Public Safety Communications Users Committee Meeting

Date: Wednesday, November 20, 2019
Time: 1:00 p.m.
Location: Board Room

Agenda

1) Call to Order and Introductions

2) Approval of September 18, 2019 meeting summary

3) Automatic Hang-up Callback

4) 911eye video and photo sharing information
   - https://capita.turtl.co/story/911eye

5) 911 Legislation Update
   - Federal
   - State
   - Local

6) Missouri 911 Service Board Report

7) Kansas 911 Coordinating Council

8) Cost Share Requests:
   - Independence
   - Cass County host move request

9) PSAP Updates:
   - Douglas County Implementation
   - Atchison County Membership

10) Public Safety Program Updates:
    - Training
    - Technical Services
    - Router Project Update
    - Database / Mapping
• Hazmat map deployment

11) Other Business

12) Adjournment

**Future Meeting Dates:**

**PS User Committee @ 1:00 pm in MARC Boardroom**

- March 4, 2020
- June 24, 2020
- September 2, 2020
- December 2, 2020
Agencies Present:
Scott Boden, Johnson County Kansas Sheriff’s Office
Will Akin, Clay County Sheriff’s Office
Maria Athearn, Johnson County Emergency Communications
Anthony (Tony) Avery, Platte County Sheriff’s Office
Jim Bagley, North Kansas City Police Department
Danny Barnes, Jackson County Sheriff’s Office
Greg Damron, Leawood Police Department
Kim Davis, Ray County 9-1-1
Jeremy Duke, Kansas City Missouri Fire Department
Tony Foster, Douglas County Emergency Communications
Dan Haley, Kansas City Missouri Police Department
Dan Hood, Blue Springs Information Systems
Steve Hoskins, Kansas City Missouri Police Department
Worth Hunsinger, Johnson County Emergency Communications
Mike Lowther, Lenexa Police Department
Matt May, Wyandotte County – Emergency Management
Travis Meats, Shawnee Police Department
Kevin Mies, KU Public Safety Office
Kathy Morgan, Overland Park Police Department
Paula Pritchett, Grandview Police Department
Allison Ray, Miami County Sheriff’s Office
Jamie Taylor, Lee’s Summit Police Department
Krystal Thompson, Sugar Creek Police Department
Paul Thurman, Independence Police Department
Robin Tieman, Cass County Emergency Services Board
Connie Valentich, Cass County Sheriff’s Office
Don Ward, Overland Park Police Department
Mark Whelan, Johnson County Emergency Communications
Kirk Yoder, Leawood Police Department
Chuck Zang, Kansas City Missouri Fire Department

MARC Staff: Eric Winebrenner, Hassan Al-Rubaie, Paul Bushore, Mike Daniels, Jake Goldman, Saralyn Hayes, Pam Opoka, Nikki Thomas, and Chris Allen Hunter.

1. Call to Order and Introductions
   Scott Boden called the meeting to order and self-introductions were made.

2. Approval of June 26, 2019 meeting summary
3. **2020 Regional 911 Budget – Eric Winebrenner**
   - Winebrenner went over the information that was shared in the meeting packets. He noted that the Public Safety Training Coordinator position was being moved back underneath Public Safety and away from GTI and this change was reflected in the budget, along with additional funding for some online training. Winebrenner shared that discussions were occurring with potential online training providers. Opoka added that the training subcommittee was reviewing 911 Equipment, Refresher GeoLynx and TTY and EMT as potential training topics.
   - Winebrenner noted that a proposal for consortium fees to no longer be collected separate from allocation fees was being put forward. In the proposal, consortium fees going forward would be included in regional monthly allocation fees. There was discussion around this allowing MARC to receive additional funding and forcing agencies that did not participate in the consortium to participate. Winebrenner and Daniels shared that this would even things out and would not provide additional funding for MARC since it would have to cover online course costs, instructors fee, and training materials. It is believed this change would also assist in less training cancelations and more individuals receiving training. Winebrenner added that this was being offered because of the potential subscriber cost that is being considered. There was a discussion around this change causing classroom seating issues due to limited seats and that there may be a need to consider having monthly Basic Telecommunicator trainings.
   - Winebrenner continued with sharing what was included in the rest of the budget. There is a proposal to replace 60 instead of 45 911 workstations per year. It was noted that software support was included in the budget and the need for a software testing environment.
   - Also, in the budget packet was information on Secualore who has built a cybersecurity risk assessment specifically for public safety.
   - Atkhear asked about workstation upgrades and Al-Rubaie shared that they are on schedule.

   *Danny Barnes made a motion recommending acceptance of the 2020 budget as presented to the Public Safety Communications Board. This was seconded by Jamie Taylor. The motion was passed without opposition.*

4. **911 Legislative Update – Eric Winebrenner**
   - **Federal**
     - A bill was introduced to reclassify PSAP personnel from clerical to first responders which has now moved to the Senate.
     - Bills to provide grant funding for improving 911 have also been introduced.
   - **State**
     - SB 291 cleans up HB 1496 language.
     - Missouri – He shared that Jackson County would receive 65% of pre-paid back while the other Missouri counties would receive 40% back. He noted this is something the MO 911 Service Board can change annually. The sunset was eliminated.
   - **Kansas** – No changes.
   - **Local**
     - Jackson County is planning to put the new 911 subscriber tax on their ballot in 2020.

5. **Missouri 911 Service Board Report – Eric Winebrenner**
   - This Board has been working and are in the process of identifying state 911 Director. Missouri will get $3 million in a grant and the Board is developing a list of how this will be distributed.

6. **Kansas 911 Coordinating Council – Eric Winebrenner**
   - Mike Daniels will be replacing Bill Walker on this board as our 911 representative.

   Requests will be submitted to both Missouri and Kansas for microwave overlay funding.

7. **RAMBIS – Hassan Al-Rubaie**
   - Radio use – It has been determined that RAMBIS voice is not being used. It is being proposed that this committee approve recommending to the Public Safety Board the disconnection of RAMBIS voice. There was discussion around this. Avery asked how this would affect CCTA events and May noted that the repeater channels could not be replaced. Avery also asked how this might impact others coming into the
region to work an event. All these items were discussed. Athearn made a motion to forward RAMBIS to the MARRS committee. This motion was not voted upon. There was more discussion and a deadline date brought up.

Toney Avery made a motion to recommend to the Public Safety Communications Board the MARRS committee taking on RAMBIS by December 31, 2020. This motion was seconded by Jamie Tayler. The motion passed with one nay.

- Continued maintenance requirements

8. Cost Share Request – Eric Winebrenner
   - Independence – Work is still being done on identifying a third position that could be relocated to Independence.
   - Cass County – Two positions have been ordered. An additional request to move a PSAP from one host to another was received this morning. The cost for this will be worked up and shared at the next committee meeting.

9. PSAP Updates - Hassan Al-Rubai
   - Douglas County Implementation – Work on both Douglas County and KU is moving forward. AT&T has asked that Douglas County not be done in October. So, staff is working towards an implementation possibly in November.
   - Atchison County Membership – There is a need to have more connection discussions. Al-Rubai shared that Atchison may be completed in early or mid-January.
   - Kansas City Kansas Fire and Police Departments were upgraded to Vesta in July.
   - Vesta upgrades are complete and hardware upgrades will start next year.

10. Public Safety Program Updates
    - Training – Pam Opoka
      o The subcommittee is working on the 2020 curriculum which will be set up in four training tracks.
      o Peer Support is now a national model.
      o The Commander Peer Support team will be turned over to the Commander co-chairs with Opoka being a consultant.
      o As shared earlier, the subcommittee is reviewing potential online trainings.
    - Technical Services – Hassan Al-Rubai
      1) Router Project Update – Hope to get the routers in within the next few weeks and then installation will begin.
      2) Accidental Calls – MARC staff learned of an issue with telematics calls having problems. This was linked to Ford Assist and MARC is working with them now to determine possible solutions.
      3) Database/Mapping – Saralyn Hayes
      o AT&T Mobility – The company made changes within their system and can only program failures or trunk busy to do one thing. Staff is working with AT&T Mobility to ensure this setting will force calls to give a fast-busy.
      o Hayes shared that Maria Walser conducted an audit with Sprint and 8900 cell sectors were added. Hayes noted that some 911 wireless calls will show “ON POLE” or “ON UTILITY POLE” as part of the ANI/ALI display.
      o Work is being done with GIS and GeoComm to map information on hazmat sites. Opoka and Hayes will be working on GeoLynx map training.
      o Each August, schools that are subscribers of PS 911 are contacted and reminded to review and make updates to their phone records. With Keri’s Law coming in effect, local governments, schools, etc. will be reached out to. May shared that on the Kansas side there was a safe school initiative in which this information might be able to be added. May will forward the contact information to Hayes.
      o Al-Rubai reminded everyone to contact MARC staff if something is broken.
      o Winebrenner shared background information on a map that MARC Research Services has created. He then, turned the floor over to Paul Bushore, MARC Research Services. Bushore shared a PowerPoint map that was built from 911 monthly call data. He noted that other feeds could be added that would show a dashboard of calls within a timeframe such as weather.

11. SirenGPS – Eric Winebrenner
    - This company has been testing their product with a couple of small entities. Now, they are needing live call data from a larger entity to move on with their concept and have asked if our region would be willing to provide this information. If our region is agreeable, we would receive information for free but they would try to sell a product to companies or property owners alerting them to 911 calls on their property. SirenGPS also has the capability to link to CAD data which would allow individual PSAPs to be able to work with them. Any information that our region
provided would not be sold. There was discussion on how this system could or would be used. Thurman’s recommended getting input from the entities SirenGPS did the testing with. Akins shared that from an EM standpoint, this would be amazing but not so much from a law enforcement side.

Tony Avery made a motion that this go before the MARC Board for a decision. It was seconded by Will Akin. The motion passed without opposition.

12. **Other Business**  
   4) It was shared that Mark Whelan will be retiring. He was recognized for his time and services to the region. There will be a reception in his honor at Olathe, September 26 at 3:30 p.m.

13. **Adjournment**  
   With no further discussion, Scott Boden adjourned the meeting.
911 Program Changes for 2020

The Public Safety Board voted to eliminate the consortium membership fees for the 11 counties within the MARC region. Training will be paid by each county’s membership fees for all 667 dispatchers. This will include the newly revamped in-person classroom curriculum that has four new training tracks (FIRE/EMS, POLICE, GENERAL, WELLNESS) that will launch January 1, 2020. The new curriculum will be taught by superstar instructors from within our region who serve as subject matter experts at conferences all over the United States. We are still looking for more, so if you know of one, please send his or her contact information to Pam Opoka: popoka@marc.org. MARC membership also includes the new online training platform from Power Phone that will feature 18 (45-60 minute) modules per year. These modules are officially accepted by IAED for Priority Dispatch Emergency Medical Dispatch CEUs. Additionally, membership includes select GTI classes.

For affiliate members (other than PSAPs) inside or outside the MARC region, training memberships include MARC’s in-person classroom with four new training tracks and select GTI classes. It will not include the online training platform from Power Phone. This is a premium value for only $200 per position! This fee is paid annually based on the PSAP’s fully staffed position number.

Registration:

The website will have different language to include three registration options:

- **MARC 911 System Member** (select County in drop-down menu)
  
  Please select this option if you are in a PSAP within the MARC region and have PSAP equipment serviced by MARC 911 Technicians.

- **Partner Member**
  
  Please select this option if you are in a PSAP within the MARC region, but DO NOT have PSAP equipment serviced by MARC 911 Technicians.

- **Other Registrant**
  
  Please select this option if you are outside the MARC region.

Class Fees:

- 3-4 hours $50
- 8 hours $100
- CTO 3-days $200
- Basic 40-hour Telecommunicator 5-days $250
2020 Outstanding Performance Awards

CALL FOR NOMINATIONS

Do you know a public safety telecommunicator, supervisor or team deserving of an Outstanding Performance Award? We are currently accepting nominations for the 13th Annual Outstanding Performance Awards (OPA). Awards will be presented on Friday, April 17, 2020, during the Telecommunicators Appreciation Celebration. The OPAs recognize the exceptional work that telecommunicators do for first responders and for the public.

Review the award criteria and submit a nomination online by clicking on the links below or on the public safety intranet. Download the nomination form here.

There are seven award categories:

- Everyday Hero Award
- Outstanding Individual Performance in a Critical Incident
- Outstanding Team Performance in a Critical Incident
- Outstanding Multi-Agency Performance in a Critical Incident
- Outstanding PSAP Leader
- Outstanding Training Performance
- Lifetime Achievement Award

Any telecommunicator can submit a nomination; however, the form must be signed by the head of the nominating agency (e.g., police chief, fire chief, director).

The individual and team awards will recognize two recipients each: one from a small agency (2-3 positions), and one from a large agency (four or more positions).

If you have questions about submitting nominations for the OPA awards, please email Saralyn Hayes or call 816-701-8314.

Deadline to submit a nomination is Friday, Jan. 31, 2020.
Financial Update

Third Quarter Budget:

- May: $567,509.47
- June: $569,370.42
- July: $561,894.94
- August: $550,528.52
- Total: $2,249,303.35

Third Quarter Expenses:

- Telephone: $718,375.13
- Language Line: $19,411.14
- 9-1-1 SS7: $12,687.76
- Metro GIS: $83,984.76
- 9-1-1 GTI: $57,351.32
- 9-1-1 Coordination: $536,429.32
- Equipment/Capital Projects: $515,577.36
- Contingency Fund/Cap. Proj.: $10,311.68
- RAMBIS Maintenance: $39,965.70
- 9-1-1 Equipment Maintenance: $239,180.92
- Cost Share Expenses: $12,338.48

Equipment Replacement Fund Balance

- $458,341.34

Outreach Update

- School programs coordinated:
  - The Cell Phone Sally school program has been provided to 5,000 students at 40 schools in the region. Lee’s Summit Fire Department has presented the program to all 18 elementary schools in the district.
  - Thank you to Kansas City Mo. Police Department, Johnson County ECC, Douglas County, Cass County, Platte County, Miami County and Sugar Creek Police Department for making the time to provide presentations.
- Call for nominations for Outstanding Performance Awards (OPAs) has begun. The deadline for submitting nominations is January 31. Saralyn is the contact person for OPAs.

Additional information to share:

- Save the Date for the 23rd Annual Telecommunicators Appreciation Celebration on April 17, 2020 at the InterContinental Hotel on the Country Club Plaza. Registration will open February 1.
- Don’t forget to nominate your 911 Hero’s