



Public Safety Users Communications Meeting July 23, 2025 (Hybrid) Meeting Summary

- 1) **Call to Order** – Stev Hoskins called the meeting to order. Self-introductions were made. Eric Winebrenner performed a roll call of those online.
- 2) **Action Item: Approval of April 16, 2025, meeting summary**
Rick Gisolf moved to approve the April 16, 2025, meeting summary. Zach Cobb seconded this. Motion was approved with no opposition.
- 3) **Action Item: KCPD VESTA 911 – Command Central Aware Integration – Eric Winebrenner**
 - KCPD contacted Motorola about new CAD (data collector) software. With the new CAD system, KCPD is asking for more 911 information to be fed into their CAD than has ever been before. MARC has been in discussion with KCPD about access. He noted that Motorola has been informed that Public Safety IT would need to be the information gateway.

Motorola is checking whether there would be a fee for MARC to add this new CAD to our regional system. Per Winebrenner if there is a fee, it will be paid by KCPD.

Rick Gisolf made a motion to recommend to the Public Safety Communications Board approval for MARC Public Safety to work with Motorola and KCPD regarding the CAD system KCPD has inquired about. If KCPD decides to go ahead with purchasing this system, KCPD will be responsible for any fees associated with it. Zach Cobb seconded this. It was approved without opposition.

- 4) **Action Item: RapidSOS Contract – Eric Winebrenner/Hassan Al-Rubaie**
 - Winebrenner shared that at the last Public Safety Communications Board (PSCB) meeting, there was a discussion about adding RapidSOS Communicator. This is software that has call transcription/translation with a video component. It would allow a dispatcher to send a link to the caller where the caller could turn on their phone camera and share video with the dispatcher. At that meeting, the Board said they were interested but wanted to know the cost. The cost for five years is \$327,000 annually. This would be done by concurrency usage.

Installation in four agencies this year at a cost of \$25,500 would allow us to start learning more about this system. Winebrenner said MARC would pay for this out of the current budget. Then, if or when it is approved by the PSCB, staff would be able to get it set up and installed for everyone before the World Cup. The cost has been included in the 2026 budget. Al-Rubaie noted that this system runs on a browser and there is no integration. It would have to be set up agency systems and agencies would be required to sign a MOU. The fact that there are other products were brought up and discussed. Gisolf noted that there are other products but within RapidSOS there is an avenue for agencies to chat and share items with one another.

Scott Boden moved to recommend to the Public Safety Communications Board approval for RapidSOS Communicator. Zach Cobb seconded this. The motion was approved without opposition.

- 5) **Update Item: World Cup Preparation – Steve Hoskins**
Communications
 - Continuing to do trainings.

- There will be an exercise on August 25-27 at Children's Mercy Park. Participants are still needed for the exercise. Those interested can register on Kansas Train, mark the role in which they can participate in, and if they will be participating for 1 day (which day) or both days.
- He noted that it had been shared that World Cup fans are quite different than American football fans (more violent). It is still unknown what teams will be coming here, which could lead to it being teams with fans that do not get along.
- Work is being done with FIFA on frequency operations.

Operational

- Looking at comms issues, since one of the base camps being considered is in Lawrence. There is also discussion about team escorts, and wanting whatever agency assigned this to be able to talk to the home base and stadium. Work is being done to try to figure out how to make this component work. One of the things the regional interoperability communications committee is encouraging anything that can be done through hard wire be done that way. Then, anything that can be done face-to-face be done that way. Those who have AT&T Net will be encouraged to use that platform. He noted that anything you can use besides the radio will be extremely helpful.
- There is a need for FIFA to get their operational plan completed before our region can complete ours.
- Gisolf shared that he had a meeting with Hexagon who has a product Hexagon Connect in which it does not matter what CAD you are on but is just informational sharing piece. Winebrenner shared that MARC staff had evaluated this, and the buy-in on it was difficult and the cost was huge. Gisolf noted that lapses were found during the KC Chiefs parade and this or something like it would be helpful. Al-Rubaie noted that Motorola has a similar CAD offering. Scott Goodman asked if this was different than HISSN. Per Hoskins it is similar in nature.
- Hoskins shared that FIFA did have some funding which KCPD is over for our region and any financial needs we may have, we would have to ask KCPD for funding assistance. Winebrenner said that this may be a discussion to have with Greg Williams, KCPD and/or Abigail Martinez, which MARC staff would be happy to facilitate a meeting should that be what is wanted.

6) Update Items: 911 Legislation Update – Jason White/Eric Winebrenner

Missouri

- The Missouri 911 Board meets monthly. He noted that the release of more grant funding should not be expected. All the funding received from the legislature has been accounted for and is being used to honor all the obligations the Board has. The Board is spending down all it has for this year and next year.
- The MO EMD working group is looking at how to promote the use of EMD. Every other year they do a survey and the step they are at now is collecting EMD data. A mini survey may be done around this, but the first step is to collect the data to know how many PSAPs are managing medical call, how many of those do EMD and for those that do EMD, what program or training category. With this knowledge they can move forward with how to direct future funding or educational support.
- Hayes added that in MO this year a law was passed for AED to be in schools. It goes into effect in the 2026-2027 school year. It requires schools to have registered accessible AEDs. She reminded everyone that Kansas and Missouri both use PulsePoint which has a free registry service. Right now, all PSAPs, law, Fire and EMS agencies have at least one contact in PulsePoint with an email that should allow them access to PulsePoint to see what AEDs have been registered, what needs to be approved and so forth. She has already received questions from three school districts about information. She is happy to assist. If anyone hears from schools that need assistance, please send them Hayes' way (shayes@marc.org) or to the Missouri 911 Service Board.

Kansas – Eric Winebrenner

- The Kansas 911 Board has approved a \$2 million grant from the general fund for critical facility mapping.
- There is a state funding opportunity for indoor mapping. He asked for any of our Kansas agencies wanting to pursue this to please coordinate this with Saralyn Hayes (shayes@marc.org). So, if you get mapping for internal places paid for, it will work with our mapping software.

Hayes said that the Kansas Service Board sent an email to all the Kansas PSAPs about information. The priority is public and private schools, event centers and large gathering facilities, government buildings and such. If you did not receive the email, contact Hayes and she will forward a copy to you. GeoComm does have an integration in the GeoComm maps, and a demo was shown which showed an easy toggle on and toggle off.

7) Presentation: Proprio Translation Services: Rachael Roberts

- Roberts shared that Proprio has two services available (Over-the-phone & video). On the screen, she walked through how both worked. She explained that we should have or will be receiving an information card specific to our organization. This card has their contact number, a pin code, and how to use Proprio's remote video app or website. She shared that when a dispatcher called, the interpreter can add a third party to the call and/or leave a message should that be required.

The call steps: call the number (press the button on the console), the caller hears a message asking for them to enter their pin code, next the option to choose the language needed and before being connected to an interpreter, an offer to rate the interpreter later. Nikki Thomas asked if the rating portion could be removed or added to the very end of

the call. Roberts will check into this and provide information back to MARC staff. Hoskins asked if the caller knew the number for the language they wanted, could they immediately hit that number and go to the next step? Yes, they can. Al-Rubaie noted that there will be some internal pre-testing calls made.

Winebrenner said that arrangements have been made for each agency to set up their own accounts. Per Hassan Al-Rubaie, Proprio will be preloaded onto the consoles and will go live on August 1st. Information about how to access Proprio will be sent out in a Training Tip Tuesday notice.

8) Public Safety Program Updates

Online Training

TalentLMS

- CTO - Open for the entire month of July. It is instructor led online by Halcyon Frank
- Beyond CTO - Open the entire month of August. This class includes basic instructional design for 911 training programs within your agency and a neurodivergent learner module. It does have a prerequisite for CTO certification.
- Supervisor - Open the entire month of September. Instructor led online by Halcyon Frank. This class will only be offered bi-yearly in 2026.
- The 40-hour basic is mentioned in the new NENA Comm 911 Professional Education Standard. Opoka checked our online version against the new Standard and feel we need to up our cybersecurity section to match the Standard. 179 completed learners in Q2.
- On another note, the Training Advisory Committee was surveyed about having an in-person course for the 40-hour basic. Estimates from the State of Missouri Training Partnership and from an independent contractor were obtained and 3 different scenarios received. The Advisory committee's consensus was it is cost prohibitive for PSAPs in shift coverage and pay overtime. Especially since we have the online version which meets the Missouri requirement law.
- GeoComm Mapping course training launched March 12 and has 550 complete learners.
- CIT-T was launched into the region on March 12, and we have received feedback on typos, etc. that have been forwarded to Creative Courseware, our consultant, to fix. It was also suggested several times to add "closed captioning" due to all the videos and having to work a console at the same time. That project will be completed by August 1.
- The Training Advisory Committee is currently vetting new courses to launch in 2026 and discussing a new "Professional Development" track.

Virtual Academy

- This is a reminder that we have this online training portal available for CEUs. There are hundreds of courses available on topics such as telecommunications, leadership, legal and many more. 73 dispatchers earned online CEUs in Q2.

In-Person Training

- Q3 is CIT-Telecommunicators - It is a tightly choreographed 3-day schedule with changing subject matter expert instructors every hour or two. It is an in-person training course on September 8-10 at Lee's Summit PD. Registration is open.
- As a surprise bonus for Q3, the popular keynote and book author, Dr. Joe Serio is teaching Managing Stress & Beat the Burnout class on September 24 hosted by Johnson County Kansas ECC. There will be an AM and PM offering of this course with seating limited to 30 seats for each. Registration is open.
- Aug 2025 - COMDEX (August 25-27 at Children's Mercy Park/Sporting KC)

Phase 2 – All Open to Midwest

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

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. Reports show the crisis hotlines as the highest app activity, followed by MARC 911 Peer Support.
- The NENA Peer Support work group is re-charting and sending out the Call for Volunteers since the INF Doc called NENA Peer Support Team Development, Implementation, and Oversight is up for review and updating April 2. NENA is also asking that we make it certifiable as an ANSI Standard (American National Standards Institute). I was asked to co-chair again with JC Ferguson, a Commander from Austin-Travis County EMS, Texas (initial approval date 4/21/2021). As a reminder, the MARC 911 Peer Support team's policy is the focus of the current document and even won a national award from 911 Training Institute. Just a heads up, since its inception in 2021, there are now robust teams in CO and NC with week-long wellness retreats who may steal our thunder!
- The Commander Peer Support Team branched into a directional shift adding "Commander Team Mentorship" with Dr. Jenny Prohaska. The training was June 2-6, 2025, at Leawood PD with equine leadership workshop at War Horses on the last day. The class members are checking in again in 6 months (December).

- The Commander Team co-chairs are presenting at the Missouri First Responders Health & Wellness conference at the Lodge of the Four Seasons in Lake Ozark, MO on September 17 from 1:00-1:50 PM. If you are there, please go to their presentation to support them!

Other Training Business:

- NENA Joint Committee meeting (JCM) October 7-9 (9:00 AM-4:00 PM) at T-Mobile campus in Overland Park, KS. It is free but will require registration. (at this link--virtual and in-person avail): www.nena.org/event/JCM2025
- Participation at JCM counts towards ENP recertification points.

Technical Services – Hassan Al-Rubaie

AT&T CAMA Trunks

- Orders are still pending for KCMO Fire, Lenexa PD and Platte County back-up. The latest update from AT&T is that they are still waiting for two pieces of equipment for the central office.

Motorola Hardware Refreshers

- On going for this year: have completed Johnson County Kansas ECC, Pleasant Valley PD, Johnson County Kansas Sheriff's Office is underway right now. Then, we have Grandview, Harrisonville, North Kansas City, Pleasant Hill, and Shawnee. The goal is to have these completed by the end of August.

Cost-share Request

- Received request for two workstations: Blue Springs – some monitor mounts have been ordered for these to be installed. Riverside – had one position that has been installed.

GeoComm Maps

- All PSAPs are live and the GeoLynx Server was decommissioned on May 13, 2025.
- A new user form was launched in May which everyone is filling out. It does make it a lot easier for everyone because it is one form for you to fill out. Filling out this one form gets your GeoComm and Vesta credentials created and any training needs. He thanked everyone for using this form.

Database / Mapping – Saralyn Hayes

She was excited to announce that for the 1st time all our counties are meeting or exceeding the national standards! There are over two million addresses in our region and a lot of roads and boundaries.

GeoComm Mapping

- She shared her screen and showed how this system works. She noted that their team received great feedback and was able to implement many changes. One of the latest items, which she showed was the integration with NENA's EPRC (Emergency PSAP Registry and Census (formerly referred to as the PSAP Registry)). There was a KCMO Fire dispatcher that said they had a call from a local person who shared that they had a family member in Texas that had an emergency. Because they were having a tough time figuring out their PSAP, finally, a supervisor logged into the NENA registry for that area and was able to locate the PSAP. She showed how you go to that area on the map and clicked on it and it showed you what agency works in that area and the contact information for that PSAP. You can search for an address, community, PSAP, agency name and it is a quick way to identify who is the PSAP. This is not real time in GeoComm maps but is refreshed weekly. If something is found not to be correct, please contact Hayes. She can submit an update form to NENA for changes/updates. They do have a two-week turnaround on these requests.

Hayes thanked Cobb for sharing an issue that Blue Springs had in which they had used the map. Cobb noted that the map was extremely useful.

GrowthZone

- MARC uses this system as their contact distribution software. Staff have heard from some agencies that they are not receiving emails. MARC staff use this system a lot for sending items such as informational pieces, training, and TAC. If you have an allowed list, you may want to add GrowthZonemail.com, so that you do not miss valuable information.

Annual Error Report Contest

- These are PSAP initiated 911 error reports that occur during a 911 call. These can be information that did not plot on the map, misrouted to the incorrect agency and such. The 911 data group collects all this information and collaborates to resolve any discrepancies. They also collect this data and have monthly drawings for gift cards.

There are two PSAP award categories: 1) the most valid initiated error reports received. 2) most valid PSAP initiated error reports based on call volume. There is a traveling trophy that goes to each year's winner for bragging rights. The winners this year are Johnson County ECC and Kansas City Missouri Police Department. Also, this year something new was a grand prize where all the submissions were put in a bowl, shaken up and a name drawn. The grand prize winner was Traci Nunley with KC MO PD.

Operations – Nikki Thomas/ Eric Winebrenner

- Translation Services Statistics – Thomas shared her screen and said that one of the items that MARC staff wanted to do when investigating translation service options was to review the history. As has been shared several times before, our translation budget has grown exponentially in the last couple of years, and it is anticipated it will grow more with the World Cup. Because of this, \$100,000 for this item has been included in the 2026 draft budget which goes to the PSCB in November. Staff believed it would interest you to see the usage history. Also, there was a desire to show the language usage breakdown. One of the good things about Proprio is that they do offer a discounted rate for

Spanish which is our most used language. It is hoped to see a savings since Language Line has one blanket cost no matter the language. This was just to provide statistics to support the initiative to find another language option.

- 2026 Program Budget Preview – Winebrenner shared that this draft is provided in July for those that must do July budgets. This is the highest MARC staff believes it will be so, you can build your budgets on these numbers. He shared that staff reserve the right to reduce it down if they can. It will go to the PSCB in November for final approval.
- One new program was added in 2026, which is the implementation of RapidSOS. This added \$340,000 (budgeted) but the actual quote came in at \$327,000.
- The additional budget cost over the premier year is \$1,510,241 for a 9.2% increase in contracts which we have set up with Motorola.
- There is a new software support contract for all our workstations that starts next year.
- Router II support
- An increase in workstation replacement cost is anticipated due to tariff activity that we have no control over.

Looking at each category:

911 maintenance - Going up 51% from \$1.6 to \$2.5 million which includes the software support agreements.

Network - Going down about 1%.

SS7 - Which you have been paying for numerous years, will go away when router II goes into play. So, this category will not be collected in 2026. It was around \$140,000 this year.

GIS Maintenance - Goes up 4% - this is GeoComm maps and GeoComm Data Hub.

Cybersecurity - Goes down about 2%.

Capital projects - Goes down about 17%. Thomas asked Winebrenner to share more about this change. He noted that MARC had been collecting 2% for several years on this. It had been added to the budget before because it was not known that we already had funds. Once a new financial person came onboard and was researching our funds, we were notified that we already had a reserve fund. The balance as of the end of June was \$10.4 million, which is four and half months and our goal was to have this amount between 12 - 15 months. So, the PSCB will be asked if they want to keep collection for the capital fund or not. Should they say no, the budget will go down \$30,000.

Translation services - Stays flat.

Coordination - Up by about 1%. Some travel was removed so this is mostly anticipated salary increases.

Overall, 2025 budget was a 3% decrease over 2024 and now we are going back up. Staff will review it again to make sure the numbers are correct, and it will be sent out so that you can start creating your 2026 budget. He added that RapidSOS is included in the 2026 budget, but it is up to the PSCB to approve it. The PSCB will be asked to approve it at their meeting in a week, but approval may not be received until their November meeting.

It was asked what the anticipated increases for Motorola would be and Motorola has not provided a number but just shared that increases would be coming. There is a 20% budget increase for equipment replacements in the 2026 budget which staff hope will cover any increases from Motorola.

This budget will be presented to the PSCB at their next meeting.

9) Other Business

- Poly Headset Wireless Base – Maria Beauchamp
The CA22CD wireless headset bases are discontinued. Poly is still honoring warranties through the end of the year, but she wanted to see if anyone had researched what our next wireless bases will be. She said she knows MARC does not supply this but if no one has done any research, she was hoping MARC would assist in researching this. This is the recharging base, and it appears that Poly is not making anything in this realm.

Hoskins shared that he had just received something from another company that he would pass on to her. Gisolf noted that there are other companies that are providing this. Winebrenner volunteered Thomas to research this. Beauchamp said that Poly had shared that the SHS1890 corded 6 wire was discontinued. Al-Rubaie shared that this may be a good item for the PSAP Managers Forum that is on SharePoint now. Anyone needing help getting into this can contact him (hal-rubaie@marc.org).

- Cobb shared that their PSAP is using Comms Coach which focuses on two things: training and QA. It is very AI-based. It makes training calls that dispatchers can take based on scenarios your agency can create along with some that the Comms Coach has created. It is a very authentic way that they talk, real background noises are used, and they use local geography. This is great for new dispatchers and more seasoned ones to work muscles on once in a lifetime calls, the ones you hope you never get and so forth.

Their agency really likes it training-wise, and it feeds into an evaluation system where it listens to all of their call audios and creates an evaluation page for each and every call. So, the AI portion summarized a call, has a training script of everything, pulls the CAD notes into it, and puts this together in the evaluation. It does grade, but he must do a lot of work to ensure the dispatcher is being graded fairly. Also, it creates a profile of a calltaker which helps

the manager get a read on how people are doing. They are having a good experience with this and the company that provides it. It has been good for them.

- Thomas is working on 2026 meeting dates.

10) Closed Session: N/A

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

Steve Hoskins made a motion to go into closed session. Scott Boden seconded this. It was approved with no opposition.

Winebrenner performed a roll call.

- There was a discussion on 911 network configuration.

11) Adjournment

2025 Meeting Date: November 12