



Public Safety Communications Board Meeting
December 15, 2021
Meeting Summary

Agencies Present:

Anthony Avery, Platte County Sheriff's Office
Michael Ashcraft, Johnson County Kansas Commission
Maria Beauchamp, Cass County Emergency Services Board
Paul Davis, Johnson County Kansas Med Act
Jeanie Lauer, Jackson County
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Paul Thurman, Independence Police Department
Kris Turnbow, City of Raymore
Shane Turner, Grandview Police Department
Don Ward, Overland Park Police Department

MARC Staff: Chris Allen Hunter, Hassan Al-Rubaie, Mike Daniels, Saralyn Hayes, Lauren Palmer, Pam Opoka, Nikki Thomas, Jason White, Eric Winebrenner

1. Call to Order and Introductions

Because of the Chairs having other obligations, Steve Hoskins led this meeting. Hoskins welcomed everyone and started the meeting.

2. Approval of September 8, 2021 Meeting Summary

Jeanie Lauer made a motion to approve the September 8 meeting summary. It was seconded by Eric Houston. Approved with no opposition.

3. MARC Reorganization

Winebrenner recognized and welcomed Eric Houston, Overland Park Police Department back to the Board.

• **Lauren Palmer, Director of Local Government Services**

- Winebrenner shared that with Marlene Nagel decision to lessening her workload, MARC recently did some reorganizing. He explained that Emergency Services and Public Safety had been moved under Local Government Services led by Lauren Palmer. He introduced Palmer and turned the floor over to her. Palmer shared background on the reorganization and herself. She noted that she was eager to learn more about Public Safety and was available to anyone needing her assistance.

4. 911 Legislation Update – Eric Winebrenner

Federal

- There has not been any movement on bills. The Build Back Better bill which had \$15 billion for NextGen 911 nation-wide was paired down to \$480 million for NextGen. This is now in the Senate.
- Reclassifying telecommunicators from clerical to public safety is still in committee.
- A bill requiring the Office of Management and Budget to categorize public safety communications as a standard occupational system.
- There is another bill requiring a federal agency to track suicides by telecommunicators and report these to the Center of Disease Control.
- Not much movement on these bills; most of them are in committees.

Missouri

- Now able to prefile bills. HB1676 having to do with the definition of first responders to include telecommunicators was prefilled December 1.
- White shared that telecommunicators were included in a couple of filed PTSD bills and another one being filed for EMD shifting oversight responsibility from under state government Department of Health to the 911 Service Board.
- Turnbow asked if the State was giving the Service Board any budget out of the infrastructure bill for redistribution to local communications? White said no as far as out of the infrastructure. The Service Board is going after broadband (for communities struggling) and GIS funding since they have some ability to reach into the discussion about these funds. White said he would be interested in exploring this with Turnbow offline. Turnbow noted that Beauchamp would probably be the one reaching out since she had more background around this and Beauchamp will contact White. Daniels asked if CAD had been one of the items the Service Board had issued grants for last year and White said the law was about dealing with the red counties and linking people together on regional networks. The last two grant cycles had been all about multiple counties and PSAPs grant awards. For anyone wanting to make a CAD request, the request right now should be about linking people together and not just replacement of a CAD.

5. Missouri 911 Service Board – Jason White

- In the last couple of grant cycles, the Service Board pushed money into building a regional network that would take people into NextGen within the red counties. He noted that Springfield & Joplin PSAPs were working together with some funding to prepare a foundation for a regional network. Also, Columbia and Jefferson City, there is a small regional network in southwest Missouri and then, a small multi-county in south central Missouri. The reality of the funding direction is to build regional networks.
- GIS – The Service Board has \$6 or 9 million tucked into the broadband funding for state-wide GIS. A GIS study was done and some legislation is forming.
- Broadband – The Governor has identified \$400 million. Then, there is \$65 billion in the Build Back Better bill that is in the Senate **if** it passes, that will give Missouri another boost. The Service Board has been heavily engaged with the committee structure on seeking to try and make sure Public Safety is in the priorities of the committee's work. So, as they look for distribution of dollars to assist; making sure PSAPs have access to not only broadband but the higher quality broadband so this infrastructure is building out. He encouraged those that had information/data on where broadband could be to improve Public Safety to engage so this information/data could be used.
- White shared that the formula being used for the Build Back Better bill, the potential Missouri could pick up another \$900 million. He believes \$400 million for Kansas should this pass. Lauder shared that she was a member of Missouri Association of Counties and National Association of Counties and she has resources that are rich in broadband. She will get with White regarding this. She noted that it looked like we were going more towards regional networks and per White, that is correct. He went into more details about the Service Board funding and the GIS study is guiding where funding and resources need to go to have regional networks. Winebrenner noted that when referring to red counties, this comes from a Missouri Director's map that was made several years ago which ranked each county in the State on how far along they were in 911. Purple was test and Phase II, Green was Phase II and red was basic 911. They are trying to get red counties at least up to Phase I or II in 911 service. White shared that with 40 – 50% of counties are heading towards a regional network, work will start on encouraging their surrounding counties to decide which way they are going to go and on their 911 future.

6. **Kansas 911 Coordinating Council - Mike Daniels**

- The Council met on Friday and passed their 2022 budget and workplan.
- Received a report from the event task force they put together that was examining three outages that had occurred since they brought up their system. The focus here was on the last one where Sedgewick County lose 911 service for a couple of hours. The task force presented their findings which were not accepted by the Board. The Board sent this back to the task force to reexamine again and to discuss further with Sedgewick County their perspective on the event. A new report will be shared at the next meeting.
- Kansas is implementing Talent LMS through MARC. A branch has been developed for 911 training. They will do similar things to MARC and classes will be shared with Kansas and the MARC region telecommunicators

7. **Public Safety Program Updates**

• **Training – Pam Opoka**

Training Numbers

- The training goal for 2021 was 175 PSAP personnel per quarter which we surpassed by 25 per quarter. The online training has been very successful with PSAPs not having to pay overtime for replacement while others attend in-person trainings. Also, with providing trainings for those working the night and weekend shifts.

Talent Learning Management System (Talent LMS)

- We will be offering five different trainings track as outlined at the beginning of 2021 before we were no longer able to have in-person trainings. All the same instructors are now moving their content online. This will launch in January. We currently have 21 trainings that are being inputted. Additionally, Winebrenner did a legislation video for the PSAP Managers and Supervisors that has been uploaded into this system should anyone be interested in viewing it.

Peer Support

- Our Commanders team has been accepted to present at the IACP (International Association of Chiefs of Police) Officer Safety & Wellness Symposium in March in Atlanta, GA. We have partnered with Morgan Farms and did a live podcast there that will be hitting the airwaves soon highlighting our Peer Support teams.

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

Router

- Met with Motorola last week. The current router completion target is the first quarter of 2022. Had a discussion making opportunity of whether we wanted to move forward with SIP or stay with SS7? Due to carrier unavailability to delivery SIP and our current text to 911 implementation, it was decided to remain with SS7 for now. At some point in the future, we will move to SIP. Carrier orders are moving forward but there are no firm delivery dates from carriers on when their circuits will be installed at Light Edge.

Workstations

- Received new hardware for Grandview, Harrisonville, Lee's Summit, Lenexa, North Kansas City, Pleasant Hill and Pleasant Valley. All of this equipment has been installed except for Pleasant Valley (being done today), Lee's Summit and Lenexa. Lee's Summit and Lenexa will be done after the first of the year. Have received Windows 10 upgrades for several PSAPs that are not yet due to for hardware upgrades. These will be going out shortly after the first of the year as well. Work is being done with Motorola to retrieve five that are missing.

Microwave

- Most of the Nokia equipment has shipped and is being staged at a warehouse. The antennas will be shipping later this month and going to the same warehouse. Four sites required antenna movements which required a structural analysis. The 119th Street tower in Olathe was the only one that required structural reinforcement. Work is being done on getting a quote for the strengthening work. The current microwave upgrade target date is also quarter 1 of 2022.

Ordering 2022

- Ordering upgrades for twelve PSAPs will be done differently than in the past. It will be done in two orders due to supply chain issues incurred this year. One big order will be done at the beginning of the year and another around April. Cost share requests approved in 2021 will be ordered in 2022 separate from the other two orders.

➤ **Database / Mapping – Saralyn Hayes**

Phone Company Data Scrub

- Their annual phone data scrub just wrapped up. This is where MARC staff contacts the regional carriers and ask them to do a comparison of their customer database and what they have in the 911 database. This involves 25 carriers. MARC has received completed forms from 16 and a few requested an extension. Over 50,000 discrepancies were identified on the phone companies own records. They have made some corrections and are working on the rest.

Dish Wireless (formerly Dish Network)

- They are transitioning over to provide wireless services. MARC staff has been working with them to add their cell towers and sectors to the 911map and with their initial testing. Dish will be implementing text to 911 at the same time they go live. Once they are ready to do this, MARC will send out notifications.

Mapping

- Recently refreshed all the map railroad lines (crossings and mileposts). Just received refresh pipeline data from the National Pipeline Association so this work will be completed in January. The 911 Service Board contracted with GeoComm to do some statewide analysis for NextGen 911. On behalf of our counties, MARC provided the map layers and database information to run these reports. Hayes noted that MARC runs these reports quarterly through the GeoComm system and compares the 911 database to different data layers to determine its accuracy and cleans up any discrepancies identified. In a meeting with GeoComm, Hayes learned that the MARC report numbers did not match GeoComm's numbers. Work is being done to get an apple-to-apple report. GeoComm's final report to the Service Board is due at the end of this month.
- Public Safety (PS) has partnered with GeoComm around 20 years for the 911 map and have been happy with them but with NextGen 911, MARC has decided to look at what options are available. MARC is a member of the Houston, Galveston Council Buying Program known as HGAC Buy. As part of this, HGAC has already gone through the RP process and received the best pricing. Four vendors (GeoComm, Intrado, Rapid Deploy and Vesta) have been identified through the HGAC program. A small group of map superusers have been put together with criteria setup for their input and participation in the demos. Vendor demos have been scheduled in early January. The timeline on this will be for the 2023 budget which allows us time to weed out the potential vendors that would not move forward and to gather additional information on moving forward in 2023 with the chosen vendor.

8. 988 Discussions – Eric Winebrenner

Missouri

- Winebrenner said that Missouri has an ongoing State group working on 988 issues. The region has been contacted by the Director of the Clay County ECC for a meeting to discuss potential 988 statues or bills to finance 988 issues. Regionally, Palmer is overseeing a group for 988 planning. Palmer shared that this group was led by the six community mental health centers in our region along with some other supporting partners. A four-phase process has been mapped out to get stakeholder engagement and research to identify the ideal mobile crisis response system. This effort is focused on planning and trying to get cross agency and jurisdictional coordination on how we respond to the calls, and the right mobile response model. They are very cognizant of planning happening at the state-wide level for ensuring capacity to answer calls, targeting answering of at least 90% of the calls answered within the state of Missouri. Being thoughtful of any coordination that is necessary with 911.
- Work is still being done to raise funds to support this work which should begin after the beginning of the new year. Lauer shared that she is with Jackson County and she had spoken with members of Jackson County administration (Police, Sheriff's Department and Courts) and there is interest in participating, at whatever level, in providing input or whatever at the ground level. Palmer said the 988 group would be having eight focus groups and would be interested in getting these entities involved. Palmer will contact Lauer to get the contact information for their participation. Winebrenner asked if the boundaries covered all our region or just portions? Per Palmer, the agencies cover four Missouri counties (Platte, Clay, Ray and Jackson) and an invitation will be extended to Compass that covers Cass County and Cass County is who the 988 group's Chair is affiliated with; allowing her to wear two hats. So, all five counties will be covered.
- Turnbow asked Palmer that in requests to Compass being used, if Compass planned on having any kind of 988 call center in their new building in Raymore? Palmer shared they she did not know of anything at this time. The State level is looking at adding at least 12 triage centers statewide to create

move capacity for mobile response. Winebrenner added that last, he had heard there were plans for seven 988 call centers across the state of Missouri, but he has not yet seen a map of where those will be located.

Kansas

- Daniels shared that Kansas has two committees working this, the 988-coordination committee which is discussing state-wide and a smaller committee workgroup that is just putting together the plan to answer 988 calls. Their priorities are 1) figure out a way to answer 988 calls: keeping them all in Kansas. They have three answering agencies in Douglas, Sedgwick and Johnson counties. As far as answering calls, Johnson County is moving forward with implementing a plan to put 988 mental health workers in their PSAP to answer calls and to engage in their county's co-responder program sending people out to provide services in the field. He has not found or heard of any other Kansas county that has a plan past telephone operations for 988.

Linn County

- Winebrenner shared that Linn County had submitted a formal request to be considered to join the MARC system. A site visit was done on Monday. Working through what it would take to do this and pricing. Linn County would cover any costs to get their equipment up to MARC standards. Once the cost is known, it will be presented to the Linn County Sheriff to see if they are still interested. If they are, it will be presented to this Board to make the determination if they want to allow Linn County to join or not. If this is agreed upon, they would have a contact with MARC but they would not be a Board member but would have a seat on the Users committee.

9. Other Business

- Winebrenner brought attention to the future meeting dates noting that this committee's next meeting would be January 26 online because of the way the calendar fell this time. He noted that his plan for the January and April meetings was to present the Board with some options for new technologies coming out. A demo was done for the Board with Motorola and their technology for videos and photos coming into 911 through the Vesta system as well as translations. Translation is an additional cost. Working on a demo for the Board on an analytical product that would allow each PSAP to run their own 911 analytics. Trying to get this demo set up for the January meeting with the plan being, when the budget is presented in April, asking the Board if they wanted these products to be included in the 2023 budget.
- Daniels noted that the Board meeting times have changed from 10:00 a.m. to 1:00 p.m. in 2022. Winebrenner added that this meeting will probably stay virtual because of the MARC's meeting spaces still being limited capacity.
- OPA awards are out and Winebrenner asked if any agency had nominees to submit them. TAC will be held virtually again in 2022.

Next meeting: January 26 at 1:00 p.m. (TIME CHANGE / TEAMS)

10. Adjournment

With no further discussion, the meeting was adjourned.

Future Meeting Dates:

Public Safety Communications Board @ 1:00 pm Microsoft Teams (TIME CHANGE)

- April 20, 2022
- August 31, 2022
- October 26, 2022