



Public Safety Communications Board Meeting January 29, 2025 (Hybrid) Meeting Summary

- 1) **Call to Order** – Eric Houston called the meeting to order. Self-introductions were done.
- 2) **Public Safety Communications Board Changes and New Members – Eric Winebrenner**
 - Per the interlocal agreement and with Mark Owen’s retirement, there was a need to appoint a new Missouri co-chair. The MARC Board chair appointed Mayor Kris Turnbow as the Missouri co-chair. The MARC Board Chair also appointed Will Akin to be the Missouri Sheriff representative, and Byron Roberson the newly elected Johnson County, Kansas Sheriff as the Kansas Sheriff representative. It is anticipated that Paul Haynes will continue to be the designee for the Kansas Sheriff’s office.
- 3) **Board Voting Member Roll Call** – Eric Winebrenner performed a roll call.
- 4) **Action Item: Approval of November 20, 2024, meeting summary**

Scott Boden moved to approve the November 20 meeting summary. Richard Carrizzo seconded this. Motion was approved with no opposition.
- 5) **Update Item: Regional 911 System Quarterly Financial Review – Andrew Molloy**
 - Molloy provided quarterly highlights of the financials. The 2024 budget through November was shared onscreen. Molloy noted that since the beginning of 2024, the system reserves account had increased from \$9.45 million to \$10.9 million at the end of November. November is the first month in which this fund moved into the reserve policy target range, at right about 12.2 months. MARC does soft closes monthly, keeping the books open for several days into the next month before closing them.
December is MARC’s fiscal end of year for which a hard closer is done (books are kept open for a couple of months to make sure all of the previous year’s expenses are recorded, properly paid, and accounted for). He does anticipate the reserve fund to be slightly lower once all the 2024 expenses are in and the year is completely closed.
 - At this committee’s last meeting where Winebrenner shared the 2025 budget and it was approved, there has been some efficiency changes made in how MARC bills jurisdictions. Jurisdictions will see a flat monthly bill in 2025. These finances will be tracked, and he will report on this at this committee’s next meeting.
 - A couple of key takeaways:
 - Fiscal 2024 to date through November, we have seen softer expenses in the same categories that were discussed in the last meeting for GIS tower equipment maintenance

projects due to timing cadence of maintenance needs. Adjustments were made to the 2025 budget to reduce your accounts where needed.

- The one item in 2024 that seen greater than expected expenses compared to budget continues to be the translations services. A discussion was had at the last meeting regarding the validity of these expenses. He understands that management is working with the Board to verify these expenses' validity. MARC has not been billing agencies extra for these expenses but has been covering the overage with reserve funds.
- Also, from an interest earning standpoint, MARC has allocated \$105,000 from the interest earnings to the 911 program. This was roughly in the \$20,000 per month range.
- The next slide shown was the reserve fund trend that showed where we started to where we are now.
- Winebrenner added that MARC had billed for January 2025 the first round of the level billing. So, agencies did not receive a bill for December 2024 which caused some confusion. December bills were covered through a fund balance to start 2025 billing off fresh.

6) Update Item: 911 Legislation Update – Eric Winebrenner

- Federal – No 911 legislation right now. It is anticipated that the sale of Spectrum will be reintroduced and the proceeds divided up across the country for NextGen. This bill has not been reintroduced yet.
- Missouri
 - The only bill of interest to 911 is a Wayfair bill about internet sales. This would allow sales tax counties to collect 911 fees on internet purchases that occur within their counties. This was in last year's legislation, but it died at the end. There is a Senator against this for which work is being done to get his agreement. Victor Hurlbert shared that this tax sounded like extending use tax from the Wayfair ruling for taxable sales on cell phone usages to him. Kris Turnbow said that he runs the Cass County Emergency Service Board as well and they have asked Jason White, for a lot of entities including Fire, to have a sales tax that helps support their budgets. This would extend the use tax to entities. This would have to go before the public for an authorization vote and to set the limit. He believes the maximum is half a cent and this could be set anywhere in between. He explained how Cass County uses sales tax funding now and how they would use internet purchasing funds.
- Kansas – Eric Winebrenner
 - The only bill here is a bill that would require CPR training for telecommunicators that do medical dispatch.
 - Federal – Jason White
 - Everything is status quo right now but he felt there might be some movement during the lame duck period. The lobbyist on the Missouri side is keeping an eye out for any movement. They still must sell Spectrum, which the cell phone companies are also involved with, and work is still being done to position our state to benefit from some of the proceeds.
 - State
 - (i) Missouri 911 Board Report – Eric Winebrenner
 - They have spent all their grant funding on GIS and NextGen. They are waiting to see if the legislature will provide more funding.
 - They are doing a cybersecurity RFP to get cybersecurity services procured for others in the state to consider. Several PSAPs across the state do not have cybersecurity in place.
 - (ii) Kansas 911 Coordinating Council – Mike Daniels
 - Daniels reported that the Council met on January 24. There was some discussion about Senate Bill 11 which is the telecommunicators CPR training. The Council is not

in support of this bill. One reason is it being an unfunded mandate and some PSAPs expressing that it would cost a large sum of money for them to do this, since it is not just CPR for the telecommunicators, but the PSAP would have to basically have an EMD program with a medical doctor overseeing the phone training. Which is where the cost would come into play. The question was asked if CPR was being used to force PSAPs into EMD portion, and Daniels said yes for those PSAPs that already do medical calls. This came from the American Heart Association who is trying to get everyone to be able to do CPR over the phone. Daniels believes there were some unforeseen consequences in the way the bill was written. Because to do what they wanted, you would have to have a medical doctor saying you are trained to do this. Houston pointed out that the bill only applied to PSAPS that manage medical calls which Daniels confirmed. The Operations committee of the Kansas Council are looking into providing a state-wide contract for EMD services to try and lessen the cost for all the agencies.

- They have a couple of new state employees now on the Council as they move closer to becoming the 911 Board.
- Their indoor mapping pilot for which they had four vendors who participated is finished. They received four completely different products. So, they decided not to move forward with this right now. He said to be aware when a vendor says they can provide you with maps, you need to be incredibly careful with what you are looking at to make sure of what you may receive. As we go forward with figuring out how to use XMY and getting into buildings to locate things, it is going to be more complicated than it first appeared.
- Twenty agencies in Kansas have signed up for the Lighten app which locates first responders based on their cell phone GPS instead of their vehicle's GPS.
- July 1, 2025, the Council will become the Kansas 911 Board. They must have all their finances and employees moved over by January 2026.

7) Public Safety Program Updates

Training – Pam Opoka

Online Training

TalentLMS

- CTO – This started January 1 and is open for the entire month.
- Beyond CTO – This is a brand-new training which is a step above the center training officer class. This training will be open through February. There was a waiting list, but Opoka registered those individuals in the quarter two (Q2 - May) training. This class includes basic instructional design for 911 training programs within your agency and a neurodivergent learner module.
- Supervisor Training is coming in March and will be open for the entire month.
- Communications Technician (COM-T) is strategically planned to launch in March to encourage conversations at the Missouri Public Safety Communications conference at Margaritaville (March 9-12). Ironically, the Missouri Crisis Intervention Team conference overlaps with the MPSCC conference at the same hotel.
- Turnbow shared that their Emergency Service Board budgets for their five PSAP dispatchers to attend trainings and he wanted to know if this training was something they should potentially budget for their PSAPs personnel to attend. Per Hoskins, there is no cost for these trainings since they are either state trainings for which the state provides instructors, or federal trainings covered through CISA. So, they have the ICS TAP which is the Interoperable Communications Technical Assistance Program download of trainings because we are hosting the World Cup. We have received the green light for several training courses that we would not normally be able to receive. Normally, they only allow one or two courses per year, but all of the host cities receive the opportunity to host more trainings. Hoskins outlined what the duties of a COML and COMT were during an incident and who they assisted.

Virtual Academy

- There are 88 classes specific to telecommunications with hundreds more available in other topics such as leadership and mental health wellness.
- 48 hours of new classes launching in 2025 (compared to 24 in 2024).
- They did have a nationwide system reset which caused issues in the MARC region. It is believed that these issues are fixed. If your staff login to the active courses and do not see anything listed, please contact Opoka (popoka@marc.org) and she will contact Virtual Academy.

In-Person Training

- Active Shooter for Telecommunicators is planned with Captain Rod Schaeffer, Lee's Summit PD for April 2 at Lee's Summit PD. There will be two 4-hour sessions, one for AM and one for PM dispatchers
- In anticipation of the World Cup, the Communications Technician Training, which is also known as COMT, will be held March 3-7 at Lee's Summit PD. There are four required pre-requisites. The registration link was emailed out this morning for anyone that may be interested in attending. This training is limited to 16 participants.
- Steve Hoskins shared that the Interoperability committee has a whole series of classes like the COMT on their schedule. There will also be a COML and Tactical Dispatcher Incident Center Manager at supervisor level to prepare for the World Cup. There will be a series of these classes and exercises for which the Feds will help with. Right after the first of next year, these will be rotated in.

These trainings are open to the entire mid-west not just our MARC region since it is their desire to get as many trained as possible. So, hopefully, they will come back and assist during the World Cup. These training courses have a class workbook which attendees would need to get a sign off on before the Interoperability committee would consider them as qualified to work independently.

Chris Meiers added that the communications group out of KC has been leaning forward with developing their training plan for FIFA and he has colleagues that have been very appreciative of the forethought put into the ask, schedule, and delivery cadence. Work is being done on getting dates and locations booked. Training announcements will be coming and information about the exercise.

Hoskins said the Interop committee was looking for venues for these trainings. There is a classroom portion, but some training also requires a command vehicle or two for them to go out and do some practical. So, there is a need for classrooms and parking space for the attendees, command bus or two, and for the practical. He asked if anyone had or knew of a space that could be used to please contact him at stephenhoskins@plattesherriff.org. They are trying to alternate between Kansas and Missouri since we are bistate. What kind of connectivity would be required at the training site was asked and Hoskins feels just wireless for the classroom since they are asked to bring computers now instead of them receiving manuals because most if not all the training is online. Matt May suggested using the Kansas Speedway. Hoskins and May will get together offline.

- Al-Rubaie shared that the MARC IT team had conducted emergency number testing with the three big carriers (AT&T, T-Mobile, and Verizon) on the 144 different emergency numbers used worldwide. Only two worked (911 and 112). The information was passed along to CISA, and they are collaborating with the carriers to determine what actions, if any, needs to be taken to be better prepared for the influx of people. Houston asked if it was the goal for those coming to use their own country's emergency number? Per Al-Rubaie, he was not sure if that was the goal or not. This test was to see where we stood today. Meiers added that the goal was what Al-Rubaie had shared and to be prepared for the influx of foreign nationals coming in. What they have seen over time is muscle memory takes over. He thanked the MARC IT

group for testing these numbers. When Meiers had a chance to meet with the Communications ISAC chair, he was excited to have this information because it provided them with a starting point. The idea going forward is what it might look like if they forwarded numbers relative to teams and where they are from and how to get from there. Look for more information in the future to come regarding this. He noted that the unique thing about dealing with emergency numbers from a handset is that it requires several steps which he outlined. There are a couple of levels here: 1) how do the handsets react, 2) how do the cellular networks react, 3) how does the IS-IS network reacts, and 4) how does the call taking equipment react? He noted that the nice thing with the communications ISAC is that we have membership on this group from the big three carriers, an IS-IS net provider, and the terminal call equipment providers. So, for reviewing and discussing the data, there is a nice mix from an industry perspective to figure out what they want to do.

Meiers recently learned that FIFA will be having an ad campaign for ticket holders that will inform them that 911 is the number for this country but there is no knowledge of what they will do for non-ticket holders. He assumes this will continue to be discussed. Kudos to the MARC IT for doing this testing that has provided yielded a lot of data that will benefit all the World Cup countries while in the U.S.

Roger Strobe asked if any of the other countries emergency numbers have another purpose in the U.S. and Al-Rubaie noted that there was 211, 311, 811 that went to other items in the U.S. and 123 which goes to T-Mobile voice mail access.

Peer Support and Wellness

- The Mindbase software/dashboard is active with Lee's Summit PD and Ray County 911. Opoka does use this software to pull CAD data on employees to check if their high severity incident score becomes high. She reviews the dashboard every Monday.
- While the Mindbase Wellness Toolkit resource app has been available only to the piloting agencies, it is now AVAILABLE for ALL MARC PSAPs. This was announced in yesterday's Training Tip Tuesday along with a special code.
- For the first time in many months, the peer support team has been overtaken by the app for sleep wellness as the highest app activity.
- The Commander co-chairs and Opoka met with Dr. Jenny Prohaska to discuss the new directional shift for the Commander training scheduled June 2-6 at Leawood PD. They will go to War Horses this year.

Technical Services – Hassan Al-Rubaie

Action Item: Move Requests: Overland Park (OP) Police Department and Johnson County Sheriff's Office

- They are working on an MOU between their agencies. He noted that both have backup workstations within Overland Park Police department's PSAP and there is a desire to move two of the Johnson County Sheriff's backup workstations to another location within the PSAP's footprint. Daniels said there are two Vesta phone systems in the backup section within OP's center that are assigned and operated by Johnson County Sheriff's office that are only used when Johnson County comes over occasionally. OP has a need for two Vesta stations. So, what they are proposing is transferring two of the backup Vesta stations to the OP side. OP would use these on a regular basis (during non-emergency times) but if Johnson County Sheriff's office needs them when they come over to use their backup center, OP would allow them to use two Vesta phone systems next to their backup section. This would make everyone's workflow better. With their signed MOU, the Sheriff's Office would use the two phones when they needed them, and OP could use the phones daily. Boden noted that this would help with cost sharing since the Vesta phone or there and there would not be a need for OP to ask for a cost share request for two more positions.

- Boden said that the Public Safety Communications Users committee was recommending approval of this request. Houston asked what the cost would be associated with this and Al-Rubaie answered that if they were not wired up when they were installed cabling would only be the only cost.

Will Akin made a motion to approve the move of two Johnson County Sheriff's office backup Vesta systems to Overland Park Police Department's section. These two phones would be available for Johnson County to use for emergencies and Overland Park to use daily. This was seconded by Steve Hoskins. The motion passed with no opposition.

Action Item: System Selection Host Addition

- During MARC's efforts to fulfill the request from the Kansas City Board of Police Commissioners, queue and system selectors were items of interest to them. Queue and System selector is ready whenever or if they decide they want to use it. From conversations about system selector, this system became a greater interest to MARC. He said as a refresher; system selector allows an agency that has a Vesta 911 failure to use system selector to connect to a different Vesta 911 host. Making operations for them seamless and no need for them to go to a backup center. This is only applicable if there was a host failure. If something should take out the PSAP's connectivity or there was an environmental issue, those items would require them to relocate. Another example he shared was if a PSAP went to a backup facility, they would use their credentials to login and not be able to see all their normal screen information. With system selector, they could go to a backup, login, and see their regular screen (this would require their regular host to be functional). It has great functionality, redundancy, and system flexibility but there are system clashes with only so many lines, users, and systems that can exist on each host. For this to be deployed, system selector across the MARC region, there is a need to purchase another host.
- Today, we have three production hosts and a fourth host that is a staging host, and the ask is for approval for another production host. If this is approved, staff will use the existing staging host for a production host and the new one for the staging host. He noted the reason for this is the timeline to get the host upgrade completed. Winebrenner added that there would not be any additional cost increase since purchasing a system host had already been included in this year's budget. He added that this is about adding system compacity. There was some discussion.

Al-Rubaie noted that the PSAP assignment on the hosts would be reviewed regardless of this being approved. Motorola has been contacted about a cost associated with the use of this system, and they are looking into it. When KCPD was on the table, the only cost associated with the system selector was the engineering program management costs but no hardware or licenses cost. MARC staff are just getting confirmation that this will be the case going forward or that it was a special deal.

Mike Daniels made a motion to move forward with the System Select host addition. This was seconded by Scott Boden. The motion passed without opposition.

CAMA Trunks

- We have some outstanding trunk orders with AT&T for which our new rep is working on tracking down and providing us with an update. The orders are for KCMO Fire, Lenexa PD and Platte County back-up. Liberty and Clay County were installed late last year.

KCMO Fiber

- We now have fiber connectivity to the city of KCMO. All the fiber terminations have been completed on this side but there are some that still need to be completed at City Hall.

Vesta Router II

- Bi-weekly meetings are ongoing.
- The equipment was delivered at the end of December, and Motorola is onsite staging it. They have run into some issues with the equipment (wrong item delivered / item not here) which they are working on correcting. They will likely be here for the next two weeks. The current timeline as of yesterday's meeting is still late March or early April for router readiness. This does not mean we will start using it then, since we are still waiting for Sinch who is projecting not to be ready until summer. So, the routers will be ready to go but we will be waiting on the carrier connections.

Patch Management

- We are in week two of this five-week project of quarterly management for all PSAPs. So, you will see a MARC technical staff at your facility restarting workstations.
- They have started to see some storage drive failures with machines that were installed last year. An email will be sent about this. If you see an error message when you are rebooting your workstations, let MARC IT staff know (911techs@marc.org). You can reboot and keep going but staff needs to know so they can start a warranty RMA for this.

2025 Hardware Refreshers

- These will be for Grandview, Harrisonville, Independence, Johnson County Kansas ECC and Sheriff's Office, North Kansas City, Pleasant Hill, Pleasant Valley, and Shawnee for 60 workstations. This was approved by the MARC Board yesterday, and the order will be sent to Motorola in the next few weeks.

Database / Mapping – Saralyn Hayes

GeoComm Mapping

- We are in the final stages. It is hoped to roll it out in early February if the patch management work Al-Rubaie discussed earlier goes smoothly, and the finishing of a few other things. Staff are using this in-house, and it is working well.

Database

Very Large Query (VLQ)

- We receive quarterly reports from AT&T on our landline records and these numbers continue to decrease. Regionally our quarterly decrease was around 30,000 and annually about 87,000. So, we are down by about 600,000.

Error Reports

- MARC has always had an error report contest with error reports provided by PSAP dispatchers and one PSAP winning annually. This year it was a desire to revamp this, recognize, and have monthly incentives. This past summer a monthly email was started which includes a coaching tip along with a monthly gift card drawing for the PSAP dispatcher who submits a good valid report. The December winner was Deputy Daniel Glover, Johnson County Sheriff's Office. He submitted a report that opened a complex issue for their group. They are now working with a local security camera monitoring company that has been calling 911. Due to their reports not providing location information, it has caused a high number of transfers. The company is in India with local numbers in Kansas and Missouri from which they make all their calls to 911. Our PS IT staff pulled some stats and there were around 150 calls from their two numbers. The owner is local and has been responsive and desires to get things set up properly.

She asked everyone to keep reminding their dispatchers to submit any discrepancies they come across because we cannot fix it if we do not know about it. Houston thanked Hayes for sending out the emails to reinforce the importance of submitting error reports. They are a good positive reinforcement of why it is important to submit these reports.

Mapping

- They have two large projects going on. The 911 Missouri Service Board contracted with Datamark to be their aggregation provider for their NextGen 911 GIS project. MARC staff is mitigating or cleaning up the data, making it NextGen compliant. The data will be submitted soon. At the same time, there is a regional effort happening. Motorola is our for-service provider, and the staff is working through some of the same issues while juggling both projects at the same time. They have made millions of updates and changes to the data adding fields and modifying some to follow the standards that are in place. It is a lot of work, but they are making progress. If you are contacted by a map vendor asking you to provide your information forward them to her at shayes@marc.org or 816.701.8314 because MARC staff is doing on your behalf.
- MARC has a subscription to an online application called Project Retains through APCO (a 911 association). This subscription provides members with the ability to input their agency's data and receive back recommended staffing levels based on national standards. MARC subscribes to this service for our region's agencies and anyone wanting to use it can contact Hayes. If it is being used at the time by another agency, she can let you know when it is available for your use. Daniels shared that OP had used it and it is like any other subscription. If you put in useful information, you will get useful information back. He did note that it tended to lean toward the higher number for staffing.

Outstanding Performance Awards

- Nominations are open until Friday, February 7th. There are seven distinct categories for which you can submit nominations for events from February 2024 through February 2025. So, please get these submitted. The selection committee will meet in a few weeks and the awards will be presented at the April Telecommunicators Appreciation Celebration.

Operations – Nikki Thomas

Telecommunicators Appreciation Celebration (TAC)

TAC is scheduled for Friday, April 11 at the Overland Park Convention Center. Should you want more details on the OPAs criteria categories, please go to MARC.org and type OPA or go under our Public Safety program area to see all the information. Should you need more information or assistance, you can contact one of our staff members and we would be happy to assist you.

Language Line

- As Molloy reported earlier in the financial report, we exceeded our budget last year in this category due to usage. Earlier in the year, due to some changes in equipment, we were uncertain of how to pull data on calls. Prior to the technological changes, we had one way of doing things and with the change, that system of reporting was unavailable. Al-Rubaie has identified a way to provide this information for us. So, moving forward, we can discover calls over our limit of 20 minutes which may be tweaked depending on what this body may decide.

Staff ran reports last week, and Thomas discovered that most of the additional calls were usage/volume. Winebrenner noted that reports were pulled for three years ('22, '23, & '24 – a slide was shown that detailed the report findings). In '22, there were 11,218 calls, in '23 it went to 15,074, and in '24, there were 19,350 calls. There was an issue with some translators not properly disconnecting the call. So, the call might run for 23 minutes but after doing a deep dive, the actual call only lasted for 6 minutes. There has been a significant increase in the number of calls which is why our bill increased. The average minutes per call in '22 was 6.96, '23 it was 6.74 and in '24 it was 6.98 so the average call length is not changing much but the number of calls.

Per Winebrenner, this change was accounted for in this year's budget. He will be interested to see how these changes over the next 3 years with our new administration and the World Cup coming. With the World Cup coming in '26, staff are looking at some more technology and

have a meeting lined up with a Propio next week. This could be beneficial to the region and Propio also provides dictation type items for calls.

There was a discussion on how this language line report could be broken down to show different items such as by PSAP, how many calls were received, and average system-wide 911 call time, connection time, etc. Al-Rubaie said for the question of how many calls, in '22 there were 1.539 million, '23 1.665 million and '24 it went back down to 1.579 million calls.

8) Other Business

- Winebrenner reported that Johnson County Missouri had shown interest in joining the MARC network. They are in the middle of accepting a new radio system. So, they have not gotten back to us yet. Last heard, they are still interested.

9) Closed Session

- ❖ The Public Safety Communications Board may go into closed session for any reason pursuant to 610.02 RSMo

Scott Boden moved to go into closed session. Mike Daniels seconded this. It was approved via roll call vote with no opposition.

A roll call was performed by Winebrenner. Turnbow shared that following closed session guidelines, Cass County does not allow those online to participate. It was agreed that the PSCB members online would be able to participate today, and research would be done on the correct procedure.

Scott Boden moved to come out of closed session. Mike Daniels seconded this. It was approved with no opposition.

10) Adjournment

2525 Meeting Dates:

April 30

July 30

Novembe

