



Public Safety Communications Board Meeting
April 20, 2022
Meeting Summary

Agencies Present:

Anthony Avery, Platte County Sheriff's Office
Michael Ashcraft, Johnson County Kansas Commission
Maria Beauchamp, Cass County Emergency Services Board
Scott Boden, Johnson County Kansas Sheriff's Office
Richard Carrizzo, Southern Platte Fire Protection District
Lionel Colon, Kansas City Missouri Police Department
Wendy Dedeke, Leavenworth Sheriff's Office
Kevin Friend, Linn County
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Matt Kelly, Miami County Sheriff's Office
Jeanie Lauer, Jackson County
Steve Mailand, Johnson County Kansas Sheriff's Office
Chris Martin, Linn County
Mark Owen, Platte County Sheriff's Office
George Sims, Kansas City Kansas Police Department
Shane Turner, Grandview Police Department
Don Ward, Overland Park Police Department
Ellen Wernicke, Johnson County Emergency Management

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

1. Call to Order and Introductions

- Roll call was done by Winebrenner and the meeting called to order by Mark Owen.
- Winebrenner introduced the newest Board member, Miami County's representative, Matt Kelly.

2. Approval of April 19, 2022 Meeting Summary

Jeanie Lauer made a motion to approve the April 19 summary. It was seconded by Scott Boden. Approved with no opposition.

3. 911 Legislation Update – Eric Winebrenner

- Things in D.C. seem to have grounded to a halt. The Missouri 911 Board has talked to the National APCO attorney and with the state of Missouri 911 groups (APCO, NENA and all the Directors Associations), and all of them believe there is interest in moving some of the big dollar NextGen 911 bills through Congress. So, they are going to try to do some leveraging to get those bills moving.

Federal

- Not a lot going on.

Kansas

- The 988-suicide funding is now a flat \$10 million and is still in committee.
- There is an Emergency Responder bill that includes telecommunicators (HB 2435) that is in the House Appropriation.
- Hoskins shared there was another bill they found out about that is kind of related to the whole first responder telecommunicators which is called the Helpers Act. It is in the House of Representatives at the Federal level. This bill would amend the national housing act to establish more insurance programs for first responders and teachers, but public safety telecommunicators are not listed. APCO is going to go to the person that put this bill together to ask them to add telecommunicators. It is hoped that if this bill passes, it will carry over to get the other one passed. Owen asked if there was anything that this group could do and right now there is not. This is House (HB3172) and Senate (SB2981) bills. Hoskins said that if he hears about anything this committee can do, he will share that information.

Missouri

- The bill that redefines telecommunicators to Public Safety (HB1637 and 2381) is moving. There has been some hearings and it is believed this will move through and over to the Senate for review.
- Loggers' legislation for Police and Fire in the communities where there are retirement options at age 55 has included telecommunicators and has been through committee.
- EMD legislation which moves the oversight of EMD from under the Department of Health to the 911 Service Board is moving. It is now on the House calendar.

Local

- No report.

4. Missouri 911 Service Board – Eric Winebrenner

- This Board is almost done with the counties that did not have 911. So, most are funded and up to a level where they get some location and/or call data. Several counties have come together and are working in a mini-market situation where they are sharing back-office equipment. The Board has done a good job of getting these counties up-to-speed on 911.
- The Board will start taking grant applications late spring or early summer. Anyone that has interest in submitting a grant; the Board has a lot of interest in funding PSAP collaborations. Winebrenner shared that Gladstone, Liberty, Clay County Sheriff's Office have been discussing co-locating at Gladstone and it is his believe that they were going to make a request to the Board for grant funding. He noted that these funds will be available to the region if there are others that have an interest in collaborating.
- The Missouri House passed their budget which has \$8 million to be awarded to the State 911 Board to do state GIS work. There is also \$30 million in the House budget for the State 911 Board to work on networking and NextGen upgrades in the rural areas. The Board is going to try to use discussions to get counties to connect and build out networks so all the State counties. Regarding the \$30 million in funding, it is in the Senate side to change the amount to \$39 million. The question here is if the funding is approved, will it go through the Department of Health or directly to the 911 Board.
- Owen asked for those in Missouri that had any connections to or in the Senator to contact those connections and ask them not to change or amend this budget downward. Any push to get them to understand how huge it is for this \$39 million going through, would be helpful.

5. Kansas 911 Coordinating Council - Mike Daniels

- The Council met on Friday, April 15.
- They discussed voluntary basic training and the Kansas Law Enforcement training center is putting together a telecommunicator course for voluntary basic training. This will be about 80 hours, covering 18 different subjects on campus at KALTC in Hutchinson. The first class should start the summer of 2023. For the first class or two classes, tuition will be free as they figure out how to make this all work. After that, tuition would have to be pay by the sending agency.
- They also discussed adding a third host to their system and they presented a good plan to allow for voluntary participation on this third system but this died on the floor.
- They finished up their last event task force on the outage about a year ago. The report revealed the outage was due to human error on AT&T part. AT&T sent out notices for work to be done but did not actually talk to anyone. Everyone was happy with the report.
- They have \$10 million in the general funds for 988.

6. Public Safety Program Updates

❖ Training – Pam Opoka

Power Phone

- 121 dispatchers were trained in quarter 1 (Q1).
- Q1 Basic had 18 individuals from 12 different agencies. She shared four attendees had resigned in the midst of the training and the need to be work on staff retainment. She added that retention is a national problem and not just a regional issue. NENA has workgroups working on this issue.

Pause First Academy

- This is the wellness platform.
- Pause First Academy has given us a free extension until the end of October to engage more people.

Talent LMS

- This is our learning management system.
- A Communication Training Officer (CTO) course just launched online and we are planning another class in May of Q2.
- Work is being done with Halcyon Frank from the Dispatch Lab for a Supervisor class. We currently have 126 supervisors in our region. Opoka hopes that this training will be valuable even as a refresher course.
- The Training Advisory committee is still partnered with KCPD for the Crisis Intervention Training (CIT) for telecommunicators training that will be in-person in November. What is happening with 988 is diligently being watched since it will affect this training.

Peer Support

- The 911 team continues to handle calls from all over the state of Missouri.
- These co-chairs are wanting to do a presentation about this team at the fall APCO/NENA conference that will be held in Kansas City.

Command Peer Support

- Fourteen commanders recently graduated bringing this Peer Support teams' count to 80 trained cross-disciplines commanders. These co-chairs which included (Matt Kelly) recently presented at the IACT conference in Atlanta and have already put in another white paper to present at the Cops Conference in Dallas.

Opoka stated that everyone is excited that both MARC Peer Support programs are the national level models.

❖ Technical Services – Hassan Al-Rubaie

Router

- Meeting weekly with Motorola. The recent milestone completed was passing a live call through to a PSAP was done with a carrier.
- The need to load CLLI codes into the LERG database so all the carriers can place their orders was discovered.
- The estimate for finishing is Summer 2022.
- We are at the mercy of the carriers getting their circuits up and running. Verizon is going through a nation-wide network redesign. So, they are ordering new circuits for LightEdge and Olathe. AT&T Mobility discovered deficiencies in the way their existing circuits were engineered and is ordering new circuits for Olathe. Inteliquent already has their circuits delivered to both locations. Lumen is the last one and they indicated that their order was placed last week.
- On the ALI providers, one has both their circuits and router here, one has their circuit here and one has their router here.

Workstations

- Finishing up Windows 10 upgrades.
- Instead of doing Windows 10 updates first, the following agencies new hardware is here so staff is going to install the new hardware for: Atchison, Kansas City Missouri Fire Department, Jackson County Sheriff's Office, Leavenworth County, Leavenworth Police Department, Miami County, Platte County and Sugar Creek. The techs will be reaching out to these agencies to set their installation date within the next few weeks.
- Another order of 2022 installs should be arriving in late May or early June.

Microwave

- Missouri side has been completed except for 68th Booth to 119th Street. 119th requires tower modification and tightening of guy wires. This work began this week. The return of the tower crew is

being delayed because of a steel issue with Olathe. This deadline is dependent on how long the steel issue holds up work but he still believes the work may be completed by the end of the quarter.

❖ **Database / Mapping – Saralyn Hayes**

Ariel Imaging Project

- This consist of three projects going on about the same time. One is MARC’s regional flyover which is done. Cities and counties buy into this regional contracted price to do this ariel flight. This data should be delivered to MARC GIS around the end of the year and then, it will be prepared to be incorporated into the 911 map after the first of the year. Also, the Kansas Coordinating Council had a flyover done last winter and they just received delivery of that ariel imagery. This data will be made available on the Kansas Dash website at no cost. So, we will be able to obtain some information on counties that have not participated in the MARC flyover. The state of Missouri as part of a broadband project will do a flyover next year and the data available until 2024. This will allow the Missouri counties that did not participate in the MARC flyover the availability to have this map data. All of this data will be patched together to make one seamless ariel imagery that will be available to our dispatchers on their 911 map.

911 Mapping Software

- Hayes shared that we have contracted with GeoComm for years on this but our contact is set to expire at the end of year. Also, the GeoLynx server, the mapping software that our dispatchers use is at its end-of-life. Because of those two things, it was decided that this would be a good time to see what other vendors and technology are available and best for our dispatchers. Four vendors that provide 911 software were identified through the Houston/Galveston Area Council (HGAC) in which MARC is a member. In January, demos were conducted with our super users. The super users looked at security, functionality, service, which one would really work best in their PSAP and for items on a pre-established priority list. The top two vendors identified from the demos were asked to provide pricing quotes.

The super users’ recommendation for the 2023 budget is to go with GeoComm’s cloud-based map called GeoComm Maps. If this is approved, MARC staff would start working on getting everything prepared right after the first of the year. This preparation would also include implementation of the new ariel imaging.

Owen asked about pricing. The cost was shared on a PowerPoint slide which Daniels went over in detail. Daniels noted that if this was approved, our region would enter into a five-year contract with GeoComm. Al-Rubaie added that there is a small hardware infra-structure piece that we would have to support that is nowhere near what we pay now. Hayes noted that this would provide map data for surrounding counties which have never had this before. Daniels added that the only other pricing issue was a change from per-seating pricing to concurrence pricing. This count was started at 120 but once more accurate information is received, GeoComm will be recontacted to make sure this is to our benefit.

The Public Safety Communications Users Committee is recommending that the Public Safety Communications Board sign a new contact with GeoComm for GeoComm Maps.

Scott Boden made a motion to approve the five-year contract with GeoComm for GeoComm Maps and that this be added to the 2023 budget. This was seconded by Steve Hoskins. Approved without opposition.

7. Linn County request to join the Regional 911 system – Eric Winebrenner/Hassan Al-Rubaie/Saralyn Hayes/Mike Daniels

- Winebrenner introduced Linn County’s Sheriff, Kevin Friend, and IT Director, Chris Martin. Next, he provided an overview of Linn County request to join the 911 System and that Linn County is building a new Public Safety/Courthouse building in Mound City. With the approval of this Board and the contract by the MARC Board, our 911 techs would install Linn County’s new equipment in their new building. He noted that Linn County would have to buy new equipment to meet the MARC standard. A quote from Motorola for Linn County’s equipment was received with a cost of \$52,534. Linn County would also have to purchase two GeoComm licenses which would be \$4,000 and pay a GIS mediation cost of \$5,000.

The maximum cost for Linn County to join our 911 system would be approximately \$62,000. Calculated on a monthly basis, Linn County's membership fee would be roughly \$3,389 or \$40,000 annually. Sheriff Friend took these figures to the Linn County Commissioners who approved these costs and moving forward. Al-Rubaie outlined how connectivity to Linn County would be done. Hayes shared that she had work with the GIS department at Linn County to obtain their road, address bounty information and their 911 database information. MARC staff ran our normal geocode reports that are ran quarterly which identified a small number of discrepancies. The discrepancy file was sent back to Linn County's GIS person who resolved these discrepancies. There is still a need to obtain Linn County's map layers such as railroad, trails, parks, pipeline, water features and such. Then, prepare this to go into the 911 dispatching map. Hayes shared that she is comfortable with the accuracy of the data. She also noted that one item will be different for MARC staff, which is the fact that Linn County's provider is Century Link (which is now Lumen) and not AT&T whom MARC Staff is used to working with. This will mean staff will be working with two different networks and learning a new network and its functionality.

Daniels went over the complete budget for Linn County to join MARC 911. He noted that there would be two motion items to vote upon: Linn County joining the Regional 911 system and MARC purchasing their equipment and Linn County reimbursing MARC for that purchase. Winebrenner noted that there had not been discussion about back-up yet but this would allow for them to have one. He thought there may be a discussion with Sheriff Kelly, Miami County regarding back-up.

The Public Safety Communications Users Committee is recommending that Linn County be approved to join the Regional 911 system.

Richard Carrizzo made a motion to approve Linn County to join the 911 Regional system. This was seconded by Jeanie Lauer. Approved without opposition.

Richard Carrizzo made a motion to approve MARC purchasing equipment for Linn County and Linn County reimbursing MARC for the equipment purchased. This was seconded by Don Ward. Approved without opposition.

Sheriff Friend thanked everyone for their vote of approval and shared that Linn County was looking forward to joining this program.

8. Other Business

MARC Sunshine Law Policy – Eric Winebrenner

- Winebrenner shared that in the bylaws for the local interlocal agreement for 911, there is a mention of the Sunshine Law policy which basically states that our meetings are open to the public but nothing about records. MARC is a Missouri agency and therefore, required to abide by the Missouri Sunshine Law on any records requests.

MARC recently received a request and as MARC's attorneys were reviewing the request, they recommended adding some language in this Board's bylaws basically stating that MARC contacts the agency involved for approval before releasing anything. MARC's attorney is putting together some language that will be brought before this group for consideration. Owens shared that should staff need anything additional, Major Holland, their in-house attorney teaches Sunshine Law for the AG's office and would be a wealth of information.

Regional 911 System Telecomm Audit – Mike Daniels

- In the last couple of months, 911 has found items in their telephone bills that were concerning. Such as lines in which, staff did not know where they came from or their location. Daniels researched phone bill audit companies and their costs. He found one that charges \$150 hourly and who estimates they could audit our phone bills in 240 hours. He noted that from what staff could discern, there is almost the cost of the audit in just what staff could understand. MARC will be engaging this company to audit the phone bills. Owen asked if this was in the budget and per Daniels, it was not but there is funding to cover the cost and any savings will be returned to the budget.

MARC 4th Floor- Mike Daniels

- With added staff, 911 approached MARC for more space. MARC decided that 911 should move to the 4th floor along with Local Government, GTI and Emergency Services. He outlined the plans for this move. Then, provided a cost outlining. He noted that 911 had anticipated moving and had put funding in the 2021 and 2022 budget to help facilitate a move. MARC will also be providing some funds to assist with this move. 911 should be relocated by the end of the year. Some funding will be included in the 2023 budget to cover some furniture and other items that MARC is unable to cover.

Telecommunicator Appreciation Celebration (TAC) Video – Eric Winebrenner

- The TAC video went out last Friday. He congratulated all of the OPA award winners. Thanked the MARC staff that work on this event for all of hard work and for being the creative force behind this event. Thomas shared the TAC video in the chat.

Winebrenner noted that the draft 2023 budget would be shared at the August 31 meeting. He also shared that Bill Walker from our 911 technical staff would be retiring in May. He thanked Walker for his service and noted that Walker would be on contract to continue doing some of the work that he does while 911 searches for and trains his replacement.

9. Adjournment

With no further discussion, the meeting was adjourned.

Future Meeting Dates:

Public Safety Communications Board @ 1:00 pm Microsoft Teams

- August 31, 2022
- October 26, 2022