



Public Safety Users Communications Meeting November 12, 2025 (Hybrid) Meeting Summary

- 1) **Call to Order** – Scott Boden called the meeting to order. Self-introductions were done. Eric Winebrenner performed a roll call on those online.
- 2) **Action Item: Approval of July 23, 2025, meeting summary**
Steve Hoskins moved to approve the July 23, 2025, meeting summary. Zach Cobb seconded this. Motion was approved with no opposition.
- 3) **Update Item – 911 Legislative Updates - Eric Winebrenner/Jason White**
Federal
 - Everything is still closed. But in September, the Senate approved SB725 enhancing the first act which would reclassify public safety telecommunicators as a protective service occupation in the federal standard occupation classification system. There is now a companion bill in House HR637 which would do the same thing.
Missouri 911 Service Board – Jason White
 - He reminded everyone that Mo was not going to be doing a grant program any time soon. They are still wrapping up the ARPA funding projects and will have to use 911 Service Board funding to complete all the projects which will take around six more months.
 - Scott Cason, Executive Director, has taken another position. They will not be looking right away to fill this position. They are taking some time to see exactly what their needs are.
 - The results of the ARPA funding have allowed the buildout for all counties to get above the 911 standards as they go through their implementation. We are looking great on NextGen 911 statewide.
 - The only active thing happening is with the regulations that were passed two years ago to define emergency medical dispatch (EMD). They are now going through and measuring programs against this regulation. So, they will be able to say this program meets the regulations which will assist them to keep narrowing down who is doing EMD or not. This will help them to formulate some ideas and education funding to help move people forward towards getting EMD.
 - Winebrenner asked if there was any new legislation coming up. White shared that there was some cleanup on 911 languages. The Mo funding is a 3% surcharge on prepaid phones. The revenue for this has steadily gone down. They have concluded that the variable here is that people are not collecting this at retail sites. Engaging with the Department of Revenue is a one off. It is not a classic tax. So, for a long time, they were essentially collecting data using pencils and paper. They did not ensure that they had auditing ability under their laws. There is limited enforcement of language. They may approach this. They have been trying to work with the Department of Revenue (DOR), and it has been going well. But with the anomaly structure of the 3% surcharge fund, they may work in this field to create some stronger language for retailers that are not collecting this not to just start collecting it but make us whole from the beginning. Whether they are going forward with this has not been confirmed.
 - There is also some Wayfair language from last year concerning 911; EMS and Fire service has free standing taxing districts that were passed. So, they can access online sales. They have run into a problem where a significant amount of county governments in Mo have already passed this. Not only did they pass language on their ballots for the

online tax but related their county sales tax that was on the ballot; they included in their numbers the fire and 911 districts. So, they are already collecting the online sales tax based on the totality of the tax obligation of the county. But they are not redistributing the funds to have it justified. There have been conversations among folks that discovered this issue which led to conversations with the DOR to see if they wanted to, under the language of the law, resolve this. That does not seem to be the direction the DOR wants to go. There is a lawsuit from some 911 districts that he believes may include a fire district or two once it is done. To get court clarification which may require some legislature tweaks. They are not sure of going to court or sitting on it for a year to see what the courts do to it.

Kansas 911 Board – Mike Daniels

- The Kansas 911 Board met on November 7th.
- They are still looking at some CAD-to-CAD options to make all the Kansas CADs talk to each other.
- The American Heart Association is still pushing telecommunicator CPR for dispatchers. They are collaborating with a committee to get this done, but a big part of this is them looking for CPR for dispatchers responsible for medical dispatching. Work is happening on how to accomplish this throughout the state. With the Kansas side grants for school mapping, they have 103 schools that will be mapped in the round of the grant. They said that the MOU that went out with this is completely optional. They are where Johnson County got hung believing that the MOUs needed to be in place before they applied. So, Johnson County will apply for this in the next round of grant funding.
- Work is being done on call handling. The Kansas Vesta is 8.4, and they are in consideration and evaluation of moving to Vesta Next and Link to provide call handling for the Kansas state 911 system.
- There is a Kansas statute KAS12-5830 which says 911 will be answered in all cities and counties twenty-four hours a day. This was raised because the people in Kansas believe the 911 Board has oversight to ensure this is happening. Some places in western Kansas are having a little trouble answering 911 calls twenty-four hours a day. So, they are going to keep track of them and make sure they have a contract with someone else if they cannot meet these criteria.

4) Action Item: Cost Share Request Lee's Summit Fire & Police Departments – Nikki Thomas/Technical Committee

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. This facility will also 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 have been received. The tech subcommittee met again to review their responses.

The Technical subcommittee is recommending approval of Lee's Summit Fire and Police Departments request.

A quote has been received from Motorola for 18 new positions of \$598,000. This quote does not include monitors and other hardware items that the MARC 911 technical team would purchase. Also, there would be a cost for GeoComm licenses. These additional items would bring the total request cost to approximately \$650,000.

Another portion the technical subcommittee is recommending is for them to review the position usage report and see if there is equipment that could be moved to fill some of the positions in Lee's Summit request. Another item they brought forward was filling the request in stages. They have set up a meeting for Monday, November 17 to review the position usage report.

“Public Safety Communications Users Committee recommend the Public Safety Communications Board approve the designation of the Lee's Summit Joint Operations Center as the regional backup communications center for the eastern portion of the MARC 911 service area.”

“Recommend that the Public Safety Communications Board approve up to 10 positions for the backup/training area of the Lee's Summit Joint Operations Center, contingent upon the Technical Subcommittee's review of existing regional positions to determine whether any under-utilized positions can be reassigned to reduce the number of new purchases required. The remaining eight requested operational positions for police and fire will be revisited when Lee's Summit proceeds with future build-out.”

5) Update Items:

- MARC Office Move – Eric Winebrenner
 - At the last meeting, it was shared that MARC may be moving. This has changed too; we will be moving. A lease has been signed for 801 Pennsylvania. This is a secure building and parking garage with guest parking spaces. MARC should be at the new location by June 2026. Public Safety will be on the first floor with access to a dock and freight elevator. There will be some cost for this relocation, but the amount is unknown. He should have an estimated cost at the next meeting.
- Sugar Creek PSAP Closure – Eric Winebrenner/Saralyn Hayes/Hassan Al-Rubaie
 - MARC was notified of this closure. Sugar Creek’s Fire operations moved to Lee’s Summit on November 3, and Police will move to Independence on December 1.
 - Our 911 techs will disconnect them from our regional equipment once they are completely out, which will provide two positions to be reallocated. Hayes shared that she spoke to Sugar Creek Fire Chief and Sergeant to give them a run down and tell them that all the providers were notified.
 - Winebrenner shared that if anyone else was considering closing their PSAP, that MARC needed to be notified ASAP since it requires a lot of work behind the scenes with other PSAPs and providers. Hayes added that MARC also needs to be notified ASAP if you are no longer going to be a PSAP or responder for a community.
- RapidSOS Trial – Hassan Al-Rubaie/Eric Winebrenner
 - The kickoff for the trial was two weeks ago. One of the agencies that agreed to participate declined, and Independence took their place.
 - Have received all the hardware needed from RapidSOS and work is being done on firewall network configurations to support RapidSOS hardware that needs to go in. He reminded everyone of what connectivity was needed for RapidSOS by outlining what all this entailed.
 - An email has been sent to the pilot PSAPs to get their accounts set up with RapidSOS and only one needs to get an account setup.
 - Originally, it was hoped to add this to the new hosts, but they will be added to the existing hosts and moved to the new hosts later. Winebrenner said a MOU has been developed that states that MARC will pay for it, and it will be installed on your equipment. If you experience any issues, you should contact RapidSOS.

Zach Cobb asked if this trial was to assess RapidSOS would be a valuable addition for us and if it is, then, it would be rolled out to the rest of the region. Per Winebrenner, both. The PSCB wanted a trial done first and for data to be provided for them to review and decide if they wanted to do it region-wide. The RapidSOS system is translation, transcription, and video. Winebrenner noted that it is basically the last step to NextGen.

- World Cup Preparation – Steve Hoskins
 - Even though we are preparing for this regionally, we have also been working with CISA and other federal entities which got put on hold. We have continued working with emails and conference calls. Chris Mairers, our Region VII Communications Coordinator, found out he was allowed to participate in conference calls (if invited) and only the World Cup was discussed. Kansas City Police Department. (Maj. Martenez) is starting to get information back from various agencies that they have sent inquiries to about possibly coming to provide mutual aid. So, we are starting to find out what communications equipment they have, and it is helping us to build out a template of what we can do for interoperability. Last week, testing was done with FirstNet throughout our MARC region. This system will help us with some needs but is not a replacement for our radio system. The FirstNet system will take someone that has radio knowledge/experience. This is the one network that covers everything from Lawrence to GEHA field (Arrowhead). Work is continuing. The 911 question that we had produced, MARC 911 techs tracked down what worked and did not work has made it nationally. A lot of the questions we have been asking about “how we do things” other cities are now also saying they need to figure out these same things. So, we are kind of trailblazing for the other host cities.
 - The next step is to find out what teams are coming here. Since we will really be impacted public safety wise on if they hate or like each other. So far, it has been heard that three teams are interested in having their base camps here. In interesting part of this was learning that they can have their base camp here whether they play here or not.
 - Saralyn Hayes reported that GeoComm, who is our 911 mapping provider, has appropriate MARC offering to do some indoor mapping for free GEHA, Current and Sporting facilities. She has reached out to our KCMO and KCK PD contacts regarding this. They are interested in a demo to see what this would mean to us. This could not only be useful for the World Cup but for an event they would host at one of these facilities. Conversations about this are being had. She has seen some demos of this product and likes it.

**6) Update Items: 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
- 40-hour basic is 205 notes: we added closed captioning based on feedback from those who must take the course while working on a console.
- CIT-Telecommunicators is 147
- Instructor Halcyon Frank is uploading her new online course called On the Line: Voice Communication Skills for Dispatchers. She will also be doing an in-person course as well.
- 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.
- Contracts are going out to instructors for the 2026 quarterly training sessions.

Technical Services – Hassan Al-Rubaie

AT&T CAMA Trunks

- Orders for KCMO Fire, Lenexa PD and Platte County back-up. There are two trucks that have not passed testing, so the order is not complete yet.

Motorola Hardware Refreshers

- The hardware refreshes for this year have been completed.
- Next year's refreshes include 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 their backup. They will be replacing 65 workstations.

Cost-share Request

- When we last met, we discussed the cost share request for 2025, and Riverside had just been completed. Since then, Blue Springs has been completed.
- With Johnson County Mental Health, there has been a lot of starting and stopping. The equipment is ready to go. When they made their original request, they opted not to do instant recall recorder (IRR) but are now making inquiries about it and long-term recorder. MARC has informed them that staff cannot advise them of whom to pick for their long-term recorder. It is hoped that this work will be completed before the end of the year.
- AMR is building a new facility with a projected move date of December 13, so there are new circuits going into the new facility. 911 techs will go into their old facility to decommission it.

Changes

- Anyone looking to make changes to your agency's admin lines, providers, or configurations, please notify MARC staff sooner rather than later to prevent any issues.
- Hayes noted that if an agency makes **any** phone changes such as adding a phone tree to what used to be a straight dial into dispatch, please keep in mind that these numbers are used behind the scene and every dispatch center has to have a number that rings directly into dispatch for some default fall over items. Please let MARC staff know so staff can do some research and get this sent out to every phone company that covers your area for them to update their records. Changes can be made by using the MARC PSAP Personnel Change Form. When you use this form and check all appropriate boxes needed, it is sent to the appropriate MARC staff that manages that box item.

Database / Mapping – Saralyn Hayes

Database

- We transitioned to Motorola as our landline ALI database provider a few months ago and so far, we have been happy with the level of services that we are receiving from the database group as far as handling error reports and updating MSAGs and such. As part of this, we also run frequent reports and analyze data. From this, they determined/identified that AT&T sent an old file for the initial load. We contacted AT&T, and they researched it and fixed the issue quickly and sent an updated file. There are still some discrepancies that are still being worked through. She gave props to her team for realizing there was an issue and reporting it.

- Continuing to send monthly emails to the dispatchers and have our monthly error report drawing. Each month there is a different topic, which is their coaching tip to remind folks of helpful information. Anyone that has any topics or hears anything in the dispatch, please forward that information to Hayes at shayes@marc.org. They are always looking for ideals. For the drawing winner, they randomly draw one PSAP initiated valid error report and the person that submitted it received a \$20.00 gift card.

VOIP

- She has sent a couple of emails sharing that first we had VOIP calls plotting based on latitude/longitude and then, it was changed to base on the address, and then, VOIP providers were not validating address. So, it was changed back to latitude/longitude. Please continue to submit errors if the call does not plot close to the address or if you have issues or if it does not plot at all, then submit a 911 error report. Her team does collaborate with all providers and with GeoComm to ensure the system is set up the best way possible. There has been some back and forth as we try to get it figured out and as perfected as we can. We appreciate your patience.

GIS

- Before we implemented GeoComm Maps, it was difficult to add new map layers into GeoLynx. So, the group of super users had identified a few map layers that would be helpful to have. Now that we have fully implemented GeoComm Maps and have worked out any issues, we are ready to add new data. One layer identified was hospital data which we are in the final stages and have sent the data to GeoComm to add to the map. You should see this in a couple of weeks on GeoComm Maps. Another was airport and helipads for which they have received some data from the FAA and are automating some of the processes.

AED Database

- She reminded everyone that we had transitioned from an in-house to PulsePoint. This is an online source, and all PSAP managers were set up to be the source of contact for current info or to improve anything. Fire and EMS also have contact sources as well. Should you hear of any changes that you think would be a good contact, please let Hayes know since she is an admin on the system. Also, Missouri required schools to register their AEDs. MARC staff have been contacted by several school districts. So, instead of them having to register everything they have, Hayes can go in and do an export of what is presently in the system, and they can say what needs to be removed or added.

PSAP contact Form- Hayes reminded everyone about the online PSAP contact form used to add, remove or change dispatch personnel. Al-Rubaie noted that you must fill out a form for each individual.

Operations

Outstanding Performance Awards (OPA) – Saralyn Hayes

- The committee met and has added a new category for 2026 which is Support Services. The criteria have been refreshed as well.
- They also made a change in the OPA submittal timeline to allot for the time it takes to get writeups through the chain of command and submitted to MARC. The new timeframe will be January 1, 2025, the deadline date.
- More to come on OPAs but try to think about support service staff that would fulfill the requirements of this new category.

Action Item: 2026 Regional 911 Budget and Work Plan Approval – Eric Winebrenner

- Winebrenner noted that a draft budget had been presented and discussed at the last meeting.
- The proposed budget for 2026 is \$11,397.116, which is a 9.8% increase from last year. Most of the increase is related to Motorola contracts for which we are contractually obligated.
 - We have a contract for \$395,628 which starts in 2026 for location services.
 - \$845,742 contract for Vesta support for all regional workstations.
 - \$671,296 for router II support.
 - Cybersecurity is going up because our contract with Seculore has gone up.
 - Capital projects stay flat, but we increased the cost to cover purchase items from Motorola because they notified us that tariff increases are causing their prices to rise.
 - Coordination is up 7%, which part of this is the GIS contract moving here. There is a 3% budget increase for salaries.
 - At the direction of the Public Safety Communication Board, the 2% that was being collected each month for the capital fund is no longer being collected.
 - SS7 cost will go away because of us going to router II and we no longer need SS7.

Majority of the increased items:

- GIS maintenance through contracts which previously showed up in the GIS budget has been moved into the Coordination budget. So, you see a decrease in GIS maintenance and an increase in our coordination line item.
- Rent increase – this was going up whether we stayed here are moved to a new building.
- The RapidSOS software is the translations, transcription, and video components which we have previously discussed. This is budgeted at \$340,000 per year on a three-year contract with a two-year renewal contract. We would have a trial period and would be able to discontinue our contract should the region feel it is not working for us. Without RapidSOS, the budget will be about \$11 million.
Zach Cobb shared that using RapidSOS would save us some cost in Language Line and especially with the World Cup coming; having this addition system would be helpful. There was discussion around this system’s capabilities and that its transcription abilities would be helpful.

Winebrenner said that the positions just approved for Lee’s Summit were not in this budget. There is \$75,000 in the budget for additional positions which would cover the purchase cost of three positions. So, if we can gather some equipment from around the region, we should be able to work out the purchase cost of two more within this budget.

Reserve Budget:

- This fund as of October 30 is \$11.4 million.
- We have designated \$1.1 million for host 4 and 5 upgrades. So that we can do System Select.
- This leaves the current net balance of the reserve fund at approximately \$10.4 million.
- This year, we did receive \$174,000 in interest on this fund.

Winebrenner shared that MARC staff had done the best they could do to lock in prices with Motorola into the future. The farthest they would agree to was five years. So, our workstation replacement cost is set for the next five years. Unfortunately, it goes up every year and will go up to around \$80,000 each year through 2030. We are set with Motorola on all our software systems through 2028.

Steve Hoskins motioned to recommend to the Public Safety Communications Board Committee approval of the \$11,397,116 proposed budget which would include RapidSOS. Zach Cobb seconded the motion. It was approved without opposition.

7) Closed Session: N/A

- The Public Safety Communications Users 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 this. It was approved with no opposition.*

Winebrenner performed a roll call.

- There was a discussion on 911 network configuration.
- *Motions were made to come out of closed session. It was approved with no opposition.*

8) Other Business

- Winebrenner shared that these meetings would be at this MARC office through May and after July, at the new location.

9) Adjournment

2025 Meeting Date:

December 16