



Public Safety Users Communications Meeting January 21, 2026 (Hybrid) Meeting Summary

- 1) **Call to Order** – Steve Hoskins called the meeting to order. Self-introductions were done. Nikki Thomas read the names of those online.
- 2) **Action Item: Approval of November 12, 2025, meeting summary**
Scott Boden moved to approve the November 12, 2025, meeting summary. Christina Bailey seconded this. Motion was approved with no opposition.
- 3) **Update Item – 911 Legislative Updates - Jason White/Rick Gisolf**
Missouri 911 Service Board – Jason White
 - They introduced two pieces of legislation; SB1481 and HB2766. The Board is updating the core law. Right now, in the prepaid fee in Missouri some funds go to counties in 911 districts and some to the Board for use in grants. It is a 3% fee that they are asking to be pumped up to 4%, eliminating a verbiage anomaly, and more importantly creating an enforcement mechanism for the Department of Revenue (DOR). This funding stream is continuing to deteriorate, and they believe this is still a non-compliance on the part of retailers. This is not a huge funding source, but it is a real source of money. that they have looked at in a variety of ways. The law was tweaked last year to get the DOR to do more observation.
 - 988 Funding Support
 - He believes this is currently predominately funded by the federal government last year on the Kansas side. This year, Missouri has two bills filed (SB1562 and HB2763) for a revenue stream on 911 calls. Hoskins asked if there were any Senate bills, and White has not seen any so far. (Note: White said there was no Senate bill, and that was incorrect. The Senate bill is SB 1562) Hoskins also asked if there was any opposition to the two-House bills, and none has been seen yet, but it is early in the session.
 - EMD
 - The Board passed a regulation two years ago that set broad standards which are now being applied to the available products. They voted to approve those saying they are going to do EMD; this means they are either using Power Phone, APCO or Priority Dispatch. They can do whatever they want, but the definition of EMD in Missouri is that you must meet these standards, and these are the three products that meet the standards. There are agencies using home-grown or out-of-date materials, and it is believed that by the Board identifying this, what really is appropriate will then move the industry in that direction. Future grants will go this way as well.

Federal

 - There is nothing on right now.

Kansas 911 Board – Rick Gisolf

 - He attended the Senate meeting for utilities session, and they introduced SB11. There were no questions about this, and it was taken under advisement. It was decided this would be taken voluntarily with no mandate. They have not heard anything back regarding questions or such from any legislators. There was some discussion during the meeting regarding the Police Chiefs and Sheriff's Associations not supporting mandating which was in stark contrast to what the American Heart Association wanted to do.
- 4) **Action Item: Cost Share Request Lee's Summit Fire & Police Departments – Steve Hoskins**
 1. Motion: Designate the Lee's Summit Joint Operations Center as a Regional Backup Center
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."

Scott Boden made a motion for this committee to recommend to the Public Safety Board that Lee's Summit Joint Operations Center be approved as a regional backup communications center. Marie Beauchamp seconded this. Motion passed without opposition. otion: Approve Up To 10 New Call-Taking/Dispatch Positions for the Backup/Training Area

The subcommittee recommends to the Users committee returning to the original plan (Core Recommendation):

Conditions Regarding Independence

The committee considered Independence's anticipated future use of the existing equipment and noted that historical utilization has been limited. To address this, the committee outlined a conditional path forward:

Should Independence provide formal documentation confirming approved funding for the additional equipment they intend to procure, the subcommittee would support Independence retaining its existing three (3) positions. In the absence of such documentation, the committee recommends proceeding with the original plan to reassign the three (3) positions to Lee's Summit.

Allocate the backup positions to Lee's Summit to support development of an eastern regional backup center. Proceed with Lee's Summit's offer to purchase seven (7) new positions outright. Reallocate the two (2) Sugar Creek positions to Lee's Summit as originally proposed. Fund a cost share purchase of one (1) additional position, bringing the total to the ten (10) positions Lee's Summit requires.

Scott Boden moved that if the conditions outlined for Independence are met that it be recommended to the Public Safety Board that Lee's Summit purchase seven (7) new positions, the two (2) Sugar Creek positions be relocated to Lee's Summit and one (1) position be cost-shared purchased. Should Independence not meet the conditions, it is recommended that the three (3) Independence positions be relocated to Lee's Summit, the two (2) Sugar Creeks positions and Lee's Summit purchase five (5) new positions. Marie Beauchamp seconded this. There was no opposition.

Action Item: Lee's Summit Police Department is requesting relocation of two of their current workstations to Lee's Summit Fire Department at the Joint Operations Center.

Scott Boden motioned to recommend to the Public Safety Board for approval of the relocation of two (2) Lee's Summit Police Department workstation to the Lee's Summit Fire Department. Rick Gisolf seconded this. It was approved with no opposition.

5) Update Items:

- MARC Office Move – Eric Winebrenner
 - MARC is still moving. The office may be relocated in June. We are still awaiting construction permits for the new location.
 - He does not know of any cost that may be involved. He will share that information once it is known.
- Sugar Creek PSAP Closure – Eric Winebrenner
 - Their agency closed December 2025. Independence is managing their Police calls, Lee's Summit Fire for their fire calls, and AMR for their EMS calls. Work is being done on getting our equipment out and disconnecting our connections.
- RapidSOS Trial – Hassan Al-Rubaie/Eric Winebrenner
 - All hardware was received. From a MARC standpoint, the Independence and Kansas City Police departments are ready to go. Johnson County ECC and Sheriff's office need a power upgrade done. Their PDU's are going to be replaced with some higher capacity ones for the new devices. As they prepare to get the rest of the region onboard, they will be going from the highest call volume to the lowest.
 - Winebrenner shared that a letter will be sent to all of the PSAPs with information and who will be contacting them from RapidSOS.
 - Al-Rubaie provided an outline stating that from the language settings on the person calling, it will type their words in English for the calltaker and the calltaker's responses to the callers in their language. If it cannot get it from there, it will do audio and if it cannot detect what the language is, you will still have Language Line and Proprio to use. It does have a multimedia feature as well. If a calltaker is on the line and the caller has a photo or video, the calltaker can send them a link to use to provide the photo or video. The calltaker has to initiate this by sending them a link. They cannot just send a picture or video.

Bailey asked if anyone had produced any procedures or policies for this, and no one has shared anything with Al-Rubaie. Per Winebrenner, MARC will be sending out a MOU to everyone. This will not run on the 911 workstations but will run on a workstation the PSAP deems appropriate. Bailey asked if you could copy this information and yes, it can be copied and pasted directly into the CAD or do whatever you want to move it. RapidSOS will retain information for up to seven years. Per Winebrenner, they have a training setup for this product and will probably work with agencies regarding training.

Hoskins added at any agency could get an account with RapidSOS who has additional modules that are outside of what MARC provides that are free. They also have paid levels of products that your agency can purchase. Cass County Sheriff and Johnson County use this product and could answer questions you may have. Rick Gisolf said that they are still implementing this, and he will report it once they are using it.

Al-Rubaie said that it had been found that Johnson County did not have enough power for RapidSOS. This is not the only location that MARC staff is finding, which does not have enough power. So, MARC staff may contact your agency asking for more circuits off your electrical panel. Staff will be going out and doing inventory of what exists. Some higher PDUs are being installed to make better use of the outlets provided to us, but in some instances, there may be a need to ask for more circuits. Per, Winebrenner will be sent out to agencies regarding this.

- World Cup Preparation – Steve Hoskins
 - Preparations continue with multiple people working on this.

- Known Facts:
 - There will be six matches at GEHA; all are late afternoon, evening, or late-night matches.
 - Fanfest is scheduled to be open for 18 days (about 2 and a half weeks) throughout this time. So, there will be gaps when it is open. On days of the matches, it will be open.
 - Mark Whelan and Hoskins are working on a COMP plan. Testing with different interop platforms has gone well.
 - Doing some additional training. Looking at a COML training March 30 – April 4 and have several technical assistance requests pending with CISA. Chris Maiers shared that there may be a Tactical Dispatch training course coming. They have discussed having an Information Technology Service Unit Leader and Communications Technician, but these might be a stretch to fit into the training schedule. There is potential for another COMMEX (much smaller than last fall) to get more individual credentials. Also working on a partially communications focused tabletop where we would walk through in theory ICS 205 and evaluate our comp plan to see if there is anything that might need to be adjusted or augmented based on the situation and scenario. He has been working on the tabletop, and it is based upon examples of what has been done at Super Bowls.

Hoskins thanked Maiers for his efforts and working with supporting us and helping our region plan and prepare for the World Cup.

- Winebrenner shared that Al-Rubaie and he would be participating in a tabletop tomorrow for 911 cybersecurity.
- Maiers said that CISA had recently contacted an outfit called Mind Soft, LLC, who had done some testing in the 911 environment where they used foreign source handsets to try and make a 911 call on a US based network. They met with them last week and had them explain some of the report details. They are going to write up what they have seen from these other studies and give it to Al-Rubaie and Winebrenner. He outlined the different scenarios where you would be able to do a call back, where you would not be able to do a callback and what might be seen on the console. Per Al-Rubaie, callbacks are being researched.

Saralyn Hayes shared that GeoComm has partnered with Kansas City, Mo and Kansas City, KS to do indoor mapping at GEHA, Sporting KC, and CPKC fields.

Hoskins noted that the frequency duplication that they are going to have is only taking place at GEHA. Any other interference issues, anywhere else in the area, our region is responsible for managing it. FIFA will have an office at GEHA where you will have to go and check in any items. Public Safety is the only entity that will not have to go through this check.

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

- Instructor Halcyon Frank's new online course called On the Line: Voice Communications Skills for Dispatchers launched January 1, 2026. The comments on the course evaluations are positive. We are also negotiating an in-person version.
- The online CTO course is open for the entire month of February, and we still have seats available.
- Advanced CTO will be open for March.
- Opoka automatically assigns the 40-hour Basic, the CIT-Telecommunicator and the GeoComm courses when she receives an electronic PSAP Personnel Change Form. Closed captioning based on the feedback has been added to for those who take the course while working at a console.

Virtual Academy

- Seventeen new upcoming courses on a variety of topics as an opportunity to earn CEUs. Opoka encourages you to check these out if you have not logged in for a while.

In-Person Training

- Q1 Active Shooter for Telecommunicators, taught by Capt. Rod Shaeffer for the past few years, is now being taught by his colleague, Capt. Mike Murray. Rod is retiring after 34 years. He was wished well and thanked for his subject matter expertise to our regional dispatchers. The next Active Shooter training is scheduled for March 11 with offering of AM and PM courses at Lee's Summit Police Department.

Peer Support

- As a reminder, The Mindbase Wellness Toolkit resource app is available to ALL MARC PSAPs as our proactive approach to wellness at the regional level. We encourage you to include that information (with access code MARCMO911) in your onboarding process for new dispatchers. It is included in our online 40-hour Basic.
- We are actively recruiting for the MARC 911 Peer Support Team. If you know of someone who is interested, please let Opoka know popoka@marc.org and she will reach out to them. Commanders from the Commander Level Peer Support Team are presenting as a panel with a moderator on January 26 at the Mental Health and Wellness Summit at The Kauffman Foundation.

NENA Standards and Best Practices & Critical Issues Forum

- This was in New Orleans last week. The topics that are hot for 2026 are:

- Updating QA/QI to reflect auditing the accuracy of summaries and reports for translation/transcription services from AI (if you have those).
- Proactive wellness resources for dispatchers
- Doing “Stay Interviews” which focus on retention vs. recruitment. Example asking questions like who do you come to work every day? What are your motivations? Shift attention to retention vs. recruitment bonuses.

Technical Services – Hassan Al-Rubaie

AT&T CAMA Trunks

- Orders are still pending for KCMO Fire, Lenexa PD and Platte County back-up. We did receive a phone call and email from someone with AT&T about decommissioning the old trunks at the old Lenexa site. Al-Rubaie shared with them that we were still waiting for the new ones to be installed. We have only been waiting 20 months (about 1 and a half years) for these.
- Lenexa needs to demolish buildings at the old site. Hopefully, traffic is migrated prior to this being done but if not, their wireless lines of traffic will only be rerouted to Johnson County Sheriff’s office.

Motorola Hardware Refresh

- They are getting updated quotes. Refresh sites 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, Platte County Sheriff’s Office backup, and the in-limbo Sugar Creek positions.
- AMR will be moving sometime soon.

Reminder

- If you are making changes to your agency's admin lines, providers, or configurations, please notify MARC staff to know sooner rather than later. 1) To ensure you get what you need and 2) for data/mapping to know if you are switching providers, as it may require documentation updates.

Database / Mapping – Saralyn Hayes

Mapping

- She reminded everyone that they had added the hospital data into GeoComm Maps, and it also includes in the layer the direct ER number and trauma level.
- They are working to add airport/helipad data next.
- Refreshing the pipeline data soon.

Database

- In running numbers, over 100,000 911 error reports have been handled. We appreciate you submitting these so we can resolve any issues.
- They are continuing to send out their monthly email that has something related to our map or database and a monthly drawing for a \$20 gift card.
- In August, we transitioned over to Motorola to be our 911 database provider. We had used AT&T for several years. She has been very happy with the level of service that we receive. One item that was not anticipated is that they are now processing error reports that come from the network in which we had a staff member work on those for the past years. So, we went from processing between 500 and 600 a month down to processing only 40. We did not realize that Motorola would provide this level of service which AT&T never did. Because of this, unfortunately, Tara Smith, who was our staff member who managed this, the work decreased significantly. So, she has transitioned over to a position in Emergency Services.

Operations

Outstanding Performance Awards (OPA) – Saralyn Hayes

- Nominations are open and we have received around 10 so far. She encouraged agencies to submit nominations for different awards. The nomination process was streamlined to make it easier to submit nominations.

Budget – Eric Winebrenner

- The budget was approved at the last Public Safety Board meeting. They voted to use reserve funds to reduce the amount of what each county had to pay down to what they paid in 2025. The amount covered for this year’s budget out of our reserve funds is \$1,000, 230.00. Bills will be sent out soon with a note explaining the use of reserve funds for your agency amount to be the same as it was in 2025 as approved by the Board.

Telecommunicators Appreciation Celebration (TAC) – Nikki Thomas

- This year’s event will be April 10 at the Double Tree on College in Overland Park, Kansas. Registration will open on February 1. We usually do some type of prize for whomever registers first.
- We will also be sending out our years of service email which will include 20, 25, 30, 35, and 40 years of service. If you have staff that will reach any of these milestones between April 11, 2025, and April 10, 2026, please submit that information to us.
- Winebrenner shared that Chris Allen Hunter would be retiring at the end of February, and he and the committee members thanked her for her services.

7) Closed Session: N/A

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

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

There was a review of those online to confirm participants in the closed session.

There was a discussion on 911 network configuration.

Steve Hoskins made a motion to come out of the closed session. Scott Boden seconded this. It was approved with no opposition.

8) Other Business

9) Adjournment

2026 Meeting Date:

- April 15
- July 15
- November 4