Date: Wednesday, March 27, 2019
Time: 10:00 a.m.
Location: Board Room

Agenda

1) Call to Order and Introductions

2) Approval of December 12, 2018 meeting summary

3) Atchison County

4) Cyber Risk Assessment

5) Douglas County Update

6) Public Safety New Staff

7) 911 Legislation Update
   a) Kansas
   b) Missouri

8) New Statistics Website

9) Motorola – Fire Statistics Update

10) Router Update

11) PSAP Backup
    a) Independence (Three positions)
    b) Cass County (Two positions)

12) Committee Restructuring (RIC)
13) Commenco Support (Billing/Maintenance Contract)
14) Other Business
15) Adjournment
Agencies Present:
Marie Atchearn, Johnson County Emergency Management and Communications
Marisa Barnes, Kansas City, MO Police Department
Scott Boden, Johnson County, KS County Administrator
Paul Davis, Johnson County, KS Med Act
Daniel Gates, Kansas City, MO Police Department
Simon Happer, Overland Park Police Department
Rhonda Harper, Independence, MO Police Department
Mike Hasty, Gladstone Department of Public Safety
Eric Houston, Overland Park, KS Police Department
Steven Mailand, Johnson County, KS Sheriff’s Office
Matt May, Wyandotte County Emergency Management
Maury Thompson, Johnson County
Robin Tieman, Cass County Emergency Services Board
Kevin Tieman, Cass County Sheriff’s Office
Don Ward, Overland Park, KS Police Department
Ellen Wernicke, Johnson County Emergency Management and Communications
David Williams, Leawood Fire Department
Louis Vallejo, Kansas City, MO Police Department

MARC Staff: Eric Winebrenner, Hassan Al-Rubaie, Adam Geffert, Saralyn Hayes, Marlene Nagel, Pam Opoka, Nikki Thomas, Chris Allen Hunter

Call to Order and Introductions
Maury Thompson called the meeting to order. Introductions were made.

Approval of September 26, 2018 Meeting Summary

A motion was made by Scott Boden to approve the summary and seconded by Simon Happer. The meeting summary was approved with no opposition.

Captain Gates introduced Captain Marisa Barnes their new Communications Unit Commander.

Approval of 2019 Workplan and Budget – Eric Winebrenner and MARC Staff

Eric Winebrenner
Winebrenner shared that a complete copy of the workplan was included in the meeting packets for everyone to review in their own time but the workplan and budget highlights would be shared by MARC staff.

The router project was delayed because of a company buyout. The first router should go in this summer. It will be tested for 60 days and if everything goes well then, it will be released to the region. The additional routers will follow this procedure until the project is completed. Winebrenner added that the cost for this was locked in at 2017 prices.

AMR’s upgrade is scheduled for early 2019. Also, Kansas City Kansas Police and Fire Departments will be upgraded which will complete this round of upgrades.

**Training**

- In 2019, changes will be made to Public Safety training. Since the Government Training Institute (GTI) is considered the training division for MARC, Public Safety training will move underneath GTI’s umbrella. Public Safety will still maintain control of their trainings. All training expenses will be paid to GTI through a contractual agreement.
- Winebrenner announced that the new Public Safety Training Coordinator is Pam Opoka.
- Opoka and GTI have already met and are in the process of reviewing the Public Safety trainings.

**Technical Services – Hassan Al-Rubaie**

- The biggest item in 2018 was location accuracy with the addition of Rapid SOS to our GeoLynx server. Rapid SOS adds more enhanced accuracy to wireless callers.
- The FCC approved US handsets utilization of the Galileo constellation satellites. This will allow even more precise locations.
- As mentioned earlier, still have AMR and Kansas City Kansas Police and Fire departments to upgrade.

**Network Connectivity**

- A number of T1s are being upgraded through AT&T or other providers.
- Services Calls - The majority was stats and/or software such as users’ administration, speed dial configurations and screen layout changes.
- Wernicke asked about commander post upgrades and Al-Rubaie said that these will not be upgraded until the rest of the site is upgraded. Johnson County ECC is scheduled for 2020.
- Wernicke asked about analytics which prompted a discussion on how long the region should continue to wait on these reports and possible options. Suggestions were:
  - Providing a drop dead deadline date of beginning of second quarter 2019 and if they do not meet that, talk ECATS for 2020 budget.
  - Contacting them to share that our departments are in breach of losing their accreditations because this report provides information to them that they are required to provide in the forms to keep their accreditations.
  - Al-Rubaie will take this on as an action item to see what he can do.
  - It was suggested that the Board co-chairs write a letter and Wernicke added that she would ask the Fire departments to also write letters. Dave Williams shared that sample letter verbiage would be appreciated so that there is consistency in the letters.

A motion was made by Scott Boden for the Board co-chairs to write a letter expressing the situation and providing a drop-dead deadline date of the beginning of the second quarter in 2019. This was seconded by Robin Tieman. The motion was approved with no opposition.

**Database and Mapping – Saralyn Hayes**

Database
Met with addressing and mapping coordinators for cities and counties to discuss: NextGen 911, our Public Safety addressing and mapping projects and the continued need to get their data so that Public Safety can continue the cleanup project. Still need to meet with one county.

Annual telephone data scrub – A request is sent to all the phone providers in the region asking them to audit their data in house to what is in the master 911 database. In 2018, 27,000 corrections were made to the database.

Continue to get the quarterly Very Large Query (VLQ) from AT&T on the landline database. The 4th quarter reports shows our region’s annual down around 18,600 which is less than 2% but is up almost 34,000 records from 5 years ago.

Wireless
- Have 16,500 cell sectors on the maps dispatchers’ use which are individual facing on the cell towers.
- In 2018, an audit was conducted with T-Mobile cell towers that resulted in 5,000 corrections.
- US Cellular and AT&T Mobility will be audited in 2019.

Mapping
- Received positive feedback from dispatchers on the GeoLynx server upgrade. Have a group of dispatchers that are called the Map Super User Group because they heavily utilize the GeoLynx server map. This group provided feedback on their likes, dislikes and suggestions on additional map layers they felt would be helpful. This information will be provided back to GeoComm. Looking to add in 2019: hospitals, schools, airports and helicopter pads. Others data layers suggested were: boat ramps, safe rooms, AEDs, call boxes and pay phones.
- Working on automatizing map updates but need to make sure they continue to receive the reports they need. The first round of testing on automatization was performed last week and was successful. It is hoped that this will be fully automated early next year.

Interoperability – MARC Staff
Scout Fiber – Eric Winebrenner
- The fiber link between Johnson County and Lee’s Summit is in place and working.
- An item will go before the MARRS Council at their next meeting, requesting the purchase of Causeway division multiplexers.

RAMBIS – Hassan Al-Rubaie
- The UHF s have been removed. Looking at solutions to turn the voice channel off completely and go to data only; which would reduce data cost.
- MERS is still on RAMBIS but also on MARRS so there is a need to come up with a transition plan where they are only on MARRS. May shared that moving this to only MARRS would eliminate all the VHF listeners. He noted that there are a lot of other listeners beside just the Public Safety realm that benefit from listening. Winebrenner noted that this would be a funding issue. May shared that MERS had been funding itself for a long time through dues that are paid to MEMC that MARC collects on their behalf. Al-Rubaie stated that a single site test had been done that was unsuccessful. May said that he would like to get into why this test might not have worked and that this decision should be done in conjunction with the MEMC committee. Thomas suggested exploring the usage of MERS funding to support the VHS connection. It was shared that the group that reviews this are scheduled to meet the 2nd week of February.

eFOG – Nikki Thomas
- This has been tested and published. The app can be downloaded and Thomas receives a notification to let her know who is asking for access. Then, she sends out an agreement to be signed by the requestor. Thomas outlined what was included in the agreement.
The RIC and Communications Unit subcommittee had their first COMMEX all-day training in October. This allowed those working on their COML task books to get items checked off. These groups are working on a spring exercise and it is hoped they will have two exercises per year.

COMCs (Communications Coordinators) – Worked on 80 assignments in 2018 and Thomas explained what qualified as an assignment. They are working with Complex Coordinated Terrorist Attack (CCTA).

Participated in the Speedway exercise in March which showed a need for a regional radio template. The RIC committee is working on establishing this template. May asked when the template would be completed and hopefully, it will be completed by the spring exercise. Thomas will forward May and Robin Tieman the draft of what has been developed to date.

There was discussion on eliminating or combining some committees to prevent duplicating work. Winebrenner suggested that the Board do some strategic planning next year on committee setup. Thompson noted that a committee structure chart would be helpful when reviewing this and Winebrenner agreed to work on creating a chart.

TIC Plan

Work continues on this and anyone with updates should forward those to Thomas.

Legislation – Eric Winebrenner

Missouri

Passed their 911 legislation but there are issues with implementation. A group is working with the MO 911 Service Board to put together legislation to clean up this bill.

Jim Person, Belton’s Chief of Police is chair of the 911 Service Board. Winebrenner has been appointed to the Service Board’s grant subcommittee. This subcommittee is looking at getting 911 in all of the MO counties. There will be a meeting at MARC next week to work on how things might be structured.

Recently, discussed GIS state standards.

Kansas

Proposed cell phone legislation to increase monthly charges anywhere from .90 – 1.20.

Training – Eric Winebrenner and Pam Opoka

Opoka reported that the 2019 training calendar is set. Winebrenner added that this was made into an electronic calendar that allows updates to be made throughout the year.

Integrating with GTI, Public Safety is working on adding an online component in 2020

Consortium fees will stay the same for 2019 but will be reviewed and possibly changed in 2020

Outreach – Adam Geffert

Had one 911 Hero event – Geffert reminded everyone to forward information on youth that qualified for this to Sally McGraw so they can be recognized.

Approximately 400 attended TAC

Around 300 attended 911 Day at the Ballpark

3,150 youth were reached through Cell Phone Sally (CPS) presentations. He thanked everyone who had provided assistance in training our youth.

Provided materials for numerous county events including the Missouri State Fair

Budget – Eric Winebrenner and Adam Geffert

Winebrenner

He shared that MARC’s financial department was enlisted to assist Public Safety in budgeting for 2019. When the new finance director reviewed MARC’s overall budget, she realized that no department had reserve funds. So, included in this year’s budget is a reserve fund of 10% over our total budget to be built up over 5 years. After MARC’s finance department reviewed the last three years’ of Public Safety capital projects fund, they realized that the items being purchased had gone
They recommended this Board approve a 7% increase for the 2019 capital projects fund. This rate will be reviewed annually and recommendations made on historical averages.

- **Coordination fund** – There is a decrease here because the funding for the GTI training contract being removed from here and added to allocations.
- **Allocations** – There was an 11% increase here. But with the inclusion of Douglas County on January 1st, it will bring the overall budget increase for each county down to approximately 5%.

**Geffert**

- **Allocations** - He went over an allocation chart which showed the last six years and the proposed 2019 budget. Included in the 2019 budget was the GTI contract cost for the Public Safety training expenses.
- **Network Costs** – Estimated more here because of monthly recurring circuit costs.
- **Capital Projects** – As Winebrenner referred to earlier, this increased because of the inclusion of a 7% contingency reserve fund.
- **Equipment Maintenance** – This is the funds paid each month to Commenco for RAMBIS and 911 maintenance. The 911 portion of this increased because of new selective router fees.
- **Cost Shares** – This is the Data Master cost that used to go through Airbus. Our region is now directly taking on this cost which supports our Ali. Also, additional cost for cybersecurity is included here.

Wernicke said that as a site owner and as they incur the costs of upgrading their system, “what did the future look like as NG comes onboard? Such as, bandwidth capacity and MARC riding their network?” Al-Rubaie answered that this was one of the reasons he was hoping to be able to utilize the voice channel on RAMBIS but how much bandwidth will be needed for NG is still unknown. Wernicke noted that at some point, there would need to be a discussion with MARC on where MARC could max out on their network use or possible cost share fees.

Winebrenner shared Douglas County would start being billed January 1, 2019 and explained their connection set up.

A motion was made by Scott Bode to accept the workplan and budget as presented and seconded by Simon Happer. The motion was approved with no opposition.

**Approval of 2019 Commenco 911 and RAMBIS Maintenance Contracts – Adam Geffert**

- Two attachments in the packet outlined Douglas County and KU joining the system and beginning in June, the router services. Because of these items, the 911 maintenance budget was increased by roughly $200,000.
- The RAMBIS sheet showed around a $12,000 price cut which related to the radios. The amount shown on the sheet was primarily microwave costs.

A motion was made by Simon Happer to approve the 2019 Commenco 911 and RAMBIS maintenance contracts and seconded by Daniel Gates. The motion was approved with no opposition.

**Approval of MARC GIS Agreement – Saralyn Hayes**

- Last year, MARC’s GIS took on the wireless cell tower and cell sector layers. So now, they maintenance all of the GeoLynx server map layers. The agreement is broken down in three sections: 1) Personnel, 2) Computer replacement and staff training. There is a 3% increase on the personnel side which amount to approximately $131,315.00.

A motion was made by Robin Tieman to approve the GIS agreement and seconded by Simon Happer. The motion was approved with no opposition.
Approval of MARC GTI Agreement – Eric Winebrenner
- MARC is working to move all of their training under the MARC GTI umbrella. This Board is being asked to approve the move of Public Safety training underneath GTI and for Public Safety to cover the cost through a contract with GTI. This is a one year agreement that is subject to annual renewals.

A motion was made by Scott Boden to approve the move of Public Safety Training and the cost associated with the program underneath MARC GIS umbrella through a contractual agreement that will be reviewed annually. This was seconded by Daniel Gates. The motion was approved with no opposition.

Cost Share Request – Independence Police Department – Eric Winebrenner and Nikki Thomas
- Included in the packets was a copy of the cost share operating policies.
- Thomas outlined the procedures that is followed when a cost share request is received.
- Independence currently has 9 workstations and are requesting an additional 3.
- Thomas noted that the Technical subcommittee reviewed the request and did a site visit. It is the Technical committee’s recommendation to approve this request. Also, this information was presented to the Users committee and they also recommended the approval.
- Winebrenner added that the $65,000 amount of this request was not included in the budget that was just approved.
- Thomas noted that one caveat to cost share requests was research would be done on possibly fulfilling these requests with equipment that is at another facility but not being used. With reallocation of equipment, there would not be any cost.

A motion was made by Robin Tieman to approve the additional 3 positions for Independence with the caveat from Daniel Gates that the Technical subcommittee’s review comes back before this committee before equipment is reallocated or purchased. This was seconded by Scott Boden. The motion was approved with no opposition.

Cost Share Request – Miami County Sheriff’s Office – Nikki Thomas
- This request is for $22,000 for 1 additional position.
- There was discussion around this request and the information that was provided.

A motion was made by Daniel Gates to defer this request back to the Technical subcommittee for further review and this was seconded by Scott Boden. The motion was approved with no opposition.

Peer Support Update and Research Project – Pam Opoka
- 911 Dispatchers Peer Support Team
  - There are 703 dispatchers in our region and there were 364 contacts handled by 28 members.
  - This team deployed 30 times inside and outside the region.
  - There will be an article about this team in NENA’s The Call magazine in January (winter edition).

- Command Staff Peer Support Team
  - A feature article about this team will be in the EMS World magazine this month and 2 other magazines in January.
  - She thanked this Board for allowing the Peer Support programs.
  - Opoka and others on the Peer Support teams have been contacted by other colleagues around the country asking for this group to expand their model and to share information about it.
Williams asked if there was mental health support for the team members who are providing support. Opoka shared that there is a contract with a clinical psychologist to assist both team’s members.

2019 Meeting Dates – Adam Geffert
A list of the 2019 meeting dates was included in the packets and rooms have been reserved.

Other Business
- Winebrenner shared that Geffert had taking a new position and this would be his last Board meeting. He thanked Geffert for ALL of the work he had done for the 911 program.
- Winebrenner noted that in addition, Geffert had to resign from the 911 Coordinating committee on which he had participated. Since this has to be a Kansas resident, Bill Walker has been appointed to assume this position.
- Opoka will assume the Kansas 911 Training position that was previously held by Ben Chlapek.
- Atchison County sent a letter requesting consideration to join MARC. Work will be done on the cost for this and brought before this Board once that work is completed.
- Franklin County called Winebrenner and shared that they would not be joining MARC but would be joining the Kansas state system because of finances.
- A database technician position to replace Opoka will be posted on the MARC website.
- A posting for Geffert’s position will be posted soon.
- A flier outlining the 2019 Professional Development Series (PDS) was included in the packets.

Adjournment
With no further discussion, the meeting was adjourned.
ISSUE

Recommendation for Atchinson County to Join Regional 911 System

BACKGROUND

On December 6, 2018 MARC Public Safety received a request from Atchinson County’s 911 Director to join the regional 911 system. Atchinson county currently utilizes Commenco for their 911 service provider and GeoComm for mapping support allowing for a seamless transition should the request be approved.

FINANCIAL IMPLICATIONS

The initial cost for the addition of Atchinson County to join the MARC regional 911 system to include GeoComm licensing fee and MARC GIS data remediation will be $5,865; and will be paid by Atchinson County. Total additional cost to the region is estimated to be $64,581 for a full year. This equals .009% of the 2019 911 budget. Increase to monthly allocation bills is estimated to be .005%.

POLICY IMPLICATIONS

None

RECOMMENDATION

Recommend approval of Atchinson County to join the regional 911 system.
ISSUE

Cyber Risk Assessment Report

BACKGROUND

In August of 2018, MARC Public Safety participated in a Cyber Risk Assessment through a partnership with the Department of Homeland Security, Science Applications International Corporation & the United States Navy. Results were provided to MARC staff on March 5th.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

Douglas County Update

BACKGROUND

The MARC Board approved the inclusion of Douglas County in the regional 911 system at its August 28th meeting. Information about the status of the project will be shared.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

Public Safety New Staff Update

BACKGROUND

An update will be provided on changes to public safety staff.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

911 Legislation Update – Kansas and Missouri

BACKGROUND

An update will be provided on 911 legislation for Kansas and Missouri.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

New Statistics Website

BACKGROUND

A demonstration and update will be provided on the new public safety statistics website.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

Motorola Fire Statistics Update

BACKGROUND

A number of agencies have made requests for access to triage/transfer time statistics from primary to secondary PSAP. An update to the request will be provided.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

Router Update

BACKGROUND

An update will be provided regarding progress on the selective router upgrade.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

TBD

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

PSAP Backup Update

BACKGROUND

Independence Police Department has been approved for three additional 911 workstations. The additional positions are to be supplied by reallocating existing positions within the region. Cass County Sheriff’s Office has requested two additional positions for the use as backup positions to support the five PSAPs within the county.

FINANCIAL IMPLICATIONS

The estimated cost for the additional two Vesta positions, analytics and installations services at Cass County Sheriff’s Office $44,194.24.

POLICY IMPLICATIONS

To be determined at a later date.

RECOMMENDATION

Informational purposes only, no formal action required.
 ISSUE

Committee Restructuring

BACKGROUND

There are multiple committees doing work within the Regional Homeland Security Coordinating Committee. Through the years there have been committees formed that overlap existing committees responsibilities. All committees throughout the RHSCC are being reviewed. The Public Safety Communications Board Co-Chairs asked for a review of existing committees and possible restructuring.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

Policies may need to be revised based on the decision the Board makes regarding committees.

RECOMMENDATION

Informational purposes only, no formal action required.
ISSUE

Commenco Support Billing and Maintenance Contract

BACKGROUND

MARC’s support contract with Commenco specifies the appropriate response for each PSAP based on position count. Requests made outside of the agreement can result in additional charges.

FINANCIAL IMPLICATIONS

None immediate, but potential impact to PSAPs

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.