



Public Safety Communications Board Meeting
March 10, 2021
Meeting Summary

Agencies Present:

Kent Anderson, Kansas City Kansas Police Department
Michael Ashcraft, Johnson County Kansas Commission
Marie Athearn, Cass County Emergency Service Board
Tony Avery, Platte County Sheriff's Office
Scott Boden, Johnson County Kansas
Richard Carrizzo, Southern Platte Fire Protection District
Simon Happer, Overland Park Police Department
Steve Hoskins, Kansas City Missouri Police Department
Chip Huth, Kansas City Missouri Police Department
Jeane Lauer, Jackson County Legislator, District 5
Jamie Taylor, Lee's Summit Police Department
Maury Thompson, Johnson County Kansas Manager's Office
Kris Turnbow, Raymore Police Department
Shane Turner, Grandview Police Department
Ellen Wernicke, Johnson County Emergency Communications Center

MARC Staff: Hassan Al-Rubaie, Ben Clark, Mike Daniels, Saralyn Hayes, Wes McGraw, Pam Opoka, Nikki Thomas, Brayden Vance, Eric Winebrenner, Chris Allen Hunter

1. Call to Order

The meeting was opened by Maury Thompson.

2. Approval of December 16, 2020 Meeting Summary

Richard Carrizzo made a motion to approve the December summary. It was seconded by Jeane Lauer and approved with no opposition.

3. 911 Legislation Update – Eric Winebrenner

Federal

- The new Congress started in January. All bills submitted in the last two years have expired so they will have to be resubmitted. Currently, no 911 bills have been filed. There is talk in the media about a 911 infrastructure bill that includes a larger infrastructure bill which contains funding for 911 systems across the country.
- Another bill that will be filed is a requirement for phone carriers to notify 911 systems when they have outages.
- SB466 is the Kelsey Smith which requires phone carriers to provide location information to emergency communications center in exigent circumstances. This law has been passed in several states but would become a federal law if it is passed here.

- **Kansas**
- SB50 requires the online marketplace to collect 911 fees and submit them to the State when they sell any phones or phone plans online. It has been recommended to be passed and it is believed that will happen soon.
- HB2281 would establish 988 as Kansas' hotline number for suicide prevention and mental health.
- HB2416 is an emergency management and disaster declaration bill that includes 911 calltakers and dispatchers as emergency service workers in the classification. This bill was passed in the House and is going to the Senate.
- **Missouri**
- SB22 is a tax increment finance bill that basically covers if you collect 911 fees within a tax increment financing district, you would be required to forward those funds to the 911 authority in that area.
- SB339 creates new provisions relating to occupational diseases diagnosed in certain first responders such as PTSD. This includes 911 calltakers and dispatchers as first responders. It is thought that if it passes, they will move forward with future legislation to designate calltakers and dispatchers from the clerical side to the emergency side for reclassification purposes.
- Jackson County passed their all subscriber tax and implementation starts April 1st. MARC has notified the phone carrier providers. Lauer added that the State is checking regularly with the Department of Revenue (DOR) to learn how they are handling these funds.

4. Missouri 911 Service Board – Eric Winebrenner

- The Missouri PSAPs should have received a survey request from the Board and an email from Al-Rubaie with the information needed to complete the survey. Winebrenner explained how the Board used the survey information and asked everyone to complete and return them.
- They are doing a state-wide NextGen 911 study to see where the state is with NextGen 911 and what needs to be done to get there.
- A GIS study is being conducted by GeoComm. The Board is trying to get GIS uniformed state-wide.
- The winter grant session provided \$2 million in grants across the state for centers that have less than adequate 911.
- Two separate counties have agreed to go together in one 911 center.
- Another round of grant funding (around \$2 million) is expected to go out in the spring for centers with less than adequate 911.
- Currently, emergency medical dispatching is being handling at the state by the Department of Health and Social Services and the Board is looking at moving this underneath their control.
- The DOR and the Board are discussing how the DOR is collecting fees and how to streamline this.

5. Kansas 911 Coordinating Council - Mike Daniels

- Met in December and the November 29th outage was discussed. The loss of service was due to voice misconfiguration and an Intradol firewall issue.

6. Public Safety Program Updates

Training – Pam Opoka

- MARC staff is only going to provide PSAP personnel changes to Power Phone on the 25th of every month. So, new staff will have access to all the modules on the 1st of the month.
- 40-hour online Basic ended on the 25th with 33 students completing the training. Quarter 2 40-hour online Basic will be in May. Anyone that has staff needing this training should forward that information to Opoka (popoka@marc.org).
- Currently, 199 individuals have been trained through Power Phone in quarter 1.

Talent Learning Management System (LMS)

- Have partnered with MARC Government Training Institute (GTI) on the LMS. With the partnership, GTI open enrollment courses are being offered to our 911 regional members. Certificate and supervisory programs have a supervisor approval process due to their cost.
- MARC is allowing an in-person training starting in April. Public Safety is starting with a Building Resilience – Surviving Secondary Trauma hybrid livestream course with a.m. and p.m. offerings. There will be social distancing and safety measures in place and only 10 in-person registrants will be allowed in the MARC boardroom.

- We are in the process of partnering with Pause First Academy with Kim Colegrove for our wellness track. This will also be online and will offer a very robust curriculum for our dispatchers. Additionally, Wendy Hummell from the Pause First Academy has launched a podcast entitled “Guns and Yoga” which consists of interesting conversations about wellness for dispatchers and first responders.
- Daniels shared that MARC staff was currently working with both Ks and Mo’s training councils to bring both onto the MARC LMS training system. If this can be accomplished, it would streamline some of the trainings throughout both states.

Peer Support

- The Commanders are presenting on the International Association Chiefs of Police Conference on March 17 and she will email out a link of the video they made at War Horses.
- Opoka is doing a webinar with NENA also on March 17th to discuss human factors and technology that our region will be encountering with NextGen 911 along with the Department of Justice.
- Clay County Sheriff’s Office just obtained a peer support canine which they have agreed to allow the region to use.
- Daniels shared that Missouri has been considering initiating legislation that would require all dispatch centers to provide emergency medical dispatch. MARC staff spoke with Priority Dispatch about emergency medical dispatching and it looks like a service that would be beneficial to all our regional dispatch centers. The initial conversations with Priority Dispatch was for them to assist with the certification process and retainment. Upon talking with them, they also have the College of Emergency Dispatch which has 8 classes per year, a monthly Podcast and Journal of Emergency Dispatch that has 6 lessons. There was discussion about this and including it in the service fees. Daniels noted that EMD training would also be discussed with Power Phone. Athearn said that a presentation from Priority Dispatch at a meeting would be helpful. Wernicke asked if there was a way to come up with a standard certified training (even if only for the KS side) that could be handled by MARC and delivered by a qualified cadre of instructors? She felt this would be very beneficial to the region. Daniels / MARC staff will do more research on this.

Technical Services – Hassan Al-Rubaie

Router Project Update

- INdigital has finished programming the two new selective routers.
- Commenco visited the Lite Edge space and provided a list of a few items of concern. Work is being done with both entities to resolve those concerns.
- Next status update meeting with Motorola is March 19th. This summer is the target date to go live.
- Atchison was cutover to KCMO PD vesta host in December. Their first wireless carrier cutover is scheduled for April 14th and the others will be done according to the carriers’ schedule. Once these have been completed, Atchison will be completely live on our system.

Workstation Upgrades

- Seven PSAPS did not get completed in 2020 due to COVID, contract negotiations, etc. These were Belton PD, Cass SO, KCPD and South KCPD, Raytown PD, Riverside Public Safety and Shawnee PD. These will be done in 2021 along with the 2021 upgrades. Scheduled for June install is Johnson County Sheriff’s Office and Johnson County ECC, August - Harrisonville and Lee’s Summit, September - North KCMO, Pleasant Hill and Pleasant Valley and October - Grandview and Lenexa.

Outgoing Caller ID on Callbacks

Right now, all the callbacks use dedicated circuits just for this purpose. Because it is shared, our region could not program in different caller ID numbers. Work was done with Motorola in which a solution was found where our region can now program in individual numbers. Al-Rubaie will be contacting PASPs soon to get the phone number they want displayed.

Maintenance

- Effective February 1st, the 911 techs took over this responsibility. Al-Rubaie reminded everyone to continue to call the same number they have been calling.
- Wernicke noted that there had been previous talks pertaining to backup planning and backup center planning and wanted to know when these discussions would start up again. Al-Rubaie shared that he would get some meetings scheduled. Wernicke also asked about the system having the capability to do auto-rollover and per Al-Rubaie, it does. He shared that the plan was to bring this item before the PS Board once the routers project was completed.

Microwave Upgrades

- Started conversations with Nokia and Nokia are doing a good job at sticking to the timeline. Nokia did indicate there was a couple of tower issues and Al-Rubaie has reached out to those tower owners and they are agreeable with taken care of the issues. Another item was several radio systems currently using RAMBIS microwave for transport and those agencies have been contacted. One indicated that they still need this and OGL is also still using the microwave. Both will be switched to ethernet on the new system.
- The microwave update is scheduled for completion this fall.

Database / Mapping – Saralyn Hayes

Updating of Aerial Imagery

- MARC's GIS has a program where they contract with several cities and counties to coordinate a flyover for aerial imagery. MARC was able to obtain 2020 data for all our counties except for Atchison and Ray which still has 2018 data. What was obtained will be pushed out to the PSAPs soon. The next flyover will be done in winter 2022. It usually takes about a year to get the data in the format to push out to our PSAPS for the geolynx mapping.

Cell Phone Carriers/Pings

- This is an ongoing issue that was heard about occasionally which has come more to a head recently. This is working with wireless carriers when a cell phone needs to be pinged or handset located, whether the person calls 911 and say the call was disconnected or they were not able to call 911 and when using exigent circumstances which is the Kelsey Smith Act. MARC staff has reached out to the carriers and learned that they all have different forms and processes. The database staff has tried to spell this out to the dispatchers so they understand and delays are not being created on our end. The database staff is also working with the carriers to let them know that it is possible that the forms they have are not clear and what they may potentially do to make things better on their side. PSAPs that have any issues or should be denied a location should inform MARC staff so staff can work with the carrier to resolve this. Lauer asked what the challenges were when working with the carriers and Hayes shared some examples and noted that the timeframe of reaching the needed information was also part of the issue. Winebrenner shared that the "Training Tip Tuesday" email sent out yesterday contained information regarding this.

AT&T Very large query (VLQ)

- In the last five years, our region has seen a decrease of 145,000 records but AT&T has not adjusted our bill. MARC staff is working with our AT&T contact to make the appropriate adjustments to our bill.

Regional Field Trips

- Several summers ago, MARC staff did regional field trip meetings to the different counties. City and county addressing and mapping individuals were invited to come talk about 911, NextGen 911, addressing, mapping, meet new staff and how all of us could share data and work together. These meetings are being done virtually this year. There have already been meetings with Ray and Cass counties and other meetings are being scheduled.

7. Budget – Mike Daniels

- With Douglas County's decision not to continue being part of our region's system, they took with them approximately \$493,000 anticipated funding in the 2021 budget. The budget has been revised with significant changes and cuts which reduced it by about \$495,000. Because of the way items was revised, each counties' yearly cost will not go up. A slide was shared showing the revised budget. It is believed that the region will still be able to fulfill all the workstation replacements but if we run short on funds, this cost adjustment will be made in the 2022 budget. The revised 2021 budget and workplan was shared in the meeting chat format by Daniels.

8. 911 Mental Health Call Discussion – Eric Winebrenner

- MARC staff contacted by UMKC and United Way about regional plans to go to some type of mental health diversion from 911 centers. Winebrenner explained to them MARC role and referred them to individual agencies. On a PowerPoint slide, a list of questions was shown and Winebrenner asked if these questions were being discussed in agencies and if MARC, needed to assist in a regional level.

There was a discussion and some agency representatives shared what they were doing. There is a federal movement toward using 988 as the hotline for mental health crisis. Every state has an application for organizations to apply to be a designated mental health facility to receive these calls. Work is being done on how to incorporate mental health providers into the 911 response. Huth asked about funding and the impact on 911 funding. There was a discussion around this. Carrizzo noted that International Fire Chiefs are following this closely and what they were hearing about funding. Thompson asked for this item to be added as a standing agenda item for monitoring and if needed, deciding on how the group may want to address this. This will be added to the agendas and Winebrenner noted that he would check with the MO 911 Board and watch updates regarding this.

- Lauer shared that she would be happy to assist in whatever way she could.
- Thompson noted that there may be a need to consider forming a subcommittee for this item.

9. Other Business

Litigation Update on the 911 call issue

- Thompson provided some background and noted that he wanted this on the agenda as a knowledge issue. Winebrenner shared that MARC had been contacted and information was provided. There was a question asked regarding how this could happen with today's technology and Al-Rubaie outlined the interworking of our system. This also brought about a discussion regarding tower cell sectors. Hayes noted that monitoring and audits were done on cell sectors and a picture of cell towers was shared for everyone to get a visual understanding.

Requests for Additional Positions

- Winebrenner reported that some position requests had been received. The Technical committee reviewed them and were sending several back for more information. Nikki Thomas is reaching out to those agencies for that information. Then, the requests will be brought to this committee for approval. Winebrenner noted that it was MARC's desire to have this added to the 2022 budget for approval and NOT have to do a budget revision later.

2022 Budget Process

- Work is getting ready to start on our 2022 budget. The preliminary budget will be brought forth in the July meeting and the final one at the September meeting for approval. Wernicke asked if it was anticipated that any major projects were coming up that would cause a cost increase. Winebrenner shared that the only increase he sees right now would be the Board's approval of the additional positions' requests and the ongoing maintenance for them. Geospatial routing is a year behind routers so, we must get routers in then, research the cost for geospatial routers. The cost of the geospatial routers will determine when they will be added to the budget.

10. Adjournment

With no further discussion, the meeting was adjourned.

Future Meeting Dates:

Public Safety Communications Board

- June 23, 2021
- September 1, 2021
- December 1, 2021