Public Safety Communications Board Meeting
October 25, 2023
Meeting Summary

In-Person
Scott Boden, Johnson County Sheriff's Office
Rick Gisolf, Johnson County Emergency Management
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Derek McCollum, Kansas City Police Department
Mark Owen, Platte County Sheriff's Office
Greg Williams, Kansas City Police Department
Ryan Zidar, Motorola Solutions

Virtually Present:
Michael Ashcraft, Johnson County
Maria Beauchamp, Cass County Emergency Services Board
Robert Carl representing Heron Santana, Kansas City Kansas Police Department
Richard Carrizzo, Southern Platte Fire Protection District
Ben Chlapek, Raytown Fire Department
Manuel DeLeon, Kansas City Kansas Police Department
Nathan Dougan, Kansas City Missouri Fire Department
Kris Evan, Motorola Solutions
Brian Garms, Motorola Solutions
Karen Giudici, Johnson County Emergency Communications Center
Christina Hays, Lee's Summit Police Department
Victor Hurlbert, Clay County
Worth Hunsinger, Johnson County Emergency Communications Center
Chris Maiers, Department of Homeland Security
Lee Ann McKinzie, Leavenworth County Sheriff's Office
Jason Petersen, Independence Police Department
Ken Rey, Motorola Solutions
Adrienne Rinehart, Raymore Police Department
Mike Snider, Lee's Summit Fire Department
Andre Williams, Motorola Solutions
Grady Victor, Johnson County Emergency Communications Center

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

1. **Call to Order – Mark Owen** opened the meeting**.**

2. **Board Voting Member Roll Call – Eric Winebrenner**

3. **Approval of July 26, 2023, meeting summary**

Scott Boden moved that the summary be approved. Eric Houston seconded this. It was approved with no opposition.

4. **Kansas City Auto-Attendant Call Handling Request – Update**

o Winebrenner shared that MARC has been in discussions with Motorola and several of their staff were online. Winebrenner turned the floor over to Ken Rey. Mr. Rey shared that Mr. Andre Williams was going to outline how the auto-attendant, VESTA 9-1-1 Auto call Triage (Queue Selector) works. Mr. Williams proceeded by sharing the request Motorola had received from MARC. Next, he shared his screen and outlined VESTA 9-1-1 Auto call triage (Queue Selector) and back-up without having to redirect calls (System Selector). He followed this by showing how the queue selector system would work for Kansas City Missouri Police (PD) and Fire with the system selector. Williams noted that a precondition for the queue selector system is both agencies must be on the same host.

o Per Williams, queue selector can be set up several ways. It can be set up to go directly into the queue selector where the caller chooses the agency option they need, where it goes to the call taker and then, to the selector when the call taker has not picked it up in a certain amount of time. A call taker that becomes available can pick a call up from the selector. As for abandon calls, these are treated how the agency normally would manage them.

o With queue selector, answer times include the time the call sets in the queue selector. So, the call times are longer. VESTA Analytics considers this. So, when you run a report, you can see the actual time a call is in the queue and the actual time that the call taker is on a call. So, you would be able to differentiate the additional time in your calculations.

o Motorola is proposing that Fire and PD also move to system selector. When moving to the system selector environment with Fire and PD on the same host, he shared this example: when Fire would need to move for back-up, instead of having to redirect the calls from the system to the new back-up system, they would just relocate agents in what Motorola calls rehoming/system selector to reprogram back to their system 1 host. This creates more flexibility since it does not require you to redirect calls; it just requires you to use the actual workstation position and point it back to their original host. This will enable them to answer the calls with the same type of user interface they are used to without having to redirect calls. Williams shared an example on his screen which showed a quite simple script that the agent would have to run to invoke system selector. There are up to nine different options available for the agent to choose from. When you go into system selector, the background screen will change to a different color so the agent knows they are in system selector mode, but the user interface and layout will appear the same. Allowing them to operate like they are in their original home space. Winebrenner said having Fire and PD on the same host has been an issue for MARC, but with this system format, they do not see an issue. Al-Rubaie described the scenario of how system selector would work on the MARC system. Winebrenner shared that MARC Public Safety IT team does still have some control. Because if MARC Public Safety IT has not routed your calls to that system, your agent will not receive calls. Using the system selector does not change the routing of calls, it only changes what system that station is talking to. An update of all the hosts must be done before this system can be deployed. This project is still on target for Q1 2024.

o Maj. Williams asked if it would be possible to connect to the abandon call lines sooner or is this something that would have to wait until Q1 2024? Per Al-Rubaie, Motorola is recommending it not be installed on the old host but directly onto the new one. Maj. Williams has concerns about this because he wants to see what the auto-attendant does for their call times and call backs, just overall and if started at the same time, they would not get a true understanding of what is doing what. Winebrenner said that if it is loaded onto the old system, you must completely remove it and reload it on the new system which would double the workload for the MARC Public Safety IT staff. Al-Rubaie shared that there could be a scenario where the new host arrives at the same time as the new call lines. So, PD could decide to enable AAC and delay queue selector by a month. The work could still happen but flipping the switch be delayed.

o Winebrenner reported that originally the costs were associated with moving calls across the system hosts which drove up the costs. Motorola has reconfigured the quote based on both agencies being on the same host with both queue and system selector involved, which brought the cost down to $66,867. At the Users meeting, Nathan Dougan talked about wanting to add Fire to the automatic abandon callbacks since they theoretically

could get abandon calls in their queue. So, $28,328 of this cost is for auto callback licenses for Fire with $38,538 being Motorola's project costs.

The Users committee is recommending to this Public Safety Communications Board approval of $66,867.40 for this project with the caveat that Kansas City, Missouri will cover this installation cost.

__Scott Boden moved that the purchase of the auto-attendant be approved with all costs associated with it being covered by the City of Kansas City, Missouri (Kansas City Missouri Police Department and Kansas City Fire Department) with this system and its cost being revisited in five years. Eric Houston seconded this. It was approved with no opposition__.

4. **911 Legislation Update**
   <u>Local</u> – **Eric Winebrenner**
   - Clay County has a 911 all subscriber tax on their November ballot for which Sheriff Akin has been doing townhall meetings and education on with some information MARC provided.

   <u>Federal</u>
   - The potential for $12 billion federal funding is still alive. It is a $14.7 billion ask right now that is attached to the sale of Spectrum which is in abeyance. So, as the issue of the sale of Spectrum comes back up; so, does the potential of using funds from here to help buildout the 911 system. $14.7 billion is a healthy sum of funds for the states of Kansas and Missouri and how this might be divided up.
   - Under Missouri law, the oversight of Emergency Medical Dispatch (EMD) shifted from the Health Department to the state 911 Board. The Board has a committee that is going through education and is close to starting the drafting of regulations to define EMD, setting polices, goals, and processes to move towards a more robust EMD across the state. Attached to this is AED registration. This Board signed up with PulsePoint to register AEDs which is not going well, and the Board is now looking at other ways to invigorate this process; with the goal of making sure the PSAPs managing medical calls have included in their CADs AED locations.
   - Winebrenner noted that our region has applied to the Board for ARPA funds to pay for router version 2 which was approved by this body last year. Our grant request was roughly $1.75. This is a 90/10 grant. So, it is hoped that we will get $1.5 from the Board, and we will pay the 10%. If we receive this grant, the decision will come before this Board to decide (since funds have been collected for the router version 2) how you want to manage the grant funds. As a requirement for the grant funding, each PSAP must complete the Missouri state survey. We still need AMR to get theirs done for our grant application to be completed and ready for the Board to review.

   <u>State</u>
   - **Missouri 911 Service Board Report – Jason White**
     o The Board has $20+ million dollars that has been provided by the state legislature to first assist our red counties which are in the process of applying for these funds. Their second priority is PSAPS and entities linking together. He said combing CAD functionality or things of this nature would be considered worthy of consideration in the grant processing.
   - **Kansas 911 Coordinating – Mike Daniels**
     o Met on August 25.
     o They discussed the cost and continuing services with their AT&T service representative because of the cost. In the end, they decided to go ahead and pay AT&T for this.
     o The Rapid Deploy contract for the Lighting app will allow first responders to download it on their phone so they can be located through their phone's GPS for dispatch purposes. This Council is working on the app with Rapid Deploy and the state of Kansas. They have started some work groups and other things to keep track of what they are doing. Working on making this app usable within the MARC region.
     o All the Kansas counties are now either on the state of Kansas or MARC network. So, the entire state is covered. Gisolf shared that the caveat to the Lighting app is you must be running radius in your center. Daniels agreed this was one of the things, but with the state contract, the state had purchased what was needed for all the Kansas PSAPs. It is possible that they may have some cost, but they are looking into that and how that might work.
     o Houston said 2024 is another year that the 911 Act gets reviewed and last year there was a bill to reduce the tax. So, is the Council planning for a busy legislature year and pre-planning for some discussions? Per Daniels, this has not been discussed. He shared that he does not feel like any increase would be going forward, but more of a fight to keep the fee where it is.

6. **Public Safety Program Updates**
   - **Training – Pam Opoka**
- Online
  Talent Learning Management System (LMS)
  - o 40 hour-basic no longer has a waiting list but does rely heavily on your agency's CTO to help guide the student through tasks at your agency. We produced a video to guide the CTO through expectations. We send the video link out to the CTO when the Supervisor asks for the trainee to be enrolled.

  CTO Training
  - o Upcoming in Nov and is online instructor led by Halcyon Frank. This will be open all month. She is now incorporating the 40-hour basic expectations of the CTO into this course.

  Supervisor Class
  - o This training is coming up in December and is also instructor lead online by Halcyon Frank.
    - MARC PSAP Managers Orientation
  - o MARC does have a MARC specific managers orientation course for any new PSAP manager or for anyone that may need a refresher. This does include our MARC handbook.
- Virtual Academy (online training portal)
  - o While there are hundreds of courses available, 35 courses are currently tailored for the Telecommunicator with 47 hours of continuing education credit available. This also includes Fire/EMD CEUs. 8 new classes are coming in Q4.
- Government Training Institute (GTI)
  - o Q3 16 dispatchers trained from 7 different agencies. This is a partnership within MARC to deliver technical computer software package training such as Excel or Word.
- In-person Trainings
  - o Building Resiliency: Surviving Secondary Trauma was recently held in Raymore and 22 dispatchers from 12 different agencies were trained.
  - o Crisis Intervention Training-Telecommunicators - November 6-8 at Lee's Summit PD with 52 registered so far.
  - o Currently in the selection and vetting process with our Training Advisory committee on classes and instructors for 2024.
- New Partnership Opportunity
  - o We are in talks with the University of Central Missouri Innovation Campus in Lee's Summit to offer a dispatcher class. This may be beneficial for us to form a new pool of eligible candidates for MARC PSAPs to interview for open positions to help with our staffing shortages and to also bring awareness to our 911 profession.
- Peer Support
  - o Mindbase - 18-month pilot project with Dr. Michelle Lilly's research component. Five agencies were selected to participate based on the highest call volume reports. We have signed MOUs (mix of MO & KS rural, urban & suburban populations.) There were 111 participants. It does have a phone resource app. It was launched August 1, and we are already seeing a lot of use for this. It houses our peer support team members, their individual bios, and pictures so individuals can choose who might be a good match for them.
  - o Mindbase Refresher - Mindbase uses pre-determined high severity call codes from CAD to determine a "score" for the participating telecommunicators. This data is funneled to MARC's peer support manager to analyze and monitor. Once a person receives a high score, a 911 peer support team member is assigned to contact the dispatcher to see if they need, or want, mental health resources. This ensures a proactive approach to mental health and offers a lens to those shift workers who work nights or weekends, which may have been overlooked.
  - o First Midwest – Has a 40-hour peer support basic training at Lee's Summit Police Department. They are actively accepting applications for the 911 peer support team which will be vested by their peer support advisory committee.
  - o The next peer support training is scheduled for Q1 2024.
- **Technical Services – Hassan Al-Rubaie**
  VESTA Router Upgrades
  - o Both selective routers are up, operational and processing calls. All carriers except Lumen are processing calls through the new router. Lumen has been provided with a deadline of October 30 to get all their traffic migrated to the new router. Once everything has been moved, MARC Public Safety IT will go in and decommission the ECS 1000s. He thanked everyone for their assistance with this and asked them to share his thanks with their telecommunicators who managed test calls.

  Issues
  - o There were some transfer issues that have been resolved. One issue was transfers out of the network are managed differently than they were with the ECS.
  - o There was also an issue with one-way audio that has been resolved as well.
  - o Please provide specifics when reporting issues. This is especially important and helpful in getting issues

resolved.

- o Once the ECSs are decommissioned your old wireless tabs and trunks will go away.

Overflow Queues

- o Every PSAP has an overflow queue. None of these have been turned on yet. He outlined the logic behind this providing an example that Overland Park would sign an MOU with the County to overflow their calls if they are not answered after a certain amount of time to Johnson County. Al-Rubaie noted that these talks are up to the agencies to have but MARC is happy to facilitate them if needed. He shared that it was his belief there are five levels of overflow. Each agency can set their calls to overflow if they want to and can set the system up for when it overflows. There is also a transfer queue as well that works like the overflow key. So, now you will know that the call was transferred.

VESTA 9-1-1 Upgrades in 2023

- o Hardware Refreshes were done at AMR, Clay County, Excelsior Springs, Gladstone, KCK Fire, KCK PD, Liberty, Overland Park, and Ray County. Long-term still pending are Ft. Leavenworth (still remodeling) and at Platte County Sheriff's backup still waiting on some connectivity. Clay County, Gladstone and Liberty were all installed at their new co-location space in Gladstone. Liberty and Clay County have not moved in yet but are projected to move in around the first of the year. Gladstone moved in two weeks ago. [OBJ]

2024 Hardware Refreshers

- o These will be done at Belton, Cass County, KCMO PD, KCMO PD Backup, Leawood, Lenexa, MARC, Prairie Village, Raymore, Raytown, and Riverside. Finished four-year replacement cycle and are starting round two.
- o There are several PSAP activities going on right now and he encouraged everyone to let MARC Public Sadety IT know when these types of things are happening. He listed activities that were happening and others that MARC IT had been told were coming up.
- o He thanked Lauren Palmer and Congressman Cleaver's office for their help in getting MARC IT access to a site location where they were having an access issue.

Data Center CAMA Trunks Delivery

- o Several months ago, we discussed moving CAMA trunks (wireline) for KCMO fire, Clay County, Gladstone, and Liberty to the two data center locations. Then, MARC received notification that we were getting a new AT&T rep, and everything came to a halt. Al-Rubaie did meet with our new rep last week and one of the items on her to-do list was a new ethernet circuit for Gladstone since what was put in is not what MARC considers public safety grade. A site walk was done on Tuesday and the other one will be done tomorrow. Light Edge will be installed next Monday.

Items in the Queue

- o The VESTA Router is now coming out of the queue.
- o GeoComm Maps
- o Rapid Deploy Analytics
- o AAC and auto-attendant (which Al-Rubaie is calling QSS (Queue & Selector System)) for Kansas City, Mo
- o Disaster Recovery
- o Host upgrades for all three hosts
- o Part of the workstation upgrade is the VESTA software and Instant Recall Report (IRR) software getting upgraded. This was set to a three-day retention period which was changed several times to longer times because of PSAPs requesting information for longer periods of time. Al-Rubaie would like it changed back to three days. Noting that the longer time causes upgrades to take a much longer time. Also, the retention period was set up for: example - missing the color of the car and not designed to be a backup for the agency's recorder. There was a discussion.

Richard Carrizzo moved that the retention period be set at three days when agencies receive their next VESTA upgrade and a memorandum be sent to inform PSAPs of this upcoming change. Steve Hoskins seconded this. It was approved with no opposition.

Database/Mapping – Saralyn Hayes

Database

- • Very Large Query (VLQ)
- • The highest number of database records was 1.2 million. Five years ago, we went down to one million and we are now right at 750,000 as the number of landline records continues to decline. Annually, the decrease was about 58,000 and quarterly 6,300. These records are used to clean up phone companies' data to make sure their information is accurate when the 911 call is made. The number of companies their group works with is down from 125 to 55 due to companies acquiring or merging with other companies. This year,

1,000 discrepancies were found and corrected.

Mapping
GeoComm Maps
- Work has been done this year to implement the new software dispatchers will be using. It is believed that after Thanksgiving information and training videos will be made available. GeoComm Maps is being used in-house for experimenting and working with GeoComm to iron out any issues and on updates. 911 dispatch super users have also been helping with the labeling and colors for this system. Also, there are five from the super group that are also testing it. Hayes noted that it will plot 911 calls but is not set up fully. Have received helpful feedback from the super users so far.

Railroad
- An annual cleanup is done on different map data layers. They just finished the railroad lines, crossings, and mileposts. These changes will not be seen by the dispatchers until GeoComm Maps is implemented. This data is added monthly to the secure SharePoint site that local government and PSAPs can access and can be downloaded. Those that would like access should contact her at shayes@marc.org.

Mo GIS Projects
- Hayes shared that there are a couple of MO GIS project committees which she explained matter to this group because of the project to remediate mapping data. Kansas did this several years ago bringing their map data up to NextGen standards. Some of the Mo grant funding will be used to help remediate and clean up our Missouri map data. The 911 Service Board is developing a list of qualified vendors that have applied to be a vendor to help clean up the data. If your PSAP or your local government GIS is contacted by one of these GIS vendors wanting to do the cleanup work, please direct them to Hayes at 816.701.8314 or shayes@marc.org since the committee has the data that they would need to be provided, they could help with working through the process, and help with the coordination of the project.

Aggregator
- This is another project the MO 911 Service Board is working on which will receive all map data and aggregate it into statewide datasets. This will include statewide roads, addresses, city boundaries, emergency city boundaries. Where now, we might only have what is in the region, it will be helpful for Mo to have a statewide map.

911 Intranet
- This is on the dispatchers' workstation and is where dispatchers can find information such as 24x7 emergency contact information for railroads, pipelines, phone companies, if a wireless handset needs to be traced. Also, maintained here is a list of who provides dispatch services for police, fire, and EMS (ESN list).

7. Cost Share Request – Nikki Thomas
- Leawood Police Department
  - A cost share request was received from Leawood PD for an additional 911 position. Currently, they do have the retail space for another position. They are outfitted with three 911 equipment positions and the fourth is only outfitted with radio. The technical subcommittee met to review this request and statistical data. While the statistical data did not support another position for call volume, the supportive criteria of them being a primary back up for Prairie Village, exercises and continued operations plan and those exercises as well as Prairie Village needing to have someone come and work out of this office Leawood would have a place for them to sit. Equipment cost came in at $22,377 and support amount $2,270 which is software support with a total cost of $24,577.

  The Technical committee recommended approval of this cost share request to the Public Safety Communications Board based on staffing abilities and operational plans of use.

  The Users committee also recommended the Public Safety Communications Board's approval of Leawood's cost share request.

  Steve Hoskins moved that Leawood's cost share request for an additional 911 position be approved. Scott Boden seconded this. It was approved with no opposition.

  - Winebrenner noted that Lenexa will ask for four more positions for their new center. Per Al-Rubaie that is correct. MARC has not received any paperwork yet, but he just wanted the committee to be aware of this. Also, AMR has indicated that they may be asking for two additional positions. MARC contacted these agencies notifying them they need to provide written requests but have not received anything to date. Thomas shared that MARC would review paperwork for positions that are not being used and try to outfit these requests with that

existing equipment before ordering new equipment. If equipment is identified that agency will be asked for the equipment and if they say no, that information would be brought before this Board for a decision as to how they want to proceed (purchase new equipment or remove equipment from the agency that declined and place it in the requesting facility). There was discussion and equipment will be purchased for Leawood. But going forward, MARC will research if there is existing equipment in the region that is not being used and this Board will decide whether to purchase equipment or remove equipment from the identified location where it is not being used.

8. **Regional Dispatch Update – Eric Winebrenner**
   o Four bids were received for the Jackson County feasibility study. The steering group for the Jackson County agencies involved will meet tomorrow to score and select a vendor.

9. **Motion to go into Closed Session**
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10. **Motion to come out of Closed Session**
    Eric Houston moved that this meeting come out of closed session. Scott Boden seconded this. It was approved with no opposition.

11. **2024 Regional 911 Budget Preview – Eric Winebrenner**
    o The maximum increase will be 5.33%. A portion of this was predicated on MARC doing a salary increase study.
    Coordination:
    - Asking for one FTE maintenance team member and all that is needed for this position: vehicle, gas, cell phone, tools, equipment, etc.
    - Increased staff salaries to the top of the salary scale in anticipation of the salary study. Currently with the salary study, the comparisons have been made and MARC is awaiting the consultant's recommendations.
    - Adjusted rent number.
    Allocation:
    - Training went up to include Virtual Academy.
    - Translation services are costing us more monthly so more funding has been added to this budget.
    - SecuLore Cybersecurity contract was a three-year increment increase contract for which we are in year three.

- Cost share – Due to the cost increase of headsets more funding was added here.
- Tier III router support is included, which increased this year.
- GeoComm Maps has a contract increase.
- Need Environmux upgrades for the towers.
  Total increase is about $894,000.

Winebrenner reminded everyone that we applied for ARPA grant funds of 1.5 million. If we receive this funding, recommendations will be brought before this Board on funding cuts. Owen asked about the period for spending the grant, should we receive it? Per Winebrenner, it must be spent by December 31, 2026.

There was discussion around the additional tech position and translations services. Hurlbert said that it was his belief that if the subscriber tax passed in November, Excelsior Springs would combine into Clay County and Clay County for fees. If the tax does pass, Winebrenner said that Excelsior Springs and Clay County would need to notify MARC of that change and it would be made on the allocation.

Eric Houston moved that the 2024 Regional 911 budget be approved. Scott Boden seconded this. It was approved with no opposition.

12. **Other Business**
- Christopher Maiers shared that CISA was looking at key events coming up in the next years which includes the World Cup, and they are prepared to assist Kansas City in multitude of ways; especially when it comes to communications. There will be a session held in Cape Coral, FL in December as part of a larger joint national council statewide interoperability coordinators and safe comm meeting. They are looking forward to having a Kansas City representative come to help get the initial stages of planning kickoff.

  There will be CISA technical communications assistance available to Kansas City (just like the NFL draft). However, he believes the assortment of TA (Technical Assistance) offerings will be expanded for this event. Owen asked if additional funding would be available for these communications? Per Maiers, he understands that CISA technical assistance would be in communications only. There will be expediated approval processes and an emphasis on speed of delivery put on those types of requests. The example he provided was if the region wanted technical assistance related to MARRS for the 911 network or something like this. If that normally takes a three – five months delivery, they will try to collaborate with you to expedite this. Owen said he was concerned about additional portables and equipment where this region would have to be concerned about putting it on the system and if the system could manage it. Maiers said he did not have any clarity on this, but he would share that information when he hears something.

  Hoskins shared that Maiers, and he had been trying to produce a methodology to identify international groups' communication systems they may bring with them. Hoskins said that they were discussing having more tactical dispatchers' classes and things like that would give us the higher priority.

  Maiers added that they were already doing homework and things that were done for past Super Bowls, frequency decompensation, interference management and things like these. Maiers said he would imagine these resources that do not necessarily have a direct monetary value would be available but have an operational impact.

- Winebrenner went over the 2024 meeting dates listed below noting that we would continue to hold meetings in-person and hybrid. He also shared that the 2024 Users committee meetings would be January 17, April 17, July 24, and November 13.
- A copy of the 2024 budget and work plan were placed in the chat.
- Gisolf shared that he would have an update on 988 at the next meeting. Winebrenner said the agreement was sent and they are working through it. Gisolf shared that 988 staff would be moving into their building on December 5.

- With no further discussion, the meeting adjourned.

2024 Meeting Date:
- January 24

- April 24
- July 31
- November 20