



## **Public Safety Communications Board Meeting April 30, 2025 (Hybrid) Meeting Summary**

- 1) **Call to Order** – Kris Turnbow called the meeting to order. Self-introductions were done.
  - Eric Winebrenner introduced Ashley Hand, MARC’s new Local Government Services Director, and provided some information about her background. He noted that 911 Public Safety reports to Ms. Hand in the MARC hierarchy. He welcomed her to MARC.
- 2) **Public Safety Communications Board Changes and New Members – Eric Winebrenner**
  - Winebrenner shared the following updates/changes:
    - Platte County has named Sheriff Eric Holland as the designee for Presiding Commissioner Scott Fricker.
    - Zack Cobb is joining the Board as a PSAP supervisor for the Blue Springs Police Department.
    - It has been shared that Chief Richard Carrizzo is retiring. So, it is anticipated that the Metro Fire Chief will name a new fire representative soon.
    - Deputy Chief, George Sims has been named as the designee for Wyandotte County’s Mayor/CEO Tyronne Garner.
- 3) **Board Voting Member Roll Call** – Eric Winebrenner performed a roll call.
- 4) **Action Item: Approval of January 29, 2024, meeting summary**  
*Scott Boden moved to approve the January 29<sup>th</sup> meeting summary. Mike Daniels seconded this. The motion was approved with no opposition.*
- 5) **Update Item: Regional 911 System Quarterly Financial Review – Andrew Molloy**
  - Molloy provided a review of fiscal 2025 budget to date as a PowerPoint was shared on the screen. First was a look at the system program reserve fund where he also shared information about the policy for this that was adopted last year. He started with the total column on a spreadsheet being shown. Through March, one fourth of the budget had been billed. Also, through March, MARC allocated \$54,000 in interest to the program allocated from the prior month to the reserve. He continued to provide highlights of the financial expenditures and earnings. The 2025 reserves' budget was set at \$10.5 million and just under that at the end of fiscal year 2024 at \$10.3 million. There was \$124,724 of interest allocated to the 911 program reserve during 2024.
  - He reported that in the policy agreement it states that management will report on this fund to this Board quarterly, interest would be allocated each month based on the program reserve fund, and then the program reserve fund would be taken into consideration when budgeting. The agreement states that this Board wants to aim for 12 – 15 months of expenditures to be held in the reserve account. As shared earlier, as of 12/31/2024, the fund was just under this amount at \$10.3 million.
- 6) **Update Item: 911 Legislation Update – Jason White/Eric Winebrenner/Mike Daniels**  
Federal – Jason White
  - Grant funding that has come to the Board from ARPA is being spent as an awardee through grants. Mo counties that have little or no 911 are all using grant funding from these funds to update their system. So, things are looking very promising for the counties that were red counties.
  - The Wayfair legislation is moving along. It is in SB271 and there is some energy behind this bill. It is going through the House now and has a reasonable chance of passing.
  - The Public Safety Recruitment Retention legislation known as SB71 has been attached to something else. This is also moving along well. It does not have the appropriations attached to it, so it sets up the framework for those in Mo that are telecommunicators, police, fire, or EMS; it gives you and your immediate family member access to some educational funding.

- The Board has agreed to move forward on creating an EMD workgroup. White is the point for this committee. Anyone interested in this should contact him ([jwhite@marc.org](mailto:jwhite@marc.org)). They are in the preliminary stages of forming this workgroup.

#### Missouri

- There is substantial funding in the Senate budget. There is another \$15 million to support the build out of 911 statewide. Will need to see if this survives the conference process.
- White and Chief Snider, Lee's Summit Fire Department ([mike.snider@cityofls.net](mailto:mike.snider@cityofls.net)) serves on the state Board and anyone that has issues or questions are welcome to reach out to either of them.
- Kansas – Eric Winebrenner
  - HB2110 was the bill that basically changed the way funding is done from the local collection point managers to know the Kansas State Treasury setting them up to be operational. This passed and has been signed by the Governor.
  - There is a bill about pulmonary cardio resuscitation education in the committee. It is believed that it will not pass.
  - Last heard, there is grant funding approved in the budget for internal mapping of buildings. Daniels said that a pilot project had been funded, but they received all different views from vendors that were not what was needed. So, he is not sure where this might go. Saralyn Hayes added that she had heard from a vendor that had shared some surprising information which prompted her to call Sherry Massey. The funding language was part of the overall state budget and not under the Council. It was called for critical infrastructure or indoor mapping. The Governor vetoed it and then that was overwritten. There is funding that is not under the Board, so they are not sure how it is going to work. A group is being put together to write an RFP for qualified vendors to do the mapping. Only PSAPS will qualify to apply for this grant funding. Hayes shared that the biggest message MARC staff wants to share is to make sure any system they get is universal and usable within the mapping system. The wording used in the bill is critical infrastructure mapping. Winebrenner said this is the substitute for HB2007. Winebrenner noted that if anyone should get a grant to do their indoor mapping for them to contact MARC staff before they hire a vendor. So, it can be established that it will work within our mapping system. It was asked what the file should look like and per Hayes, it would be known as a shape file which is a map file that could be imported into a mapping software system and is searchable.
- Federal – Eric Winebrenner
  - No updates. There is nothing right now for 911. He has been told that at some point Spectrum will be sold, and they are trying to get funding from this sale to go towards NextGen 911.
  - Jason White was asked if an agency was to get in line with the Blue Shield program of Missouri is there special or specific funding there for 911? White will check on this and report back.
- State
  - (i) Missouri 911 Board Report – Eric Winebrenner
    - They have spent all their grant funding for 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
    - Their next meeting is scheduled for May 16, 2025.

## 7) **Public Safety Program Updates**

### **Online Training**

#### Talent LMS

CTO (open for the entire month of April) - Instructor led online by Halcyon Frank

- Beyond CTO (open the entire month of May)  
This class includes basic instructional design for 911 training programs within your agency and a neurodivergent learner module. This does have a prerequisite for the CTO certification.
- Supervisor (Open for the entire month of June) - Instructor led online by Halcyon Frank
- The 40-hour Basic had a heavy requirement of a CTO check-in per module which was removed by several agencies' request on March 1, 2025. Remember, the 40-hour Basic is required by Missouri within the first year of employment. Q1 had 123 completed learners with an average score of 94% on the final exam.

#### GeoComm Mapping

- Course training launched March 12, 2025, and is rolling out to the regional PSAPs weekly! There are currently 733 dispatchers enrolled. Hayes will talk more about that later in her report.

#### Virtual Academy

- Two new courses have just been released: Communicating Discipline - The Critical Exchange with Kris Inman and Constitutional Law Series with Attorney & Senior Legal Instructor, Anthony Bandiero.

#### In-Person Training

- Q1 Ricardo Martinez, the founder of the #IAM911 Movement for reclassification of 911 Professionals, and founder of Within the Trenches nationwide podcast, came to Kansas City on March 24th and taught a 4-hour course on Broadcasting Your Message. He then recorded episodes with local dispatchers who signed up in advance to tell their

personal 9-1-1 stories for his Imagine Listening podcast series. Thank you to Kansas City MO Regional Police Academy for hosting this event.

- Q2 Active Shooter for Telecommunicators with Lee's Summit's Captain Rod Schaeffer was on April 2, 2025, at Lee's Summit Police Department. The training highlighted the dispatcher's role and provided examples of what to say when 911 calls are coming in, during an Active Shooter incident. There were scenarios done with this training, and it is our hope to expand the number of scenarios next year.
- Q3 is CIT-Telecommunicators training. This is a tightly choreographed 3-day schedule with changing subject matter expert instructors every hour or two. It is scheduled for September 8-10 at Lee's Summit Police Department.
- Q4 in-person event will be a little different than the classroom teaching model. We partnered with Diamond Horseshoe Ranch in Platte County (owner Bobby McGee) and Public Safety Specific Clinician, Rachel Willoughby-Green. We will have an equine wellness and leadership workshop for dispatchers who would like to have a similar experience to the Commanders. This is where many KCPD's retired mounted patrol draft horses are located. It is also where the Plaza carriage ride horses reside. It has been shared that carriage rides will be provided to a place on the property called "get out of your own head hill" that has a spectacular view for reflecting. This 6-hour event is scheduled for October 15th when the Fall temperatures will be more ideal for an outdoor workshop.

### **World Cup Series**

- Chris Allen Hunter is overseeing the prerequisites for these training courses.
- Tactical Dispatch is scheduled June 10-13 at Miami County Sheriff's Office.
- There is also a COMMEX scheduled for this August with a location still to be determined.
- Winebrenner shared that in the Users committee meeting there was an update and there are a lot of meetings going on. Al-Rubaie shared that one item was another technical that had to be vetted by FIFA because of concerns about interference with FIFA gear and frequency disruptions. Chris Maiers said a couple of assumptions are being made. 1) The equipment – all public safety radios have already gone through FCC testing and licenses and are very well cared for. So, those may not have to go through the tagging process FIFA is setting up. Basically, any non-public safety device that receives or transmits spectrum is going to have to be evaluated and tagged (this tag is non-removable). So, this includes any broadcasters, outside security personnel that might not be using public safety grade equipment, or anything else that might use frequency has to be tagged to make sure it is functioning as it is designed too. That is designed to limit the potential of interference throughout the event. Work is being done on setting up a spectrum portal but unfortunately, it is not available for World Cup 2026 cities, but it is available for the Club Cup cities where games will start in a couple of months. This will be a good dry run for us to see how this plays out. There is a lot of effort being directed towards interference, and it is his understanding that FIFA will have some personnel on the premises to assist with any interference that does arise along with the FCC. There has been a lot of work behind the scenes with 911 as well, and he extended a sincere thank you to the MARC 911 techs for the testing they performed. This helped the FIFA plan nationally.
- Per Maiers with some of the courses, there will be some things that are discussed in them regards to comms planning that could be beneficial as well; the COML in May, Tactical Dispatcher in June and the Incident Communications Manager course is expected to be in July.

### **Peer Support**

- As a reminder, The Mindbase Wellness Toolkit resource app is available to ALL MARC PSAPs! We encourage you to include that information (with access code MARCMO911) in your onboarding process for new dispatchers. The Fitness Series is showing as the highest app activity, followed by the Sleep Module series.

### **Commander Peer Support**

- The team is branching into a directional shift in "Commander Team Mentorship" with Dr. Jenny Prohaska. Their new training is scheduled June 2-6, 2025, at Leawood PD with equine leadership workshop at War Horses on the last day. The class is limited to 36 and almost full. It is Missouri POST certified.
- Just this morning, the co-chairs were invited to present at the Missouri First Responders Health and Wellness Conference in September at the Lake of the Ozarks.

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

#### **Action Item: Propio Translation Services**

- MARC was approached by Propio, a local company that provides services similar to the Language Line. The ideal is that Propio would be an alternative for telecommunicators to use for translation services of 911 calls. If it is agreed to add this, it would give the telecommunicator an option of which services they want to use. Advantages of Propio:
  - Have an 8 second Spanish connect time.
  - Non-Spanish connect time of 15 seconds.
  - Support more languages than the Language Line. The Language Line supports around 220 languages and Propio is 300+.
  - Each PSAP could have their own 800 number which could make billing easier.
  - There are no sign-up fees. The cost for Spanish is .55 per minute which is less than what we pay for Language Line, but the non-Spanish line is a few cents higher at .73 per minute. He noted that our vast translation calls are for Spanish. Also, they do not have different rates on different days.

- There seems to be more focus with Propio on quality assurance and transparency of calls and how everything goes with them.
- They do offer a quick survey at the end of each call should the telecommunicator have time to participate. This would allow for a much easier way to submit feedback.

One of the motivators of this was World Cup and the influx of non-English speaking individuals being in our region. There is concern about Language Line having the capacity to manage this.

MARC is looking for approval to procure a contract with Propio for translations services as a secondary language line provider. There is no fee unless the service is used. So, there are no ongoing fees, just a monthly service fee to have a contract in place.

Greg Williams asked if agencies would go through MARC for their language line or do it themselves. Winebrenner answered that KCPD has a separate account with Language Line, and they would be able to set up Propio in the same manner. Also, agencies could set up their own accounts for investigators and such since Propio does have other options than what MARC is asking for approval to use. Winebrenner noted that MARC does not anticipate an increase in cost since the fees would be charged to whichever system the telecommunicator would decide to use. There was a discussion. It was asked if Propio could be audited and yes, they can. Al-Rubaie noted that Propio has a real-time dashboard. That can be monitored by MARC and/or set up for the PSAP to monitor. Houston asked if the agencies would have a special code. Per Al-Rubaie there are a couple of diverse ways this can be done. There could be a unique phone number for each PSAP where there would not need to be a code. But even with a unique number, there could also be a code set up which is the way Al-Rubaie is leaning towards. Williams asked if this would be permanent, and Winebrenner said probably. It was asked when Propio could start. Per Propio's representative it could be within 24 hours after the contract has been executed. Training on Propio was brought up and it is similar to the Language Line so there may not be a need for training. It was shared that Propio had indicated that they have training videos. Al-Rubaie noted that a button would be added to the consoles which says translation services, the telecommunicator would click that and go to another page where they would have the two options and could click the one, they desired to use. Gisolf said with the World Cup coming, this was one more way to leverage technology and not have to wait for someone to translate. He believes this is invaluable for the efficiency we will need for the dispatchers.

*The Public Safety Users Committee is recommending that this Board approve a contract with Propio as a secondary translation line language provider.*

*Mike Daniels moved to approve a contract with Propio as our secondary translation line language provider. Scott Boden seconded this. The motion was approved with no opposition.*

#### **Action Item: Rapid SOS**

- There have been talks with this group over several years. This is all on your phones today and shows up in GeoLynx and GeoComm maps to get an enhanced location. For years, we have only used this system to get an enhanced location, but they do offer a full suite of other applications. We have been having talks with them about the World Cup, and they offer a live transcription and translation service. This allows a telecommunicator to receive a call, and the caller speaks another language than they speak. This system would detect that they were speaking another language and would automatically translate it into a text session to the telecommunicator. Then, the telecommunicator would type their response and it would be translated back to the caller in their language. A video was shared. This system does translation in over forty languages. It also includes a link to GeoComm mapping. You can enable auto translation and choose video vs typing. There are over 40 languages for live 911 translation and over 240 languages for text to translation.

MARC received updated pricing of \$1.6 million for five years, which works out to be \$336,000 a year for the life of the contract. A device would be installed at each PSAP to capture the audio and send it to the cloud. This is included in the price quote. MARC is recommending that this does not live on your 911 workstations but lives on your CADs, which would allow agencies easier access to information and allow them to be copied and pasted into it. This pricing also included a single sign-on functionality. So, when you sign into CAD, it would also sign you into Rapid SOS which is something telecommunicators have been asking for. Winebrenner added that this is another option for language assistance that is coming up in the future. Al-Rubaie said this runs in your browser and is not an application. This is an unusual way of handling things for MARC. MARC has never purchased equipment and installed it onto agency equipment. Agreement and assistance from the agency's IT departments would be required. There was a conversation. Gisolf shared that with the World Cup coming this is just one more way that we can leverage technology and not wait for someone to translate; it is instantaneous. He believes this is invaluable.

Al-Rubaie shared that this can also do outbound multi-media. He believes the retention rate for this is around seven years. Williams asked if they offered anything else and they do offer "I am responding – which has a partnership

with Rapid SOS.” Williams also asked if the quote was based on current PSAPs or PSAPs that might want to participate. Al-Rubaie noted that it was on current PSAP numbers. So, Williams asked how this would be managed regarding those that opted out. Winebrenner said the first ask here would be 1) if this was something the Board wanted to pursue looking into. 2) If it were agreed upon, this would be in the 2026 budget. So that would give agencies time to get with their IT department about it. Al-Rubaie noted that the pricing received is contingent on a Q2 in 2026 implementation and Winebrenner shared that MARC would have a conversation with them, if this Board wants to move forward, about us being interested but Q2 not really working for us and what our chances were of keeping the same pricing for a later implementation date. Scott Goodman asked about getting documentation to share with his IT department and what implementation of this would entail. Daniels has a copy of this information and will forward it.

Michael Ashcraft asked how this fits into our 911 strategic plan on regional services. Winebrenner shared that transcription/video (multi-media) services were included in our strategic plan for several years. It has just taken a while to get to this point. We have been able to leverage this now because of the World Cup coming to town in 2026. Houston asked if it could be said that this would be helpful in streamlining answering/processing 911 calls, and that is correct. Winebrenner noted that this is how NextGen 911 has been moving, but it has been slow getting there. Boden shared that this system would be a lot more efficient for telecommunicators. Ashcraft asked if he could receive a copy of our priorities, and Winebrenner noted that this is included in our Workplan, which he will see that Ashcraft gets one.

*Mike Daniels made a motion to include Rapid SOS Unite in the 2026 budget. Scott Boden seconded this. The motion was approved with no opposition.*

#### CAMA Trunks

- Still have an AT&T order pending for KCMO Fire, Lenexa PD and Platte County back-up. They have indicated that they have a piece of what they have been waiting for, but we still do not have an ETA

#### Hardware Refreshes

- Includes Grandview, Harrisonville, Lee’s Summit, Johnson County Kansas ECC and Sheriff’s Office, North Kansas City, Pleasant Hill, Pleasant Valley, and Shawnee. Their equipment is upstairs waiting to go out.

#### Database / Mapping – Saralyn Hayes

##### GeoComm Mapping

- Everything now is focused on this. She thanked everyone for their feedback and patience. We have received some valuable feedback, and some changes have been made, and some are being worked on. Please continue to encourage your staff to provide feedback to us. We cannot fix it if we do not know about it.
- Currently, the decommission of GeoLynx is planned for May 13<sup>th</sup>. Dispatchers need to be going through the GeoComm training which was sent from Pam Opoka recently. Opoka can pull up a report if you are interested in knowing how your staff is doing and/or who still have never gotten into the new system. Just contact her at [pokoka@marc.org](mailto:pokoka@marc.org). Updates on the disconnect date will continue to be sent.

##### Ariel Imagery

- In the process of switching out some of the old imagery with the new ones we have received.

##### Phone Changes

- She reminded everyone that if they are making any changes to their phone system, please contact MARC staff know. There are some behind-the-scenes changes that MARC needs to make. Al-Rubaie added that if you are thinking about getting a new phone system, contact MARC staff when you state thinking about it and NOT at the end.
- Al-Rubaie has been working on informing MARC personnel of any updates. He has created a form that you can fill out online. You will mark all items your staff member needs access to and send them to us. This form will automatically be sent to everyone that needs to manage something that you marked/input, even GeoComm or any outside users that has a management piece. **Note:** You must fill out a form for everyone. The form will be tested and hopefully it will launch next week or so. You will have three options: 1) new user, 2) update user’s info, and 3) remove user.

##### NextGen 911 GIS Project

- They are working through some discrepancies and have added quite a bit of data required for NextGen 911. Looking at late July or early August for rolling out the new database.

#### Operations – Nikki Thomas

##### Telecommunicators Appreciation Celebration (TAC) Performance Awards

- This was held earlier this month on April 11<sup>th</sup>. MARC staff appreciate everyone that was able to attend. It is her belief that it was well received. A survey has been sent out and we would appreciate all your feedback. Talking to people on the day off, it was felt that there were a lot of positives regarding the location and parking. You will also be seeing a link to all of the photos. We usually get this out the week after TAC, but we had some vacations and people were out of the office to assist us with this. There were around 350 people who attended. Please fill out the survey form.

- We are looking at another event this summer which we did not have last year because of staffing issues and being under the eyes of the media. If anyone has any ideas about a nice family style event, please forward that information to her at [nthomas@marc.org](mailto:nthomas@marc.org).

**8) Other Business**

- Winebrenner reported that at the next meeting, there will be a review of the 2026 draft budget.

**9) Closed Session**

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

*Scott Boden made a motion to go into a closed session. Mike Daniels seconded this. It was approved with no opposition.*

Winebrenner performed a roll call.

- There was a discussion on 911 network configuration.
- There was discussion on additional hardware features for the 911 system and a recommendation to pursue this hardware in the 2026 budget.

*Scott Boden made a motion to purchase software licenses for the system select (\$200,000) and an additional host (5<sup>th</sup> host at a cost up to \$200,000) out of fiscal year 2025 reserve funds. The total amount to be used is \$400,000. Mike Daniels seconded this. It was approved without opposition.*

*Mike Daniels made a motion to come out of a closed session. Scott Boden seconded this. It was approved with no opposition.*

**10) Adjournment**

**2525 Meeting Dates:**

July 30                      November 19