



Public Safety Communications Users Meeting
April 16, 2025 (Hybrid)
Meeting Summary

Attendees:

Christina Bailey, Lee's Summit Police
Department
Scott Boden, Johnson County Kansas
Sheriff's Office
Kyra Burns, Platte County Sheriff's
Office
Ben Chlapek, Raytown Fire Protection District
Rick Gisolf, Johnson County Kansas Emergency Communications Center
Steve Hoskins, Platte County Sheriff's Office
Cipriana Sapien, Propio
AJ Zarrillo, Jackson County Sheriff's Office

Online:

Marie Beauchamp, Cass County Emergency Management
Jerry Clark, Liberty Police Department
Michael Daniels, Overland Park Police Department
Paul Haynes, Johnson County Sheriff's Office
Worth Hunsinger, Johnson County Kansas Emergency Communications
Naomi Kent, Leawood Police Department
Kim Hunter, Clay County Sheriff's Office
Christopher Maiers, U.S. Department of Homeland Security
Mary Osterberg, Harrisonville Police Department
Dee Regina, Linn County Sheriff's Office
Adrienne Rhinehart, Raymore Police Department
Carl Robert, for Heron Santana, Kansas City Kansas Police Department
John Russell, Wyandotte County, Kansas Sheriff's Office
Connie Valentich, Cass County Sheriff's Office
Mark Whelan, Miami County Sheriff's Office
Carla Wills, Belton 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 January 22, 2025, meeting summary

Rick Gisolf made a motion to approve the January 22 summary. Christina Bailey seconded it. The motion passed with no opposition.

3. Presentation: Propio Language Services

- Winebrenner said MARC had been researching an additional language line for 911 console use. He introduced Cipriana Sapien from Propio. Sapien shared that Propio was a full suite language provider that has been in business for over 25 years and serves all fifty states. They are located in the Kansas City area and have clients from different industries.

A PowerPoint was shared while she outlined what was being seen. She shared that as for connectivity, they can work on the backend to make sure their interpreters are connected accurately. Should there be bad internet or service, they will take that interpreter out of the pool and put someone else on, so there will always be someone available. They are available 24/7 365 days. Spanish is an 8 second connect while their other languages are 14 seconds. They offer over 200 languages and have over 15,000 interpreters.

With them, you can have several distinctive features over the phone:

- A unique number for each division, so you do not have to put in access codes.
- You can also customize the top seven languages you choose to learn. Then, if there is a need for a different language than your top seven, you would press #8 for that different language.
- This system can be set up with intake questions that would allow you to set up analytics for filtering calls in whatever timeframe you would want to set up.
- The interpreter can make a third-party dial if that is ever a need.
- A LEP direct dial-in can be set up. This would be you wanting Propio to set up for you a Spanish number that would allow callers calling in to connect with an interpreter and the interpreter calls you.
- They do have a video interpretation platform app that can be downloaded to your cell phone and used in the field for sign language and such. It can also be used to identify what language someone is learning.

Propio has a dashboard that updates in real time. You can receive an itemized call log that can show when a call started, how long it lasted, and who placed the call. You can also filter by language, month, day, or whatever you need. This can be exported into an Excel document or CSV for you to have your own records, which could be useful for budgeting. Invoices can be sent to one entity or to individual agencies.

As for implementation, if this group decides to use Propio, they can get you live within 24 hours of your kickoff goal. This can be set up with the key account owners and make sure each number (should the decision be made to have multiple numbers) is set up to our specifications with a key stakeholder all along the way.

Winebrenner said that MARC feels this is a great second option for language access on the 911 system. A quote has been received for Spanish that is less than what we are paying now, but other languages is just a little more than what we are paying. Most of our calls are Spanish. It is anticipated that this would not cost us more than what we are paying now but the cost would be split between the two translation services. Other agencies can come on to a MARC account as subaccounts. This would be a part of the

911 console translations button, and dispatchers could choose which one they preferred.

Valentich added that Cass County was in talks with Rapid SOS, and they had a pretty good language line plan. Winebrenner noted that MARC was also in discussion with Rapid SOS. Thomas asked how it would be managed if the dispatcher was unable to identify the language. Per Sapien, within the Propio system a dispatcher can hit 0 and be connected to an operator that will assist with this.

Winebrenner said MARC was asking for a recommendation to be approved to put before the PS Board a recommendation to approve a contract with Propio supplementing our current language line operations for 911 call takers.

Christina Bailey made a motion to recommend to the Public Safety Communications Board for approval of a contract with Propio to supplement the current 911 language line operations. Mike Daniels seconded it. The motion passed with no opposition.

4. World Cup Preparation Update – Steve Hoskins

- The Regional Interoperable Committee (RIC) has become the communications subcommittee for the World Cup 2026 program. Maj. Martinez, KCMO Police Department chairing the World Cup 2026 program and tagged the RIC and Scott Stephenson, KCMO PD Radio Shop as a technical advisor to assist.

The RIC will be helping to put together the comm plans for the various venues. There are a lot of behind-the-scenes activities happening, which include meetings where they get more information each time. There was a webinar this morning with two gentlemen from FIFA whose job is spectrum deconfliction. It was discovered that the World Cup has plenary in the balls, goals, and on the sidelines, and they use the same bandwidth that is used in the US for public safety. So, one of the things that needs to be done is to find out what their bands are, so they do not conflict with any of the host cities. In addition to this, they are very strict regarding anything that has ANY kind of radio capability that comes into any venue must go through their office and your equipment must be tagged for the ability to be identified later. If anyone operates on anything that has not been inspected and tagged and causes any kind of interference, that person will be removed. This includes cache and news anchors. This includes **everything**, even wireless microphones. Radios with Bluetooth capabilities should be good, and any public safety radios do not have to go through this process. But you have to have some form of identification badge that you can produce should you be stopped; this even includes undercover agents. Any EOD teams that have robots with wireless connections? Their robots have to be inspected and tagged if they are going into a venue, and the office has to know what frequency it operates on so they can identify it.

There is a lot going on, including training courses where this list is being kept for us to hopefully be able to reach out should we need their assistance with working on some of the World Cup events. Maiers added that in the meeting earlier, it was shared that the public safety spectrum would take priority and precedence over a lot of other things. He is hopeful that this will also include ball tracking equipment since this group was there first with 800 meg spectrums.

5. Update Items: 911 Legislative Updates – Jason White

a. Federal

- The Mo 911 Service Board has access to a lobbyist in DC. They are monitoring the issue of the sale of Spectrum. This has been around for a while, but the reality is there will be a sale of Spectrum. In past efforts, this has been attached to revenues going to funding the build out of 911 nation-wide.

We are not only monitoring this but are trying to provide a positive impact. So, when the sale does occur, 911 still identifies as a place where the proceeds should go.

b. State - Missouri

- The Wayfair that will allow our sales tax districts to access the taxation on use tax received a big boost. It has been attached to SB 271. The clock is starting to become an issue, but it is identified as one to start moving forward. It still has some opposition from the Mo Association of Counties. There was a question about why Assn was pushing back. Per White, there are two issues. One is some counties have already leveled the use tax on their citizens including the amount of the local 911 or ambulance district sales tax. Not all these counties, but some are retaining these funds. So, clarification is needed for if the county government is going to tax the citizens or revenue related under the numerical requirement of having 911, ambulance or fire included. These dollars would have to be carved out and provided to the appropriate entity. The second issue is counties that cannot get their citizens to approve the use of taxes. The Assn is supporting their members from counties. The Assn view is if public safety entities go to their citizens and get a use tax approved it would make getting county funding for the basic county needs such as roads, bridges, etc. harder. This is more of a disagreement and not an ongoing Bailey asked if he knew anything about a recruitment and retention bill which she had seen something about which would provide dispatchers and their dependents with some college funding. White said there were two bills: one in the House and one in the Senate. It is SB 71. It is moving but he had not checked it today. He asked Bailey to drop him an email and he would check on this and catch her up tomorrow. He said the theory behind it is for a dispatcher and your dependents to have access to 4 years of college education and have the state pay for it. This could pass but appropriations for it would have to be fought for next year.
- 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.

State – Kansas – Eric Winebrenner

- HB 2110 was the bill that changed the collection of funds from the 911 tax from the local collection point administrator to the state treasury as part of the change of the Ks 911 Board. This bill passed and was signed by the Governor on April 1.
- SB 11 requires the Ks 911 Board to establish requirements for 911 telecommunicators to receive training and continuous education in telecommunicator pulmonary resuscitation. This bill was assigned to the Senate Utility Committee on January 16 and has not been moved.

c. Missouri 911 Service Board Report – Jason White

- Focusing on implementing the funding that has gone towards grants. All of the red counties are under grants. So, by the end of the year, everyone should have 911 access and quite a bit of it upgraded.
- Looking at potential for additional funding to build areas of the state that are struggling.
 - At their last meeting, the Board did informally approve putting together a task work group around emergency medical dispatch. A regulation was passed around two years ago that essentially defined EMD. They are going to apply this to see where we stand against the benchmark. Then, the work group will help to provide conversation on how to create policy or linkage on the Board for possible funding to assist with motivating the growth of EMD.

d. Kansas 911 Coordinating Council – Mike Daniels

- The Council met on January 24. SB 11 he believes won't make it out of committee.
- The Council is still moving forward with changing to the Ks 911 Board and now has a couple of state employees.

- They were working on an indoor mapping pilot which did not turn out as well as they had wanted. They had four vendors, and each one had a totally different view of what indoor mapping would look like and none of them were great. They are still trying to get something done with this for Ks.
- Looking at EMD statewide and evaluating contracts to see if they can participate in something that would allow for a statewide process as kind of a side note to SB 11.
- Their next meeting is May 16.

6. Update Items: Public Safety Program Updates

Boden shared a sincere thank you to all the MARC staff for all their work on the Telecommunicators Appreciation Celebration. He believed it went very well, and the venue was very nice.

a. Training – Pam Opoka

Online Training

TalentLMS

- 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 as well as a module on neurodivergent learners. This does have a prerequisite for the CTO certification. Because this is a brand-new class with a wait list from Q1 that I put in Quarter 3 (May), limited seats are still available.

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. As a reminder, the 40-hour Basic is required by the state of 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 502 dispatchers within 25 PSAPs 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.
- Eighty-three dispatchers have been trained online for CEUs so far this year.

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 the Imagine Listening podcast series. Thank you to Kansas City MO Regional Police Academy for hosting this event. 23 attended by 12 agencies.
- The 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. Thirty-seven attended from 15 agencies.
- 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.
- The 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. Rachel Willoughby-Green is well known for her work in FRST-Midwest 40-hour basic peer support training, at The Battle Within and at Horses & Heros.Heroes.

World Cup Series

- Communications Technician Training (COM-T) was held March 3-7, 2025, at Lee's Summit Police Department. Ten people attended.
- Communications Unit Leader (COM-L) is scheduled May 13-16 at Miami County Sheriff's Office with three registered.
- Tactical Dispatch scheduled June 10-13 at Miami County Sheriff's Office. Chris Allen-Hunter is managing registration and vetting of prerequisites required for this series.

Phase 1 – All Open to Midwest

- Feb 2025 - SS-COMT (*actual March 3-7 at LSPD*)
- Mar 2025 - SS-INTD** (*actual June 10-13, 2025, at Miami County Sheriff's Office, Paola, KS*)
- Apr 2025 - TRG-INCM**canceled at Federal Level
- May 2025 - SS-COML (*actual May 13-16 at Miami County SO*)-Travis Marshall and Corey Sloan
- June 2025-Tactical Dispatch (June 10-13 at Miami County SO)-added 4/15/25
- Aug (4th week) 2025 - First COMMEX **may be canceled still unknown

Phase 2 – All Open to Midwest

- Sept 2025 - SS-COML
- Oct 2025 - TRG-ITSL (Olathe, KS?)
- Oct 2025 - SS-INTD
- Apr 2026 - Final COMMEX

Peer Support

- As a reminder, The Mindbase Wellness Toolkit resource app is available to ALL MARC PSAPs. The Fitness Series is showing as the highest app activity, followed by the Sleep Module series.
- Miami County hosted a free all-day wellness event for the Region on Saturday, April 5th, for all public safety personnel and their families. Approximately 150 people attended. They had speakers from the region and national level conferences as well as several vendors.
- The Commander Peer Support Team is branching into a directional shift in "Commander Team Mentorship" with Dr. Jenny Prohaska. The 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.

Hoskins noted that the Feds were scheduled to do the August COMMEX, but their funding has been canceled. So, we are going to do it regionally. There will be a reach out to leverage experience across the region for assistance. There is a need for individuals to be evaluators and so forth. This will be a great opportunity for folks to get their task books signed off.

b. Technical Services – Hassan Al-Rubaie

- AT&T Trunks – Still waiting on trunks for KCMO Fire, Lenexa PD and Platte County back up. Our AT&T rep for the non-public safety side has taken our orders and is trying to escalate them from her side as well. MARC has been told that the cabling they need to do is being completed, but we still do not have an estimated time for completion.

Motorola

2025 Hardware Refreshers

- These were received yesterday. We have Grandview, Harrisonville, Johnson County Kansas ECC and Sheriff's Office, North Kansas City, Pleasant Hill, Pleasant Valley, and Shawnee. At the last meeting, he shared that Independence was part of this round, but it is not. It is Lee's Summit Police Department, but they are holding theirs until they are in their new building. Lee's Summit Fire's will be ordered later this year.

c. Database / Mapping – Saralyn Hayes

Data

Very Large Query (VLQ)

- Recently received the VLQ report. Continuing to see decreases in the number of landline records. Last quarter there was a decrease of around 15,000, which is approximately 2%. But annually, it was around a 13% decrease total. Work continues with AT&T to make sure we are being charged appropriately since we pay seven cents per record. An increase in VOIP calls and error reports is being seen.

Error Reports

- They are continuing to have their monthly challenge and contest for error reports. There is a monthly drawing being done where one dispatcher receives a gift card for a submitted valid error report. This has been well received, and there has been an increase in the number of error reports received.

PSAP Side

- Hayes reminded everyone that any changes to your phone system or ten-digit number should be reported to MARC staff since this can affect things behind the scenes.

Also, if you have any new hires, staff leaving or retiring, MARC needs to be notified. She noted that MARC staff are working on an internal form that informs all our divisions of such changes since each has steps; they need to perform regarding any of these changes. To help the MARC team assist you with getting the most flexibility for sustainability. Regina asked for now who should be contacted about new hires. Per Al-Rubaie that information can be sent to any MARC staff and staff will share that information with one another. In the future, the form that you fill out will allow you to mark all of the different things the new hire should be attached to, and once you submit it, it will go directly to each contact responsible for managing the item(s) you have marked. He noted that a separate form would need to be filled out for each individual.

Al-Rubaie added that if your agency is getting a new phone system, please notify the MARC IT team immediately before you even start looking at vendors. So, there can be a conversation about it.

- MARC helps maintain the EPRC, which used to be called the NENA PSAP registry. In the past, it had always been just a cool item but now, it is being utilized more. As part of the 911 service outage notifications, carriers are required to send notifications whenever they have an outage. We are seeing an increase in the number of these notifications and the information in the PSAP registration is what they use to contact. So, this needs to be kept updated.

Mapping

- Their team is working with DATMARK for the Mo 911 NextGen project and Motorola for the regional 911NextGen GIS project. We are continuing to access the map data and making corrections and sending updates. She shared that they appreciate the addressing and mapping individuals at the jurisdictions that they work with closely to help answer questions and send data to assess in getting this cleaned up. Making good progress but still have a way to go.

GeoComm Mapping

- Implementation is going well. As of today, twenty-two PSAPs will be installed. GeoLynx is still available. There are side-by-side buttons on the Vesta console. Dispatchers are highly encouraged to go through the GeoComm online training and move away from using GeoLynx. Hayes sent out an email outlining what you need to know to get started on GeoComm Maps. Our Public Safety IT team is scheduling the implementation. The goal is to try and finish this by the end of the month. Al-Rubaie shared that a few more had been updated since Hayes had received her numbers. He noted that KCKPD and KCKFD will be done tomorrow. Then, they will have Johnson County ECC and Sheriff departments, Leawood, Lenexa, Overland Park, Prairie Village, and Shawnee left to do.

Hayes said that MARC had received some helpful feedback from KCFD regarding their city font coloring and size being hard to see. So, work was done with GeoComm to adjust the font sizes which were pushed out today. Also, a dispatcher shared that they had a pursuit that went outside their county/MARC region, and it was very helpful to have surrounding data they could see.

Anyone with questions or feedback positive or not, please contact Hayes (shayes@marc.org) with that information and MARC staff will work to see what can be done. GeoComm has its own support system. So, if you have an issue with logging in or any issues with GeoComm Maps, you should contact GeoComm's support directly.

Opoka sent out a Training Tip Tuesday email a few weeks ago about the new railroad contact emergency number through Pipeline and Hazardous Materials Safety Administration which is who MARC gets their pipeline data from. There is a June 24th deadline that if there is a rail emergency, class 1 railroads have to send notification to the primary PSAP outlining what is on the train in hazardous material amounts and such. Also, using the NENA PSAP registry, she just spoke about it. One important item is that it says primary PSAP. So, if your agency has a secondary PSAP, it does not appear that the notification is set to go to them. So, please make sure to notify and/or communicate anything that you may receive to your secondary PSAP. Also, email information about AskRail was shared. If there is a phone or web app, it cannot be loaded onto your 911 workstation, but it can be loaded onto another computer that you may have. This has training information so if there should be a train derailling or emergency, your dispatcher can input a train car or tanker number and it will list everything that is on the train, hazardous materials, placard, etc. Anyone that did not receive Opoka's email or wants to receive a copy can contact Hayes and she will send it to you.

You **cannot** share logins on GeoComm Maps. If you want your 911 calls to plot, you have to put your console ID in and if you do not put in this information, your console calls will not plot or if you are sharing logins, it will plot someone else's from your center's calls. Al-Rubaie provided a demo of GeoComm Map and how calls are plotted. He noted that when you click on Rapid SOS Portal, it will open in another window. Sometimes when you open this, it will give you a login prompt; just close it and reopen it. If the caller has other information loaded on their handset or other third-party database, all that information is pulled over as well.

Winebrenner noted that GeoLynx will be going away. Per Al-Rubaie, the tentative shutdown date is May 13th. Winebrenner noted this is because GeoLynx is being discontinued and Al-Rubaie added that it has been out of support for a while. Hayes asked everyone to encourage their staff to go through and start learning GeoComm Maps, so they are not struggling later.

Operations – Nikki Thomas

- Telecommunicators Appreciation Celebration (TAC) was Friday, April 11th at the Overland Park Convention Center and it was successful and well attended. Anyone with any type of feedback was asked to provide that information to Thomas (nthomas@marc.org or 816.701.8323. Staff are always looking for ways to improve. She thanked all those who were able to attend to come.

7. Closed Session

The Public Safety Communications Users committee may go into closed session for any reason pursuant to 610.02

RSMo

Steve Hoskins made a motion to go into a closed session. Scott Boden seconded it. The motion passed

without opposition. Winebrenner performed a roll call.

- There was a discussion on the 911 network configuration.

Mike Daniels moved to recommend to the Public Safety Communications Board approval of additional hardware features for the 911 system and a recommendation to pursue this hardware in the 2026 budget. Rick Gisolf seconded it. The motion passed with no opposition.

Discussed:

- Additional hardware features for the 911 system and a recommendation to pursue this hardware in the 2026 budget.
- The 911 network configuration. And a vote to purchase additional equipment.
- Additional hardware features for the 911 system and recommendation to pursue this project in the 2026 budget.

Steve Hoskins made a motion to come out of the closed session. Scott Boden seconded it. The motion passed.

8. Other Business

9. Adjournment

With no further discussion, the meeting adjourned.

Meeting Dates

July 23

November 12