



***Public Safety Communications Users Meeting***  
**January 22, 2025**  
**(Hybrid)**  
**Meeting Summary**

**Attendees:**

Christina Bailey, Lee's Summit Police  
Department  
Scott Boden, Johnson County Kansas  
Sheriff's Office  
Zachary Cobb, Blue Springs Police  
Department  
Peter Leibham, Kansas City Kansas Emergency Management

**Online:**

Amy Aries,  
Marie Beauchamp, Cass County Emergency Management  
Melanie Bergers, American Medical Response  
Michael Daniels, Overland Park Police Department  
Greg Higdon, Gladstone Police Department  
Worth Hunsinger, Johnson County Kansas Emergency Communications  
Todd Karl, Motorola Solutions  
Jeanie Lauer, Jackson County, Missouri  
Christopher Maiers, U.S. Department of Homeland Security  
Matthew Nutt,  
Adrienne Rhinehart, Raymore Police Department  
John Russell, Wyandotte County, Kansas Sheriff's Office  
Heron Santana, Kansas City Kansas Police Department  
Chris Shelton, Johnson County Kansas Emergency Communications  
George Sims, Kansas City Kansas Police Department

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

**1. Call to Order and Introductions**

Scott Boden called the meeting to order. Self-introductions were done in the room and Winebrenner shared the names of those online.

**2. Action Item: Approval of November 13, 2024, meeting summary**

Thomas noted the January meeting date changed to January 22 and the meeting summary was updated.

*Zachary Cobb made a motion to approve the November 13 summary with this change. Christina Bailey seconded it. The motion passed with no opposition.*

**3. Update Items: 911 Legislative Updates – Eric Winebrenner**

- Federal
  - Lately, there has not been any 911 legislation. He does anticipate seeing something regarding the sale of Spectrum.
- State - Missouri and Kansas
  - There is no 911 legislation filed in Missouri yet.
  - Kansas has only one legislative item regarding medical CPR training for dispatchers. Daniels added that this only pertained to PSAPs that dispatch medical calls.
  - They are working to get some vendors to do some cybersecurity work for PSAPs across the state.
- Local
  - Nothing here.
- Missouri 911 Service Board Report – Eric Winebrenner
  - All their grant funding was paid out. Winebrenner noted that they are waiting to see if they get any State appropriations this year. Hayes added that all the GIS grants funding was paid out.
- Kansas 911 Coordinating Council – Mike Daniels
  - The Council has not met since he last provided a report. Their next meeting is scheduled for this Friday.

**4. Update Items: Public Safety Program Updates**

**a. Training – Pam Opoka**

**Online Training**

• **TalentLMS**

- CTO (opened January 1- open all month) Instructor led online by Halcyon Frank
- Beyond CTO (starting February 1- open all month). It is a brand-new class with a wait list. She is going to register those on the waiting list into the quarter two (Q2 - May) training. This class includes basic instructional design for 911 training programs within your agency and a neurodivergent learner module. The Q2 training is almost filled. Anyone that has staff interested in attending this training should forward that information to Opoka as soon as possible ([popoka@marc.org](mailto:popoka@marc.org)).
- Supervisor (upcoming Q1 March) Instructor led online by Halcyon Frank
- CIT-Telecommunicators is strategically planned to launch in March to encourage conversations at the Missouri Public Safety Communications Conference at Margaritaville (March 9-12) since, ironically, the Missouri Crisis Intervention Team conference overlaps with the MPSCC conference at the same hotel.

• **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). Click on upcoming courses to see the course list with overview.
- Nationwide system reset caused issues with all PSAPs where the active course list was not available. This issue should be fixed in both the Missouri and Kansas portals. Please contact her if it is not shown by your agency.

- **In-Person Training**

- Active Shooter for Telecommunicators with Lee's Summit Captain Rod is scheduled April 2, 2025, at Lee's Summit Police Department. There will be two 4-hour sessions, one for AM and one for PM dispatchers. It was moved to Q2 to make room for the launch of CIT-T and the Mindbase app.

- **Peer Support**

- Mindbase software/dashboard is active with Lee's Summit PD and Ray County 911. Reminder: Opoka does use this software to pull CAD data on employees to check if their high severity incident score has become high. She reviews the dashboard every Monday.
- While the Mindbase Wellness Toolkit resource app is currently available to the piloting agencies, it is now AVAILABLE to ALL MARC PSAP. This was announced in yesterday's Training Tip Tuesday along with a special code. A video was shown that outlined how this works.
- The sleep module is now showing as the highest app activity, which beats out the peer support team for the first time in many months.
- The Commander co-chairs and Opoka met with Dr. Jenny Prohaska on 11/25 to discuss the new directional shift for the Commander training that is scheduled June 2-6, 2025 (using UASI 22 grant funding). Leawood PD and War Horses are hosting.
- Undersheriff Matt Kelly asked Opoka to share that regarding the Independence fire this morning in which there were many casualties and displaced people, he had been in contact with the Fire Chief for peer support for the dispatchers.

- Communications (COMT)

- Thomas shared that there will be a CISA COMT training March 3-5 hosted by Lee's Summit PD. A notice about the pre-requisites will be shared soon.

**b. Technical Services – Hassan Al-Rubaie**

- Action Item: Move Requests: Overland Park (OP) Police Department and Johnson County Sheriff's Office
  - They are working on a MOU between their agencies for backup purposes. The agreement involves the movement of some workstations. Daniels shared that when Johnson County needs to use their backup workstations, they need two additional stations, but OP cannot provide them with the use of the two since that would leave OP without enough workstations. OP is asking for two of the Vesta phone systems from their backup center to be moved to stations 10 and 11. So, when the Sheriff's Office needs to use their backup, OP would be able to give them the two workstations right next to their backup section. This would make everyone's workflow better. With their signed MOU, the Sheriff's Office would get the use of the two phones in emergencies, when they need them, and OP could use the phones daily.

*Zachary Cobbs made a motion to recommend approval to the Public Safety Communications Board for Overland Park Police Department's two phones being moved and placed closer to Johnson County Sheriff's Office backup section within Overland Park Police Department. These two phones would be available for Johnson County to use for emergencies and Overland Park to use daily. This was seconded by Christina Bailey. The motion passed with no opposition.*

- System Selection Host Addition

- During work at Kansas City Police Department, on the request from the Board of Police

Commission last year, MARC staff began assessing the system selection which allows a PSAP to change the host/server that their workstation is connected to. Al-Rubaie explained how this system works.

It is MARC staff's belief that there is value in adding it to our regional system since it would add an extra level of redundancy, security, and survivability to our system. But due to capacity limitations, a fourth host would need to be purchased. 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 host upgrades needed to be done for all production hosts, which needed to be planned out to prevent them from programming twice.

Winebrenner noted that there would not be any 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.

Daniels asked if this would affect the PSAP sign on the hosts, and Al-Rubaie said this was already on MARC's IT to do list and would be reviewed and possible changes made regardless of approval.

*Mike Daniels made a motion to recommend to the Public Safety Communications Board approval for the purchase of an additional host system which would allow implementation of System Select across the region. This was seconded by Zachary Cobb. The motion passed without opposition.*

#### CAMA Trunks

- We have a new AT&T rep that is working on getting updates on trunks for KCMO Fire, Lenexa PD and Platte County back-up. Liberty and Clay County were successfully installed late last year.

#### KCMO Fiber

- Terminations have happened at MARC. We are now waiting for termination at the Kansas City facility to be completed.

#### Vesta Router II

- Bi-weekly meetings continue.
- The equipment has been delivered, and the router stacks are in the data centers. Motorola will be onsite for several weeks to begin staging, powering on, getting things connected here, and establishing connectivity back to their operations center in Schaumburg, IL. The current projected go-live date is late July/early August due to some delays on the Sinch side. The routers will be ready prior to carriers.

#### Patch Management

- Work on this begins again this week. This will be done quarterly. For this week, it is being done for some eastern Jackson County agencies. This is a five-week process to get through the entire region.

#### Hardware Refreshes

- This will be going to the MARC Board next week for approval. It includes Grandview, Harrisonville, Independence, Johnson County Kansas ECC and Sheriff's Office, North Kansas City, Pleasant Hill, Pleasant Valley, and Shawnee for 60 workstations.

#### Johnson County Missouri

- Winebrenner shared that we are still waiting for them to decide what they would like to do. Hayes added that they received a GIS grant to clean up their data and selected a vendor.

#### **c. Database / Mapping – Saralyn Hayes**

##### GeoComm Mapping

- We are in the final stages. close to implementation. Al-Rubaie shared that there is a need to do the

browser push and firewall update. Hayes noted that the first step everyone will see is an email. The training will be accessible in Talent LMS.

#### Data

##### Very Large Query (VLQ)

- Continuing to see decreases in the number of records. From September to December, there was a 30,000 decrease and annually there was over 70,000.

##### Error Reports

- This was revamped and now includes a monthly drawing. The December drawing winner was Deputy Dan Glover, Johnson County Kansas. His submission opened a complex issue for their group. They identified a security camera monitoring company that has clients such as gas stations and liquor stores around the metro. The company has two local numbers: one in Kansas and one in Missouri that they use when they notice something on their monitors. Their script is not clear enough and there is a bit of a language barrier.

Our PS IT staff pulled some stats and there have been around 150 calls from their two numbers with many of them having to be transferred because they do not provide location information. The owner is local, has been cooperative, and wants to do what he needs to do to set things up properly. Hayes shared kudos to Deputy Glover for this submission.

Their group is seeing an increase in the number of PSAP error reports initiated. However, they are also receiving a lot that are incomplete. They are submitting them without any remarks, so the data/mapping group have no idea of what was wrong with it. So, they are reaching out to the dispatchers to try and gather more information which is very tedious with shift work, days off, and the dispatchers receiving so many calls that it is hard for them to remember this one. She asked those submitting error reports to provide as much information as they can provide.

#### Mapping

- On the dispatcher side of things, if they notice or see anything that would affect what they would need on the map or for location information. For example: Ani-stations, responder changes or a fire department border change(s) or anything like this. Our MARC data/mapping group does work with local cities and counties mapping staff, but those individuals do not always remember to send changes to our MARC staff. So, anyone who knows something, please provide MARC staff with that information so we can reach out to our contacts to get that information added in a timely manner.

There are several communities where MARC staff have a set schedule to get Ali map data from that is automated. MARC staff have worked with Johnson County, Miami County, Wyandotte County, Leavenworth County, city of Lee's Summit, and others. Staff are starting to have conversations with Jackson County and the city of Kansas City and have a goal to try to automate as many communities as possible but there is a human component that comes with them reviewing the data. The main point is to please let MARC staff know about any changes.

#### Ariel Imagery

- In 2023, the Missouri 911 Service Board received a grant to fly about half of the state which included Platte County. Platte County's information has been added as of today and it will be available as soon as it is rolled out to your comm maps. The region is split with Johnson County doing their own flyover with detailed information.

In 2024, the Missouri 911 Service Board did the flyover for our other counties and this data is in the QVC prep process which probably not be available until Q2.

MARC does a flyover as well, which covers Wyandotte, Atchison, part of Jackson, part of Cass,

and all of this will be added. There are a few counties in Kansas that do not participate in any of these, but the Kansas Coordinating Council does get access to some data. So, they would be able to get that information from them.

There should be a refresh of imagery for the entire region.

#### NENA PSAP Registry

- In the past, we have provided them with all our mapping layers for our primary PSAPs. Now, they have a layer for secondary PSAPs which they asked our data/mapping team to review. Some of their information was way off! So, staff are working on cleaning up the secondary PSAP's information and will send it to NENA once they have completed the cleanup. So, if you are a secondary PSAP notified about looking for this information just know that MARC staff has this covered.

#### Outstanding Performance Awards

- Nominations are open until Friday, February 7<sup>th</sup>. Staff have received 17 submissions so far and are excited about this, but the more the merrier. You should have received an email from Sally McGraw today that has a link to the nomination form.

#### Operations – Nikki Thomas

##### Telecommunicators Appreciation Celebration (TAC)

- TAC is scheduled for Friday, April 11<sup>th</sup> at the Overland Park Convention Center.

##### Language Line

- There has been quite a bit of discussion about the usage of language line over the last 18 months or so and this continues to be the trend. We had some technical challenges last year with reporting and being able to audit calls that exceeded over 20 minutes. Al-Rubaie has been able to identify a way to do auditing for this and reporting will be starting again for calls over 20 minutes. Sally McGraw or Thomas may reach out to PSAPs for your assistance regarding these calls.

Thomas will pull some information for months within the last three years for research on the upcoming World Cup. She will be reporting the research results to this committee. Winebrenner shared that from 2022 – 2024, he believed the language line volume usage had gone up and this review would help to confirm whether that is true or not. Christina Bailey suggested showing the difference between calls that were between 10 – 15 vs. 15 – 20 minutes. There was discussion around outlining various timeframes. Staff will put the report together and then a decision will be made about outlining different timeframes. Al-Rubaie noted that there is a need to take into consideration the time it takes the dispatcher to realize the need for language line and how long it takes to get language line on the line.

##### Years of Service Awards

- Years of Service awards previously started at 25 years. We have gotten approval to change the starting year to 20 years of service.

## **5. Other Business**

- Marie Beauchamp shared that Cass County has set up a regional central square pro suite meeting for February 19 at 1300 hours (1:00 p.m.). This will be hosted by the Cass County Sheriff's office. Connie Valentich, ([connie.valentich@cassmosheriff.org](mailto:connie.valentich@cassmosheriff.org)), Cass County Sheriff's Office and David Tucker, ([david.tucker@cityofls.net](mailto:david.tucker@cityofls.net)), Lee's Summit Fire Department are the portal administrators. Anyone that has staff wanting to attend should reach out to one of them or Beauchamp, ([ccesb@casscountyesb.com](mailto:ccesb@casscountyesb.com)) to RSVP for this meeting. Beauchamp asked if doing another CAD audit was being looked at because she could send out the list to these attendees for them to review and provide updates. Thomas will forward her a copy of the last audit listing.
- Jeanie Lauer is on the human trafficking taskforce for the state of Missouri which met last week. Their

key discussion was about what could happen at the World Cup. Human trafficking is a big issue at Super Bowl and so forth but the significant difference here is length of this event and organizations coming from a variety of cultures; somewhere human trafficking is acceptable. The emphasis on this is going to be much greater, which could impact 911 services. Their taskforce is considering putting up additional signage promoting that “this is not acceptable here” to make sure we can minimize this as much as possible.

- Al-Rubaie noted that MARC staff has been working with CISA on reviewing worldwide emergency numbers to see which one works and which ones do not. CISA is working with the big three carriers to start discussions around this. Chris Maiers posted in the chat a huge thank you to the MARC team for doing this type of testing. He shared that the Communications ISAC chair was super appreciative of the data which staff had provided them. The chair noted that this was a good starting point and had conveyed to Maiers that it really helps them in configuring which numbers are associated with which teams and fans that may come into the country. They are having some meetings now, and some internet providers are attending them along with the three big carriers. It is hoped to see some progress on this soon.
- Winebrenner noted that Public Safety’s new flat billing for all 12 months started this month and there was some confusion. County bills will cover from the 1<sup>st</sup> day to the last day of each month. For clarification, counties will not receive a December bill since this was covered by a fund balance to start fresh in January. Counties will receive the same bill amount for each month.
- Maiers shared that he wanted to make this group aware of some new products that had recently come out. 1) Artificial Intelligence Adoption Guidance document that talks about things to keep in mind if you are looking at adopting AI in your business model. Also, some documents that are geared towards making sure communications infrastructure is secure vs. state sponsored actors such as those that might be affiliated with the Peoples Republic of China, Russia, or Iran. All these are available and anyone wanting these can contact him at [CHRISTOPHER.MAIERS@cisa.dhs.gov](mailto:CHRISTOPHER.MAIERS@cisa.dhs.gov) and he will forward them to you.

## **6. Adjournment**

With no further discussion, the meeting adjourned.

### **2025 Meeting Dates**

April 16

July 23

November 12