2:00 p.m.</td>
<td>Ozark Foothills Regional Planning Commission</td>
</tr>
<tr>
<td>Mark Twain Regional Council of Govts.</td>
<td>3019 Fair Street</td>
</tr>
<tr>
<td>42494 Delaware Lane</td>
<td>Poplar Bluff, MO 63901</td>
</tr>
</tbody>
</table>
911 REGIONALIZATION OUTREACH MEETING

Missouri 911 Service Board Public Outreach Meeting
Planning Efforts on the 911 Cooperation and Coordination Efforts 2019
Legislation in 2018 established the Missouri 911 Service Board.

Tasked with designation of "no more" than eleven (11) regional 911 coordination centers that shall coordinate statewide interoperability among the public safety answering points within their region.

The precise role of these regional 911 coordination centers is not yet fully defined but the expectation is that regional engagement can help identify ways to create efficiencies through cooperation and collaboration.

**WHY?**

- 2018 Legislation Establishes Missouri 911 Service Board
- RsMO 650.330
- Develop Regional 911 Coordination Efforts
- Draft Proposed 911 Regional Coordination Center Committee Regions
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Tasked with designation of "no more" than eleven (11) regional 911 coordination centers that shall coordinate statewide interoperability among the public safety answering points within their region.

The precise role of these regional 911 coordination centers is not yet fully defined but the expectation is that regional engagement can help identify ways to create efficiencies through cooperation and collaboration.
The 911 Service Board established the 911 Regionalization Planning Committee on March 12, 2019 to help identify the regionalization process and how that would look across Missouri.

MACOG is supporting the planning efforts.

The 911 Regionalization Planning Committee agreed that a better understanding of what coordination was "already" happening in Missouri needed to be established in order to help those "organic" coordination efforts to remain in place and support those efforts and encourage future growth.
PLANNING PROCESS

Step 3 Planning Process

A survey was developed to learn more about the existing coordination efforts and distributed through:

- Missouri 911 Directors Association
- Missouri Chapter-Association of Public-Safety Communications Officials
- Missouri Chapter-National Emergency Number Association

Step 4 Planning Process

Survey results were mapped to show areas in which cooperation and coordination was already happening among counties/regions.

See map on next slide.
PLANNING PROCESS

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Survey results were mapped to show areas in which cooperation and coordination was already happening among counties/regions.

See map on next slide.
PLANNING PROCESS

The 911 Regionalization Planning Committee met to review the survey results and identify regions that would keep the "already" existing coordination "together" to support the efforts that were already being done throughout the state of Missouri.

The proposed DRAFT 911 Regional Coordination Center Committee Regions consisting of eight (8) proposed regions was presented by the committee members to the 911 Service Board at their meeting on May 15, 2019.

See DRAFT Map on next slide
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See DRAFT Map on next slide
PLANNING PROCESS

Missouri Association of Councils of Governments (MACOG) supported the 911 Regionalization Planning Committee with identifying coordinating RPCs within each of the eight (8) regions that will assist in the outreach and regionalization efforts.

Region 1
Green Hill Regional Planning Commission
Region 2
Mid-America Regional Council
Region 3
Southwest Missouri Council of Governments
Region 4
Mark Twain Council of Governments
Region 5
Lake of the Ozarks Council of Local Governments
Region 6
Meramec Regional Planning Commission
Region 7
East-West Gateway Council of Governments
Region 8
Ozark Foothills Regional Planning Commission
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Region 6
Meramec Regional Planning Commission
Region 7
East-West Gateway Council of Governments
Region 8
Ozark Foothills Regional Planning Commission
EXAMPLES OF COORDINATION BENEFITS

**Purchasing**

Purchasing power allows more modern equipment and state of the art equipment to provide better services.
- 9-1-1 Premise Equipment
- Network Equipment
- Selective Routers
- Servers
- 911 Operating Software
- Radios and Infrastructure Equipment
- Computers

**Shared Services**

Shared services can reduce duplications, costs and provide better services for our customers. Identifying what services make sense to share can be a benefit of the coordination efforts.

**Networking**

Emergency Services Network (ESInet) Management
- Coordination with network providers
- Cybersecurity
- Continual evaluation of new products and network options
- Network monitoring
- Wireline and Wireless trunks
EXAMPLES OF COORDINATION BENEFITS

Training
As staff and volunteers turnover in an organization, many times training is not sufficient to keep the new staff members and volunteers up to speed with the new technologies, procedures and best practices. Being able to provide training on a regional basis will save time, money and provide the support everyone needs.

Mentoring
Mentoring can improve services and create standardization of practices and support communication amount organizations. This is also a way to engage the community with outreach and share what you do for your communities and the safety of all within your regions.

Public Outreach
School Programs that teach the youth about the importance of 911 services and how to use it.

Public outreach programs that support all the Emergency Response Teams and provides community reorganization for your services and the need for your organizations.
EXAMPLES OF COORDINATION BENEFITS

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School Programs that teach the youth about the importance of 911 services and how to use it.

Public outreach programs that support all the Emergency Response Teams and provides community reorganization for your services and the need for your organizations.
Next steps in the planning process

Finalize the 911 Regional Coordination Center Committee Regions.

Identifying key stakeholders, and members to sit on the 911 Regional Coordination Center Committee for each Region.

As a region you will be able to identify your "strengths" as well as your "weaknesses" and develop ways to fill the gaps in services, technology, and find ways to better serve and protect the citizens of Missouri. Develop a strategy for each region based on the needs identified by each region.
Missouri 911 Service Board Public Outreach Meeting Survey

The Missouri 911 Service Board is hosting a series of public outreach meetings to gain a better understanding of the current cooperation and coordination efforts that are taking place within Missouri and establish 911 Regional Coordination Center Committee Regions.

1. How familiar are you with the 2018 Legislation and the proposed benefits of coordination?
   - Very familiar
   - Somewhat familiar
   - Need more information

2. Are you aware of any other "existing" coordination efforts that can be clearly identified? Please be specific with names of cities, counties and exact type of cooperation or coordination. Examples Telco, Mutual Aid Agreements, Backup Rollovers? Please fill out each line separately with each coordination effort.
   - Coordination Effort 1
   - Coordination Effort 2
   - Coordination Effort 3
   - Coordination Effort 4
   - Coordination Effort 5
   - Coordination Effort 6

3. Based on your organization and the existing coordination efforts and your known future needs how do you feel about the proposed 911 Regional Coordination Center Committee Regions?
   - Yes, I agree with the region in which my organization is proposed to be in based on our current coordination efforts and future needs.
   - No, I am concerned with the region in which my organization is proposed to be in based on our current coordination efforts and future needs.

If you answered "No" to question 3 (above) please share why and which region do you feel would best fit your organization's current coordination efforts and future needs. You may only select one region for this coordination effort.
4. Please share with the 911 Service Board and the Regional 911 Planning Sub-Committee all areas where your organization could benefit from cooperation and coordination efforts. Please select all that apply.

☐ Purchasing
☐ Contract Consolidation
☐ Cost Sharing
☐ Shared Administration
☐ Training/Education
☐ Shared Knowledge
☐ Public Outreach

☐ Networking
☐ Maintenance/Technical Support
☐ Data/Statistics
☐ Call Routing
☐ GIS Mapping Services
☐ Database Management

Other (please specify)

5. Please share with the 911 Service Board and the Regional 911 Planning Sub-Committee any additional comments, concerns or ideas that you would like to share at this time.

6. Please provide your contact information.

Name

Company

Address

City/Town

State/Province

ZIP/Postal Code

Email Address

Phone Number
1.4 Committees

The Public Safety Communications Board has established the Public Safety Communications Users Committee to provide technical and management expertise to the board. The Public Safety Communications Users Committee is responsible for developing recommendations to the board regarding the day-to-day operation of the 9-1-1 and RAMBIS systems to include interoperability planning, expenditures from regional 9-1-1 funds and policy matters. Membership of the Public Safety Communications Users committee includes one voting representative from each PSAP participating in the regional 9-1-1 system.

The Public Safety Communications Users Committee shall create a Regional Interoperability Committee (RIC) to provide guidance and assistance by technical representatives on matters of operational policies, technical evaluation and interoperability planning. The members of the RIC may be appointed on the basis of technical expertise and geographical, functional and demographical diversity. The RIC is also a subcommittee of the Regional Homeland Security Coordinating Committee (RHSCC).

Any committee may appoint technical task forces as needed for focused analysis or specific activity.

ARTICLE IV: COMMITTEES

1. The co-chairs shall appoint committees, as necessary, to fulfill the roles and responsibilities of the Board. The co-chairs shall appoint the chairs of any and all committees, with the approval of the full Board.

2. The Public Safety Communications Users Committee, a committee of the Board composed of representative of each 9-1-1 answer point in the Kansas City regional system shall provide technical advice to the Public Safety Communications Board.

3. A committee of the Board may create subcommittees, as needed.

Public Safety Communications Board

This board consists of agency administrators and elected officials from local governments throughout the region and is primarily responsible for executive level policy guidance and oversight for the regional 911 and interoperable communications systems. The overriding purpose of the board is to ensure these systems are a high quality, reliable method of interoperable communications available to all regional public safety personnel. It is the responsibility of the board to ensure that the 911 and regional communications systems meet the needs of and are financed equitably among participants.

The board is charged with administering the 911 Interlocal Cooperation Agreement, monitoring and auditing expenditures for 911 and public safety communication services, approving the annual budget for 9-1-1 and public safety communications systems, monitoring technical operation of the regional systems to include the network design and performance, selective routing and database management,
and ensuring the effective operation of the Regional 9-1-1 System. Membership classifications for the board are set by the committee by-laws.

**Public Safety Communications User’s Committee**

This committee is a sub-committee of the Public Safety Communications Board and is primarily composed of individuals responsible for the day-to-day operations of the various Public Safety Answering Points (PSAPs). This committee makes recommendations to the Public Safety Communications Board on matters such as budget, annual work plan, cost sharing, etc.

Membership classifications for this committee are set by the 9-1-1 Answering Point Agreement, which is part of the 9-1-1 Interlocal Agreement. Each answering point has one official (voting) member to the committee representing that PSAP. All PSAP personnel are encouraged to attend and participate in committee activities.

**Regional Interoperability Committee**

This committee is a sub-committee of the Public Safety Communications Board and is a technical working group representing public safety agencies throughout the area. Their responsibilities include recommending the regional communications interoperability plan and recommending enhancements for regional interoperability capabilities.

Membership is open to interested individuals representing public agencies that have a stake in the regional communications systems, as confirmed by the Public Safety Communications Users Committee.

911 Technical Committee

911 Peer Support Committee

911 Backup Committee

MSAG Coordinator’s Committee?
Article VI: COMMITTEES

Technical Committee

1. A Technical Committee will be formed to provide advice to the Management Council and the Public Safety Communications Board on technical aspects involving the design of the regional system, guidance on radios eligible to be used in the system, programming of radios for use in the system and infrastructure improvement or upgrade issues.

2. The Technical Committee will ensure that system loading is appropriate to protect local P-25 system investments. Local personnel from both host and user jurisdictions/agencies with an expertise in radio systems will be selected to serve on the committee. Additional resources may be utilized to support the committee’s technical analyses and to assist in representing the needs of smaller agencies desiring to use the system.

Subcommittee

1. An SOP (Standard Operating Procedures) Subcommittee of the Technical Committee will develop protocols and recommend policy to the Management Council by which dispatch centers communicate and monitor the regional network talk groups. The SOP Committee will recommend policies for talk group structures, ID structures and procedures for regional/state interoperability.

2. The SOP Committee will also develop requirements to ensure security for the network. The SOP Committee will also be involved in developing policies for the training and exercising of interoperable components of the system.

3. The SOP Committee will be comprised of administrative supervisors or commanders charged with drafting policies. This committee will work closely with the Technical Committee.

Users Committee

1. A Users Committee will be formed to provide a forum for all agencies using the regional system to discuss concerns and operational issues, identify training needs and recommend enhancements to improve their use of the regional system.

2. Each participating agency, including host agencies, using the system would appoint one representative to this committee.
**Article VII: Mid-America Regional Council**

1. The MARC Board of Directors is composed of local elected officials from the nine county region, including county commissioners, mayors and city council members. MARC will manage all funds and contracts on behalf of the region and is the legal entity for regional licenses, contracts and other legal documents. MARC will provide accounting and auditing services to support the regional radio system.

2. The Public Safety Communications Board is composed of local elected and appointed officials from the eight county Kansas City region. Originally formed to oversee the region’s 9-1-1 system, the PSCB’s role was expanded in 2006 to oversee regional interoperable communications investments. The Regional Homeland Security Coordinating Committee oversees the region’s investment of federal homeland security and health care emergency preparedness/response grant funds.

3. The PSCB and RHSCC will have roles in the oversight of the design and deployment of the regional radio system in those instances where the system uses regional resources such as the RAMBIS system or are using federal homeland security grant funds awarded to MARC on behalf of the region.

4. The Mid-America Regional Council will assist those local agencies willing to offer their P-25 systems for the regional system by entering into agreements with all participating users of the system. The agreements will outline responsibilities of users in return for defined use of the system. The agreements will outline a schedule for operations and maintenance charges for local users and determine how funds would be collected and dispersed.

5. Smaller agencies may be challenged to identify local resources to support the cost of P-25 compliant subscriber units. MARC will assist those agencies wherever possible.

**Metropolitan Regional Radio Management Council**

**Co-chairs:** Director Ellen Wernicke, Johnson County Emergency Communications and Major Dan Gates, Kansas City, Missouri Police Department

The MARRS Management Council provides policy guidance and oversight of the radio system to ensure that a high quality, reliable system is available to the metropolitan area, meets the needs of emergency response agencies and is financed equitably.
**Metropolitan Regional Radio User’s Committee**

**Co-chairs:** Deputy Chief Kevin Cauley, Leawood Police Department and Chief Chris Skinrood, Riverside Police Department

The Users Committee provides a forum for all agencies using the regional system to discuss concerns and operational issues, identify training needs, and recommend enhancements to improve their use of the regional system. Each participating agency using the system, including host agencies, appoints one representative to this committee.

**Metropolitan Regional Radio Technical Committee**

**Co-chairs:** Ed Brundage, Kansas City, Missouri, Police Department and Worth Hunsinger, Johnson County Emergency Communications Center

The Technical Committee provides advice to the Management Council and the Public Safety Communications Board on technical aspects involving the design of the regional system; guidance on radios eligible for use; programming of radios for use; and infrastructure improvement or upgrade issues.
WHOLE-OF-THE-COMMUNITY ENGAGEMENT COMMITTEE ORGANIZATION CHART

PSC BOARD
PUBLIC SAFETY COMMUNICATIONS REGIONAL 9-1-1 SYSTEM

HOAFC
HEART OF AMERICA FIRE CHIEFS

MARRS MGMT.
COUNCIL

KCAMSC
KANSAS CITY AREA MARITIME SECURITY COMMITTEE

CRITICAL INFRASTRUCTURE PROTECTION

RHSCC
REGIONAL HOMELAND SECURITY COORDINATING COMMITTEE

TRAINING AND EXERCISE

REGIONAL INTEROPERABILITY

POLICY

CCTA TASK FORCE

KC METRO GIS
GEOGRAPHIC INFORMATION SYSTEMS

FUNCTIONAL & ACCESS NEEDS

EMERGENCY PUBLIC INFORMATION

APWA
AMERICAN PUBLIC WORKS ASSOCIATION - KC METRO CHAPTER

CHIEFS & SHERIFFS
METRO POLICE CHIEFS AND SHERIFFS ASSOCIATION

LAW ENFORCEMENT

EMERGENCY PUBLIC INFORMATION

MOHAKCA
METROPOLITAN OFFICIAL HEALTH AGENCIES OF THE KANSAS CITY AREA

TEW
Hazelwood Regional Planning Commission

KCRMORG
KANSAS CITY REGIONAL MEDICAL ORGANIZATION

HOSPITALS COMMITTEE

HOSPITALS COMMITTEE

MARCER
MID-AMERICA REGIONAL COUNCIL EMERGENCY RESCUE COMMITTEE

MEMC
METROPOLITAN EMERGENCY MANAGERS COMMITTEE

● = HEALTH CARE COALITION PARTICIPANT
● = CCTA TASK FORCE PARTICIPANT
December 12, 2018

Mid-America Regional Council  
Attn: Nikki Thomas  
600 Broadway, Suite 200  
Kansas City, MO 64105

The Cass County Sheriff’s Office is currently in the process of designing and planning a remodel of our current communication center. With this remodel, we are planning to expand from our current four (4) 911 console positions to (6) positions. Our staffing for 2019 will increase from (2) two telecommunicators to (3) for all shifts and a supervisor during days. The Sheriff’s Office is requesting the addition of two (2) Phone/Cad/Radio workstations.

Cass County Sheriff’s Office currently dispatches for nine law enforcement agencies, and six fire districts. Over the past 4 years, we have increased in call volume by 20%, from 40,541 dispatched incidents in 2015, and expect to be on pace for over 50,000 this year. In 2018 the Sheriff’s Office increased the number of patrol deputies by 30% increasing our road patrol presence to match this volume, and we need to do the same for our communication center.

The Sheriff’s Office has secured funding to hire additional telecommunicators and secured funding in the 2019 budget for a major renovation of the communications center. With the growth of neighboring PSAPs, four dispatch stations will be inadequate for us to serve as a backup location for other Cass County agencies. The Cass County Sheriff’s Office is the only center in Cass County that is large enough to house the surrounding PSAPs.

Cass County Sheriff’s Office is requesting the addition of 9-1-1 and radio equipment for the two additional stations to continue to serve as a backup location to the other dispatch agencies in Cass County.

Thank you for your consideration,

Captain Kevin Tieman
### MARC - Cass County Sheriff

(Add Two (2) Positions)

**Customer Information**

**Customer:** Mid America Regional Council  
**Contact:** Eric Winebrenner  
**Phone:** 816-701-8211  
**Address:** 600 Broadway, Suite 200, Kansas City, MO 64105  
**E-Mail:** swinebrenner@marc.org

**Commenco Contact Information**

**Sales Configuration Spec:** Bryce Helsey  
**Phone:** 816-753-2166  
**Cell:** 816-955-4022  
**E-Mail:** bryceh@commenco.com

**Account Exec.:** Kris Evans  
**Phone:** 816-753-2166  
**Cell:** 816-955-4030  
**E-Mail:** kris@commenco.com

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#### VESTA 9-1-1

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part No.</th>
<th>Description</th>
<th>Unit Price</th>
<th>U/M</th>
<th>Total</th>
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<tbody>
<tr>
<td>2</td>
<td>PS-0PR-VSML</td>
<td>VPRIME MLTP PER SEAT LIC</td>
<td>$5,890.00</td>
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**VESTA® Workstation Equipment**

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<tr>
<td>2</td>
<td>61000-819604SFF</td>
<td>WKST Z240 SFF 8GB W/O OS</td>
<td>$1,408.64</td>
<td>EA</td>
<td>$2,817.28</td>
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<td>2</td>
<td>NPN</td>
<td>22&quot; ELO TOUCH SCREEN MONITOR (New Style)</td>
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<td>04000-00441</td>
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<td>4</td>
<td>65000-00261</td>
<td>NIC PCIE SNGL ADPTR CARD</td>
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<td>04000-26957</td>
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<td>8500830-03201</td>
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<td>2</td>
<td>02800-20501</td>
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<td>03044-20000</td>
<td>HDST CORD 12FT 4W MOD BLK</td>
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<td>$7.44</td>
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<td>809800-35109</td>
<td>V911 IWS CFG</td>
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<td>1</td>
<td>870890-07501</td>
<td>CPR/SYSREP MEDIA IMAGE</td>
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<td>2</td>
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<td>INST/2 MICROSELECT/LONG/1250 PER POSITION</td>
<td>$218.75</td>
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**VESTA® 9-1-1 IRR Module**

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<td>873000-00502</td>
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<td>809800-35114</td>
<td>V911 IRR SW 5Y SPT 5YR</td>
<td>$777.48</td>
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### VESTA Analytics

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<td>PA-MSG-ASSL</td>
<td>V-ANLYT STD PER SEAT LIC</td>
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<td>$592.72</td>
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**VESTA Analytics Subtotal**

$2,797.44

**VESTA 9-1-1 Subtotal**

$34,894.88
**Commenco Services**

<table>
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<tr>
<th>Qty</th>
<th>Part No.</th>
<th>Description</th>
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<td>ORDER PROCESSING/INSURANCE</td>
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<td>1</td>
<td>LOT</td>
<td>FIRST YEAR WARRANTY/SERVICE -  24/7 WITH 4 HOUR RESPONSE</td>
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<td>LOT</td>
<td>No Charge</td>
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<td><strong>Extended Maintenance/Support (Years 2 through 5)</strong></td>
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<td>YR 4 - EXTENDED MAINTENANCE/SUPPORT</td>
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<td>YR 5 - EXTENDED MAINTENANCE/SUPPORT</td>
<td>$2,945.27</td>
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**Commenco Services Subtotal** $5,371.15

**Quote Summary**

<table>
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<tr>
<th>PRODUCT</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>VESTA 9-1-1 Components</td>
<td>$34,894.88</td>
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<td>VESTA Analytics</td>
<td>$2,787.44</td>
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<tr>
<td>Commenco Services</td>
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<td><strong>TOTAL QUOTE</strong></td>
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<td>Shipping Cost</td>
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<td><strong>GRAND TOTAL</strong></td>
<td><strong>$44,194.24</strong></td>
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**TERMS / VALIDITY / LEAD TIME**

**VALIDITY:**
- Quote is valid for 120 days from the original quote date or until software support expires, whichever comes first.

**LEAD TIME:** 4 - 12 WEEKS ARO

**CUSTOMER APPROVAL/SIGNATURE**

**BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES AND ACCEPTS THE ABOVE AS A SALES AGREEMENT**

<table>
<thead>
<tr>
<th>Legal Name Of Purchaser</th>
<th>PO Number</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Authorized Signature</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td></td>
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Financial Update

First Quarter Budget:

- January: $610,194.97
- February: $540,560.33
- March: $564,116.60
- April: $566,385.92
- Total: $2,281,257.82

First Quarter Expenses:

- Telephone: $682,188.79
- Language Line: $16,101.72
- 9-1-1 SS7: $12,687.76
- Metro GIS: $95,198.28
- 9-1-1 GTI: $57,351.32
- 9-1-1 Coordination: $536,429.32
- Equipment/Capital Projects: $525,889.00
- RAMBIS Maintenance: $69,089.13
- 9-1-1 Equipment Maintenance: $232,149.09
- Cost Share Expenses: $54,173.32

Equipment Replacement Fund Balance

- $1,552,590.51
  o With $1,407,534.41 outstanding on the Router Project

Outreach Update

- School programs coordinated:
  Overland Trail Elementary – with AT&T Pioneers
  Benneker Elementary – with AT&T Pioneers
  Oak Grove Elementary - with Lee’s Summit Fire Dept.
  Whitfield Academy– with KCMO PD
  Brookside Charter School - with KCMO PD
  Nativity of Mary Elementary School-with Independence PD

- Community event materials:
  Retired teachers luncheon in Prairie Village
  Northland Law Enforcement Appreciation Day with Platte County Sheriff’s Office (rained out)
  Community festival with Ray County 911
  Lake Winnebago Public Safety Day – with Cass County Sheriff’s Office

- We coordinated one 911 Hero Award presentation with JCECC, which was recorded by OPFD and then shared on local media, websites, and social media.
Additional information to share:

- Telecommunicators Appreciation Celebration (TAC) in April was well attended with over 400 telecommunicators, friends and family.
- We would like to encourage participation in the Cell Phone Sally school program. On August 7 we are holding an orientation to train PSAP staff to support our school outreach program.

9-1-1 Day at the K
Friday, July 26 at Kauffman Stadium, 7:15 pm
Kansas City Royals vs Cleveland Indians
- Cost to attend is $18 – registration includes view reserve seating, t-shirt, and $10 loaded on each ticket for concessions or team store purchases
- **REGISTRATION DEADLINE IS July 10th**
- All MARC regional telecommunicators and families are welcome to attend
- T-shirts can be purchased for $10 without purchasing game tickets.
SirenGPS invites public safety agencies to deploy real-time, data-driven, artificial intelligence for 911.

SirenGPS 911 Real-Time Analytics (911 RTA) monitors emergency calls to automatically detect terrorist attacks, active shooters, and other mass casualty incidents in real time.

Saving Time Means Saving Lives

Patented technology analyzes 911 call patterns, frequency, and the location of each caller to identify a mass emergency. When the service indicates that a collaborative response is required, public safety and their mutual aid partners are automatically notified. This means ambulances, police, and emergency services arriving on the scene faster, when saving time means saving lives.

It took more than 10 minutes to recognize the need for mutual aid during the Aurora, Colorado movie theatre attack.

**Sandy Hook** December 2012
26 lives lost in 6 minutes

**Las Vegas** October 2017
58 lives lost in 10 minutes

For more information call **800.570.3807** or visit **sirengps.com**
How it Works

911 RTA monitors 911 calls through a secure connection with your existing 911 computer-aided dispatch (CAD) or call routing service. SirenGPS provides a solid state PSAP Gateway Appliance that encrypts 911 call information without compromising the integrity of your system security. This enables the analytics engine to monitor emergency calls and apply a set of algorithms in real time. These algorithms take into consideration the frequency, proximity and location of 911 calls, 911 call history for the location, historical 911 call activity, as well as other factors.

Getting Started

No software installation or training of personnel is needed for 911 RTA. Setup is limited to plugging in the PSAP Gateway Appliance and defining a distribution list for public safety leadership and other stakeholders in your community. When a mass casualty incident is identified, the service sends notifications to the contacts on your list. Distributing this information to public safety leadership facilitates interagency cooperation. 911 RTA can also be setup to send notifications based on incident codes entered by 911 dispatchers.

Security is Top Priority

911 RTA has been designed with security as a top priority. The service runs a proprietary operating system developed by SirenGPS. Installed in a PSAP network DMZ, the PSAP Gateway Appliance maintains a secure and encrypted internet connection with SirenGPS 911 RTA to identify significant incidents. A network DMZ is a secure space that separates the internet—and hackers—from the internal network where critical PSAP systems operate. The PSAP Gateway Appliance is unable to accept unauthorized communication or to be configured remotely, stopping attacks from would-be hackers.

For more information call 800.570.3807 or visit sirengps.com

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