



Public Safety Communications Board Meeting November 19, 2025 (Hybrid) Meeting Summary

- 1) **Call to Order** – Eric Houston called the meeting to order. Self-introductions were done.
- 2) **Public Safety Communications Board Changes and New Members** – Eric Winebrenner
 - No changes to report.
- 3) **Board Voting Member Roll Call** – Eric Winebrenner performed a roll call.
- 4) **Actin Item: Approval of July 30, 2025, meeting summary**
Kris Turnbold moved to approve the July 30th meeting summary. Mike Daniels seconded this. Motion was approved with no opposition.
- 5) **Update Item: Regional 911 System Quarterly Financial Review** – Lisa Santa Maria
 - Winebrenner introduced Lisa Santa Maria and shared that she is now our Public Safety contact within MARC financial department due to the departure of Andrew Molloy. She has been in local government for a long time and is very capable.
 - The 911 System program reserve has increased from \$10.7M at 12/31/24 to \$11.7M at 10/31/25. The reserve is equivalent to 13.5 months of FY25 budgeted expenditures.

FY25 YTD has seen softer expenditures than budgeted YTD (76% vs 83%). Notable variances to budget are timing related and include GIS maintenance and Tower maintenance categories.

MARC has allocated \$195K of interest earnings in 2025 to the 911 program through October (~\$238K annualized).

- Interest allocation represents ~20% of the \$956K increase in reserves through October.
- Note that fund balance (including A/R) has increased \$949K through October. The timing of collections is the difference between the increase in fund balance and reserves.

- 6) **Update Item: 911 Legislation Update** – Jason White/Eric Winebrenner/Mike Daniels
 - Federal – Eric Winebrenner
 - The Senate approved SB725 which is the Enhancing First Responders Act. This is the bill that would reclassify public safety telecommunicators as a protective service occupation in the federal standard occupational classification system. This has passed in the Senate and is going to the House in companion bill HB637. He is not sure where this is right now. But he will keep an eye on it.
 - Missouri – Jason White
 - (i) Missouri 911 Board Report
 - He reminded everyone that the Board would not be doing a grant program anytime soon. They had the ARPA, budget stabilization funds, and some Missouri funding that they are still working on getting through the system which will probably go into 2026.

- They are working on EMD. So, across the state we have red areas that define this, and the Board is now trying to determine who really meets the definition and who does not. Then, they will brainstorm some ideas on how to educate, motivate, and possibly provide incentives or something. They are trying to have this conversation now.
 - The three sort of policies issues that they will confront legislatively are:
 - 1) They plan on asking for state and federal funding to continue to link small regions together. But with the state budget being extremely tight, he does not have great expectations of receiving any funding. They will continue to look for funding to accomplish this task.
 - 2) The 3% pre-pay has been difficult, and collections keep dropping little by little. They have worked with the Department of Revenue (DOR) in the past on tracking this and that started out literally being done with pencil and paper. They have assisted with funding software to help with this collection. A year ago, they met with the DOR, and this is now being included in their audits. The audit now has a checkbox for the retailer to provide information. The Board is still receiving reports of facilities selling pre-paid that do not include the 3%. There is not any real enforcement language in this law, so, they are in conversation with DOR about another tweak to the law to give some teeth to an enforcement pattern.
 - 3) Tweaking the recently passed Wayfair law - Several years ago, this law was passed for an online sales tax to be collected by cities or counties. This law did not include specialty districts; our MARC region has 21 911 districts. He believes Ray and Clay counties are the only two that can collect this. This would be Fire, EMS, and 911. The issue here is that some counties had already passed users tax that included the calculations for **all** sales taxes in their counties including those for Fire, EMS and 911. It is estimated that around 30 counties are already collecting this revenue, and there is now a dispute on shifting these funds to the 911 Authority. Recently, there was a lawsuit filed on behalf of two rural 911 districts seeking clarification.

The Board met with the DOR a little over a month ago, and the DOR is in a tough position either way they might direct these funds. So, this really needs some language clarification. Anyone in which this struck home was told to reach out to him directly. He can be reached at jwhite@marc.org or 816.701.8384.

➤ Kansas – Mike Daniels

(i) Kansas 911 Coordinating Council – Mike Daniels

- They met on November 7.
- Still moving forward with changing over and are still working on a couple of financial items.
- The Operations committee has decided that CAD – CAD is a good concept and is still looking into this.
- The American Heart Association attending the November 7 meeting. They are still pushing telecommunicators' CPR. This is still directed at the agencies that provide medical dispatch, and they are looking at a way to get to the rest of the state of Kansas where the metro region is at; where the telecommunicator can give a caller the first-round instructions for CPR.
- The first round of school mapping grants has been awarded. They are going to do 103 schools this round. The information for this grant was not clear on the needed steps, such as when to get MOUs. Overland Park proceeded by working on getting MOUs in place first and therefore, could not apply in the first round. The vendors for this have been identified. GeoComm is one along with CRG. He has listened to CRG's proposal and believes they understand what this is for and have a good thing set up.

On the Kansas side, they are going to try to get all of Johnson County together and submit this grant in the second round. This is about \$4,500 per building. Those on the Kansas side can fill out a grant submittal on the Kansas grant website portal.

- Houston asked if there were any legislative topics for the upcoming year being discussed. Per Daniels, they have talked a little about the distribution of the 911 tax funds that are being collected. He believes the State seems to have a large amount of funding that they are holding onto, and it is their desire to give it out in grants. He had suggested that they discontinue the piling up of these funds and distribute them. It did not appear that this is how they wanted to proceed, He does not believe there is any more legislative being planned to change the amount of the tax (increase) it but there will probably be a run made by several legislators to the Chair for increasing the amount.

Houston asked if the agencies that enough 911 funds do not have to cover their expenses were aware of this grant opportunity. Daniels noted that you could **not** apply for this grant funding just to cover your 911 center cost, but as Kansas moves forward with the CAD project, you can apply for those types of projects to supplement their funds. He believes most agencies are aware of this.

7) **Action Item: Cost Share Request: Lee's Summit Fire & Police Department – Nikki Thomas/Steve Hoskins**

- Nikki Thomas shared that MARC had received a cost share request from Lee's Summit Fire and Police Departments in May. Their request was for 18 additional positions for the new co-communications facility they are building. Also, this facility to be utilized as a regional back-up center for the eastern metro area.
- The technical subcommittee met in September to review statistical call data and sent back some questions to Lee's Summit for which Lee's Summit's responses were received. The tech subcommittee convened again to review their responses. Hoskins shared that technical subcommittee met and reviewed the positions in the region that appeared to have little or no usage.

They are recommending the two positions from Sugar Creek and three from the Independence PSAP for relocation and the purchase of five positions to fill the recommendations of the 10 positions that the Users committee recommended.

Thomas noted that one of the factors that the tech subcommittee reviewed also was the quote from Motorola. Just for awareness, the quote for new equipment for the 18 new positions was \$598,000. Also, there would be additional cost for GeoComm licenses, as well as for monitors and other hardware items that the MARC 911 technical team would purchase. This is a heavy lift and that is why the tech subcommittee looked for other ways to provide items to fill this request without having to purchase and pay for the full amount which with the additional items would bring the total request cost to approximately \$650,000.

Turnbow asked about the additional 8 positions that were requested. Hoskins said that Lee's Summit was doing two things, building out for their new center as well as creating a training area that the Tech and Users committees are recommending that Lee's Summit be considered as a backup center for the eastern side of the MARC region. The recommendation is for Lee's Summit to submit a cost share request for the additional 8 positions when they go forth with their buildout. So, this can be staggered out. Mike Daniels noted that at the Users meeting, it was shared that Lee's Summit is also staggering their buildout, and these 8 positions were not going to be used right away. So, it was agreed upon to recommend providing the 10 now and Lee's Summit submit a cost share request for the 8 when the actual need is there.

Winebrenner shared that the tech subcommittee has identified 5 positions for relocation and 5 that would need to be purchased to fulfill the cost request. Next year's budget has \$75,000 for cost-share requests. This would buy 3 positions, and he believes we would be able to work through the budget to fund 2 more positions. He is confident that we would be able to purchase the 5 positions for Lee's Summit without having to raise funding in the budget.

Christina Bailey brought forth that when the Users committee met, the tech committee had not met to review the position usage report. So, they did not mention this then, but Lee's Summit and Independence have started talking about being each other's backup center. In their discussion about each other's backup, they discussed using their three consoles for this and asking for Sugar Creek's two positions since Independence is starting to dispatch for the Sugar Creek Police Department. So, Lee's Summit and Independence are requesting the 5 go to Independence (3 stay and the 2 from Sugar Creek) to be used in Independence's backup for Lee's Summit. They believed they were good because of the Users committee's recommendation of 10, of which they thought Lee's Summit would receive all 10 new positions. There was a large amount of discussion around this information and how to proceed from here. Winebrenner said that the Board had approved Lee's Summit as the backup center for the eastern side, and South Patrol was already outfitted and considered the other backup. Discussion continued. Thomas made note that this cost share was not included in the 2026 budget but due to the sense of urgency, there was a desire to capitalize on the fact that the building is being constructed now and trying to get these positions while construction was being done. Bailey shared that if KCPD and KCFD both take South Patrol, they would fill it. So, there is really no room at South Patrol. Also, Lee's Summit is growing, and Independence and Lee's Summit are both almost fully staffed. Discussion continued. Thomas asked if Independence was going to outfit the positions since they had not been outfitted since 2019. Per Bailey, they are pushing for this, and Independence has found funds for this. The two have also started the MOU process to become backups for each other. Hoskins noted that Independence already has a MOU with KCPD for KCPD to be their backup.

Mike Daniels made a motion to send both recommendations back to the technical subcommittee and Users committee for consideration of the new information shared today. Along with Lee's Summit and Independence's resubmittal of the cost share request to Nikki Thomas with all of the information that was shared here today.

Including that Independence would be adding radio and CAD to the three positions being considered in the cost share request. Steve Hoskins seconded this. A roll call vote was taken, and the motion approved.

8) Update Items: Eric Winebrenner

• **MARC Office Move**

- At the last meeting, it was shared that MARC may be moving since their lease ends July 2026. The move has now been confirmed, and a new lease has been signed at 801 Pennsylvania. 911 will be located on the first floor and the rest of the MARC staff on the fourth floor. Right now, it appears the plan is to use a tenant improvement fund from the new building to cover the move cost. It is his hope that this covers all that is needed. He should have a better understanding of what the cost will be for our 911 program at the next meeting.

• **Sugar Creek PSAP Closure**

- MARC was notified a little over a month ago that they would be closing their PSAP. The Fire operations have already moved to Lee's Summit and Police 911 calls will go to Independence starting more December 1. MARC staff is collaborating with the carriers to reroute their wireline calls on December 3. Notices will be sent to PSAPs informing them that Sugar Creek is closed. The two Sugar Creek positions will be decommissioned and relocated when MARC staff has received approval and information on where to relocate the positions. Hayes added for clarification that Sugar Creek PD is not going away, but Independence will become their primary PSAP and provide police dispatch for them.
- Al-Rubaie added that Sugar Creek was on the upgrade schedule for next year and had been pulled with their closure. With the discussion here, those two positions will be added back to that list for now.

• **RapidSOS Trial**

- This kicked off on November 1. There are four agencies participating: KCPD, Independence PD, Johnson County Sheriff, and Johnson County ECC that are the test beds. They are currently in the process of getting this installed at each of these agencies. Al-Rubaie added that work is being done on the firewall configurations. It was hoped that the trial would be underway prior to this meeting for the Board to have some numbers to review today. But unfortunately, that did not happen because of router installation issues. Information about this and some demos were shared on how this system works. Bailey asked if there was anything specific on why RapidSOS was chosen over other systems. Winebrenner shared that Motorola had been considered but the cost for this one was less than Motorola's and it is easier to install and maintain. Al-Rubaie added that Prepared's system had also been reviewed but with the enhanced data that we are already receiving from them it felt like it would be adding another layer to their system. Where with RapidSOS, we will receive features and functionality.

• **World Cup Preparation** – Steve Hoskins

- Continuing training.
- Working with FirstNet on cover testing on some of their push-to-talk devices. They have been looking at some of the widespread coverage based on where base camps will be located and the need to provide escort for the teams. FirstNet may provide some good coverage since they cover all the areas vs. our radio systems where we would have to figure out a way to make them talk to each other.
- Work is being done with the state of Missouri and Kansas on their radios systems as well. Looking for opportunities to do silo communications to identify (where events are happening) and the need for those to talk but do not need to be heard or talk regionally. Trying to find another method for them to communicate without leveraging our regional radio system.
- With the government shutdown now over, Chris Maiers is going to be able to continue to assist us with getting prepared. There will be a number of training courses pushed out to get task books signed off on to get staff to work at scenes or events such as the World Cup.
- Ashcraft asked about the previous conversation that was shared regarding integrating the various 911 systems from around the countries into our system so they could just dial one number to be linked into our PSAP system. Hoskins said that the MARC 911 staff had identified this and passed this question to the carriers who passed it to a national group. Hoskins believes that at a national level the carriers are working on some kind of translation table or work around this. Houston added that he believed that FIFA is working on a public communications effort to show that 911 is the number to call. Al-Rubaie shared that what Maiers had found out was if someone from another country dials their country's emergency number it would be redirected to our 911 number. Maiers said that work was being done on this, and that recent testing was done in Texas. Getting the phone into emergency mode seems to be the first step and after that, the system just knows what to do. Mariers outlined how a cell phone from another country dialing their emergency number would work. The report that was created at the national level will be forwarded to Al-Rubaie. Work is continuing nationally on this.

9) Public Safety Program Updates

Training – Pam Opoka

- A friendly reminder that the State of Missouri requires telecommunicators to have the 40-hour basic within the first year of employment with an additional 24 hours of CEUs every 3 years. We still have a little over a month, and a half left of the year for those dispatchers who still need CEUs to satisfy that requirement.

Online Training

TalentLMS

- New CTO in the MARC region is 46
- Advanced CTO trained 51
- New Supervisors trained 30
- The 40-hour basic is 205 - Based on feedback received, close captioning has been added to these training materials since dispatchers are having to take this training at their consoles while working.
- CIT-Telecommunicators is 147
- Instructor Halcyon Frank is uploading her new online course called On the Line: Voice Communication Skills for Dispatchers. This is scheduled to launch on Jan 1, 2026.
- GeoComm trained 581. She gave kudos to Saralyn Hayes for this.

Virtual Academy

- Averaging around 100 dispatchers per quarter earning their CEUs.

In-Person Training

- The four quarterly in person courses trained 130 in 2025. This number is significantly lower than online courses because MARC staff has found out that PSAPs are having issues with filling the roles for the dispatchers with overtime. They just feel that online courses are better for them.
- Contracts are going out to instructors for the 2026 quarterly training sessions.

Technical Services – Hassan Al-Rubaie

AT&T CAMA Trunks

- Still have AT&T cama trunk orders pending for KCMO Fire, Lenexa PD and Platte County back-up. Of the three combined, there are 11 or 12 trunks in total. Two of these are still pending. s

Motorola Hardware Refreshers

- All the 2025 hardware refreshes are completed.
- For 2026, we have Atchison County, Blue Springs, Ft. Leavenworth, Independence, Jackson County, Kansas City Mo Fire, Leavenworth County and Police Department, Lee's Summit Fire, Linn County Sheriff, Miami County, Platte County Sheriff, and Sugar Creek will be added back to the list. They will be replacing 67 workstations.

Other PSAP Updates

- AMR is projected to move into their new facility on December 13. Backroom equipment is being installed there now. Front room equipment will not be installed until the backroom is in so that they can monitor the front room.
- Jackson County Sheriff's office is getting new furniture. The 911 techs have not gotten the date for this to happen yet. He believes conversations are happening regarding Jackson County going there while the new equipment is being installed.
- Johnson County Mental Health – Equipment is being installed now. There will be a week or two of training and then they will start using it.
- Lee's Summit Fire and Police joint communications center is scheduled to open in the spring of 2026.
- Ray County 911 is building a new facility. The groundbreaking was a few weeks ago and scheduled to open in 2026.

Cost-share Request

- Blue Springs has been completed.
- Riverside is complete.

Changes

- Anyone that is making ANY changes to their admin lines to let MARC staff know as soon as possible. No matter what the change may be.

Database / Mapping – Saralyn Hayes

Database

- We have transitioned to Motorola as our landline ALI database provider. So far, we are happy with the level of services they are providing from the database group, managing error reports, and updating MSAGs. MARC staff determined/identified discrepancies in the AT&T database records sent to be loaded into Motorola's database. Work was done with AT&T to get a new file which has been provided and updated into Motorola's system. Staff are still

working through about 1,500 errors. She gave props to her team for realizing there was an issue and reporting it so it could be resolved.

Mapping

- GeoComm who is our 911 provider, offered at no cost to do some indoor mapping at GEHA stadium, KC Sporting, and CPKC stadium. She has put them in contact with KCMO and KCK Police Departments to provide them with a demo and are just beginning conversations about what could be provided for integration into GeoComm maps.
- There is a super user group that is made up of dispatchers and supervisors that are heavy users of the map which train dispatchers on the map. This group identified a number of different data layers that they would like to add to the map. With the old GeoLynx system that we had, it was not easy to add map layers. Now, with GeoComm maps, they have ironed out all of the issues with adding layers. Just last week, a new hospital layer was added. If you zoom into about the same level as the hazmat II level, you can turn this on under your subliminal data, identify it and it will tell you the name, emergency room phone, and address. The next additional layer will be airports and helipads which they hope to get added right after the first of next year.

Operations - Eric Winebrenner/ Saralyn Hayes

Telecommunicator Appreciation Celebration (TAC) – Eric Winebrenner

- Winebrenner shared that work had begun next year's celebration, which will be held at the DoubleTree Hotel in Overland Park, Kansas.

Outstanding Performance Awards (OPA) – Saralyn Hayes

- The OPA information for nominations will be sent out soon.
- A new category has been added for Support Services. If you know anyone in this role within your PSAP, please submit their name for nomination.

10) Action Item: 2026 Regional 911 Program Budget and Work Plan Approval

- A draft was shared in the July meeting. Work was done on the budget per the direction of the Board during that meeting.
 - The collection of funding for the capital reserve fund was removed.
 - 911 SS7 will no longer be collected since we are going to router II.
- A copy of the budget was previously emailed; a hard copy was provided to those in attendance and displayed on the screen for those online.
- The bulk of this budget increase is based on contracts that are in place with Motorola. The increase is \$1 million, which is 9.8% higher than last year.
 - Motorola location services 3-year contract - \$395,000.
 - First year of Vesta workstation support - \$845,000. This will go up to approximately \$80,000 per year for the next 5 years.
 - Router II support - \$671,000.
 - RapidSOS software package, which has previously been discussed, is included. This will provide transcription of live 911 calls, translations of any 911 calls that come in not in English. So, the dispatcher would be able to read the translation on their screen and a video component that allows the dispatcher to send a link to the caller's phone to activate the camera on the caller's phone to do live video of the scene. This is basically the last step to NextGen 911. This is budgeted for \$340,000.

The total proposed budget for 2026 is \$11,397,116 million.

- At the bottom of the budget chart that was shared, you will see a line-item change for the 50% 911 maintain change for Motorola which he shared above.
- Network goes up about 8%.
- MARC GIS maintenance shows 33% down since it was moved to the Coordination budget instead of here.
- Cybersecurity goes up. Our SecuLore contract went down from \$182,000 this year to \$173,000, but the amount on the budget is higher since monies were added for firewalls.
- Translation services stay where they are at.
- Capital projects go up 2%. Motorola notified MARC staff that tariffs are causing prices to go up. So, it is anticipated that when we purchase workstations, that may be more than what it costs this year.

Coordination

- MARC GIS was moved here, which is the bulk of the increase here.
- Salary increases of 3% were budgeted for this.
- The rent was raised a little more. Rent was scheduled to go up here. So, this is kind of a wash.

Winebrenner said that he had received an email from Paul Davis, and he opened the floor to Davis. Davis said that he realizes that everyone understands that our local government's revenues were not increasing much. He acknowledged the work that had been done on the budget and shared how much he appreciated that work. He said that with our healthy reserve fund, how much of the increase could it withstand? He feels that government revenues are not increasing by the same percentage as the budget is increasing. Winebrenner noted that he had received Davis's email saying that he had done some calculations. The current reserve fund is \$11.6 million, and this Board has approved \$1.1 million for hosts 4 and 5. So, if you take that amount out, we would be at \$10.5 million. If we absorbed the 9% increase for the year 2026. That would bring the reserve fund balance down to \$9.5 million. This would make your 2026 cost the same as your 2025 across the board with your payment the same as it is now.

Michael Ashcraft asked what the options were for Motorola's increases and if there was a cap on it. Per Winebrenner, there is no cap, but MARC staff has contracted for the next five years to lock down the prices. So, we know what is coming for those five years. Ashcraft asked if there are cost savings when a center closes. Yes, there is a small savings of around \$2,400 yearly.

Victor Hurlbert asked that the reserve fund policy. Winebrenner replied that this Board had set the policy to attempt to maintain between 12 – 15 months of budgeted expenses. Right now, the reserve fund has approximate revenue of 14 months. Winebrenner compared where the revenue amount in the capital fund account to where it would put us in cost coverage for 2025 and 2026. In 2025, we would have been under the inclusion of hosts 4 and 5. To absorb the increase between 2025 and 2026, we would be under the needed amount.

Ashcraft suggested using ½ million from the reserve to lower the increase amount for 2026 to give us another year to sort out cost and revenue. Winebrenner noted that the Board has the lead way to do whatever they agreed to do. Daniels asked about the reserve fund's interest, and it was \$195,000 through November. He noted that the interest being paid each month would help keep this fund from going all the way down. Winebrenner noted that the budget is set on timing of some purchases that may not happen exactly when they are budgeted to happen.

Houston asked how the Lee's Summit cost share request would affect the 2026 budget. Should that come to fruition, should the tech committee recommend this? Winebrenner said there is \$75,000 in 2026 now to purchase cost share equipment which would cover the majority of the cost for three positions. Then, the budget would have to be reviewed, and some items moved around to cover the rest of the cost for five positions. If the tech committee comes back with the same recommendation of 10 positions (2 from Sugar Creek and 3 from Independence and purchasing of 5 additional positions). This will come back to this Board in January. Houston said that if it were recommended to provide Lee's Summit with 10 new positions, would that have to come out of reserves. Per Winebrenner, that would be correct.

Paul Davis made a motion to approve the workplan and 2026 budget using capital reserve funds in the amount of \$1,023,041 million to absorb the cost of proposed increases for 2026. Mike Daniels seconded this. A roll call vote was taken, and the motion was approved.

11) Closed Session

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

David Tucker 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 were no actions or votes taken during the closed session.

Mike Daniels made a motion to come out of the closed session. Zach Cobb seconded this. It was approved with no opposition.

12) Other Business

13) Adjournment

2026 Meeting Dates:

- January 21
- April 15
- July 15
- November 4