



Public Safety Communications Board Meeting January 28, 2026 (Hybrid) Meeting Summary

- 1) **Call to Order** – Kris Turnbow called the meeting to order. Eric Winebrenner performed a roll call.
- 2) **Public Safety Communications Board Changes and New Members – Eric Winebrenner**
 - A new mayor was elected in Kansas City, Kansas, but it is believed their representative will stay the same as before.
- 3) **Board Members Roll Call** – Eric Winebrenner performed a roll call.
- 4) **Action Item: Approval of November 19, 2025, meeting summary**

Scott Boden moved to approve the November 19th meeting summary. Zachary Cobb seconded this. Motion was approved with no opposition.
- 5) **Update Item: Regional 911 System Quarterly Financial Review – Lisa Santa Maria/Eric Winebrenner**
 - December 2024 – December 2025 there was a \$1.4 million increase in our funds. She shared that this program is doing well and the trend for the fund balance is continuing to increase.
 - Winebrenner added that at the last Board meeting it had been approved to use \$1.2 million to keep county monthly invoices at the same level as 2025.
- 6) **Update Item: 911 Legislation Update – Jason White/Eric Winebrenner/Mike Daniels**

Federal – Jason White

 - SB1481 and HB2763 are both the same. They are to raise the pre-paid surcharge to 4%. They are seeking to eliminate anomaly language and verbiage to hold the retailers' fee should they not turn in the fees. They met with the Department of Revenue and that department is going to include this in their audit and will send notifications.

EMD

 - They have identified vendors that meet standards. This would provide some clarity for the 988 system. There is a proposed funding stream of .65 per line. There are questions about their tax levels, but this is needed.
 - (i) Missouri 911 Board Report – Eric Winebrenner
 - No report.
 - (ii) Kansas 911 Board – Mike Daniels
 - Just this morning, he learned about SB379. This bill's concept is to establish a statewide emergency medical dispatch and telecommunicator for CPR training. This was discussed at this Board's last meeting, and they were in support of this. Kansas will be putting \$300,000 of 911 funds into account for telecommunicators to be trained. For those Kansas agencies that do transfers to secondary PSAPs that dispatch Fire and EMS, which Winebrenner noted would be all the MARC region telecommunicators, the CPR training is not required. Houston said that this is voluntary and not required. Turnbow asked about the liability against the agency that decided not to do this. The bill language was shared, and within its liability sub-section there was verbiage that relinquished those not participating from any liability.
- 7) **Update Item: Cost Share Request: Lee's Summit Fire & Police Departments – Steve Hoskins**

The Public Safety Users Committee Recommendation 6.1 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.”

The Public Safety Users Committee Recommendation 6.2 Motion: Approve Up To 10 New Call-Taking/Dispatch Positions for the Backup/Training Area (Conditional)

“Public Safety Communications Users Committee recommend the Public Safety Communications Board approve allocating call-taking/dispatch positions to Lee’s Summit to support development of an eastern regional backup center, under the following conditions:

- “Proceed with Lee’s Summit’s purchase of seven (7) new positions upfront and reallocate two (2) Sugar Creek positions as originally proposed.”
- “If Independence provides formal documentation confirming approved funding to procure the equipment necessary to utilize its existing three (3) positions, Independence shall retain those positions, and the region shall fund a cost-shared purchase of one (1) additional position.”
- “If such documentation is not provided, approve reallocating Independence’s three (3) positions to Lee’s Summit, eliminating the cost-shared position and reducing Lee’s Summit’s required upfront purchase from seven (7) positions to five (5) positions.”

The Public Safety Users Committee Recommendation 6.3 Motion: Reallocation of Positions - Lee’s Summit
“Recommend that the Public Safety Communications Board approve the reallocation of two (2) call-taking/dispatch positions from the Lee’s Summit Police Department to the Lee’s Summit Fire Department at the Lee’s Summit Joint Operations Center to support internal operational needs.”

This reallocation is an internal transfer between agencies within Lee’s Summit and does not increase the total number of approved positions.

6.1 Motion - Kirk Lair moved to approve the designation of the Lee’s Summit Joint Operations Center as a regional backup center. Scott Boden seconded this. Motion was approved with no opposition.

6.2 Motion – Scott Boden moved to approve Lee’s Summit’s purchase of seven (7) new positions upfront, reallocating two (2) Sugar Creek positions, and the cost-share purchase of one (1) additional position. Kirk Lair seconded this. This was approved without opposition.

6.3 Motion: Reallocation of Positions – Lee’s Summit – Kirk Lair moved to move two positions from Lee’s Summit Police Department to Lee’s Summit Fire Department. This was seconded by Zachary Cobb. Motion was approved without opposition.

Houston thanked the tech subcommittee and MARC staff for the background work they had done to lay out the information and recommendations put forth to this committee. Winebrenner thanked Lee’s Summit for their willingness to purchase seven positions.

8) Update Items:

- **MARC Office Move – Eric Winebrenner**
 - We are moving. The design plans are made and have been submitted to the city for permitting. We are awaiting the permits to get construction going. It is still anticipated that we will move in June – July 2026.
 - As of now, he has not heard anything about any funding needed from Public Safety.
- **Sugar Creek PD**
 - They closed their PSAP in December 2025. Calls for Police are going to Independence PD, for Fire to Lee’s Summit FD, and AMR is their ambulance provider. Work is being done on cutting off circuits.
- **RapidSOS**
 - Four pilot sites were identified. They are KCPD, Independence PD, and Johnson County Sheriff and ECC. KCPD and Independence are ready to go; we have installed everything on our side, but RapidSOS still has some additional work to do on their side to enable the functionality. Some power upgrades are being done at Johnson County to facilitate the additional devices to support this system, but these two should be online soon. An email went out today to all the PSAPs reminding them about this solution, explaining what it is and the interaction between their PSAP, MARC, and RapidSOS. This will be installed by going to the largest to smallest call volume. RapidSOS will be shipping hardware to MARC. They will also be reaching out to PSAPs to get your users accounts and such setup. Hopefully, by the April board meeting someone will have used this enough to provide some feedback. Winebrenner shared that a question was asked during the Users meeting if there were any policies in place for this system. MARC does not have any. He noted that each agency needed to sit down and figure out how they are going to manage this. Al-Rubaie reminded everyone that its functionality is live call (real time) transcription and real time translation of the call. The final piece of our package will be the media piece of photo and video. A caller cannot just send media. To receive this, the calltaker will have to initiate it by sending a text with a link the caller will have to use to provide the media. He provided an outline of how this system would

function. Rick Gisolf asked what was the agreement with RapidSOS. Per Al-Rubaie it is a five-year agreement with three years and two optional more years. This agreement can be terminated at any time if the financial entity decides they no longer will choose to fund it.

- **World Cup – Eric Winebrenner/Steve Hoskins**

- Winebrenner shared that the last word was that there will be four base camps in the immediate Kansas City region. There will be six matches. Hoskins shared that all the matches would be at GEHA and they would either be afternoon, evening and one late night. The fan feast will be open for 18 days total intermixed with the match dates. So, these are the two locations that the Kansas City Special Project Team is working on coming up with communication and staffing plans for these (entertainment venues and such around the city) that would be managed by KCPD for normal staffing.

Some additional communication training is being done to try to get individuals through. Along with an exercise possibly in April to assist them with getting their task books signed off and qualified should their assistance be needed during the World Cup.

They are continuing to get more and more agencies and people that are sharing they will be coming. The latest was that the Air Marshall are coming with their drones which caused the special project team to take another look at our comms. The challenge they are presenting is that they want us to have a common talkgroup for those doing drones; no matter where they are located, which was not part of the special team's plan. The safety things that we need to be aware of are fans of the teams that play here; how much do they like one another is an issue that we have to account for in our planning.

Gisolf shared that Johnson County has been discussing that the World Cup timeframe will overlap the 250th anniversary of the 4th of July and the sale of fireworks could be impacted with this anniversary and it being shared that soccer fans enjoy using fireworks when celebrating wins. They are also discussing transit and where people will be picked up and dropped off, and they are encouraging the bus drivers. The best use for any emergency is to call 911. Boden noted that this will show us just how robust our radio system really is.

Hoskins shared that the other day several people had assisted with some radio testing from Lawrence to GEHA. They were all the way inside Lawrence before the lost MARRS connections, but they were testing FirstNet, and it worked well. So, FirstNet will be used for this area. Have had tremendous cooperation from the state of Kansas and Missouri's coordinators. Both state systems are providing resources for us and enhancing what they already have in place. In the planning, the special project committee has been looking at silo areas where the use of the Missouri or Kansas system could be used to keep traffic off of our lines. Turnbow asked if the tests being done were part of the exercise documentation. Per Hoskins, a functional exercise was done last August that was comms focused. We will be doing a smaller in size with the same kind of focus, possibly in late April or early May at the latest. Chris Maiers from CISA has been very helpful to us on the federal side. Before COVID, we were right at the point of being able to do these exercises ourselves but now, we are building back up to that capability. Al-Rubaie shared that he had received the question about our capacity several times, and we have the capacity to handle this; the carriers will run out of room before we would.

Turnbow asked about the testing of other countries' emergency numbers and what the results were. Al-Rubaie reported that there are 200+ emergency numbers identified worldwide. All of them were tested and only two of them worked; 911 and 112 from a US-based device. The carriers have stated that if someone from another country dials whatever their country's emergency number is, in theory, it will kick the phone into emergency mode, and the phone will know how to route the call to 911. Real use scenarios that they have been informed of are that sometimes it takes two minutes for these calls to setup. Then, in most cases, if at all, they are not getting a good call back number. There have been questions about agency admin lines, and Al-Rubaie has informed them that this is something they would need to discuss with their IT personnel. Staff had spoken with someone at the NENA Best Practices conference a few weeks ago in New Orleans who has some international devices for a visit has been planned for them to come for us to do some real-life testing with international device to see what would be seen in the PSAPs here. Cobb asked about when an international person has to call 911 if it was felt that this would be straight forward for them. Per Al-Rubaie, what he has been told is that they are going to tell internationals to dial their own home emergency number. People coming here and buying pre-paid devices should dial 911. Another piece of this is that some of the countries have several emergency numbers and not just one number as in the U.S. Winebrenner noted that we only have to worry about a small portion of this because the carriers would have to fix this issue.

9) **Public Safety Program Updates**

Training – Pam Opoka

Online Training/ TalentLMS

- Our first class in 2026, On the Line: Voice Communications Skills for Dispatchers that launched January 1, 2026, went well. Due to how well it was received, we are now doing an in-person version and are in negotiations with the instructor and finding scenario-based actors. This will be hosted by Lee's Summit's new Joint Communications Center.
- The online CTOs course is open for the entire month of February, and we still have seats available.
- Advanced CTO will be open for the entire month of 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 course offerings are available. Opoka encouraged those that had not logged in recently to do so and look at these.

In-Person Training

- Kudos to Capt. Rod Shaeffer from Lee's Summit Police Department who has been our instructor for the past few years. He will be retiring after 34 years of service and is handing over the instructor's reigns to his colleague Capt. Mike Murray. We wished Capt. Shaeffer well and thank him for his subject matter expertise to our regional dispatchers over the past few years. 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.

Technical Services – Hassan Al-Rubaie

Hardware Refresh

- The 2026 refresh will 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 the Sugar Creek positions will go to Lee's Summit.
- Yesterday, Motorola did share that in Windows 11 Microsoft has deprecated the ability to team network interface cards (NICs). So, today all of the workstations have teamed NICs, and it is a feature that we want, use, and have always used. Motorola is checking to see if this year's shipment can be downgraded to Windows 10. In case anyone is concerned, he noted that it was his belief that long term support for Windows 10 is valid through 2031.
- AMR is now slated to move into their new facility on February 21, 2026.
- If you have **any changes** to your admin lines, please let MARC staff know sooner than later. So, 1) you do not have transferring issues and 2) staff can make sure that the number that you are using for carriers does not have the wrong number(s).

Database / Mapping – Saralyn Hayes

GeoComm Mapping

- They have added hospital data recently that includes all hospitals but also added all the emergency department's direct phone numbers, which is not necessarily public information and what their trauma levels are, which could be helpful for dispatchers.
- Now, working actively on adding airports and helipads with the hopes of having it added by next month.
- We have received the new pipeline data which will be refreshed in the system. As a reminder, dispatchers can click on this, and it will bring up the 24/7 number for public safety to call and also, what the product is within it. These are large pipelines and not natural gas into the home.

Monthly Email

- Continue to send this out. It has coaching information and dispatchers; it usually has a tip about the map, and something about error reports. We continue to do the monthly drawing from the valid error reports that have been submitted.

Database

- The PS Data team has processed over 100,000 error reports since she started. She encouraged dispatchers to continue to submit errors whenever they came across one.
- In August, we transitioned our 911 database from AT&T to Motorola. From our side, things are going very well, and we have been happy with the service that we have received from Motorola so far. As part of this, they are doing work for us that AT&T never did. So, this meant that for one of the database positions which this was approximately 80% of their work, was determined to be eliminated for now and the duties absorbed into our existing positions. Tara Smith, who was in this position, and we hated to lose, was able to transition over to Emergency Services. Winebrenner noted that it would probably be requested in the 2027 budget that this position be made into a tech position to add another tech.

Operations – Saralyn Hayes/Eric Winebrenner/Nikki Thomas

Outstanding Performance Awards -

- Hayes shared that nominations were open. There have only been around 15 received so far. If you have any submission(s), you have until the deadline February 9 to get them in. Encourage your folks to submit these. We will look forward to the presentation of these at the Telecommunicators Appreciation Celebration in April.

Invoices

- Winebrenner reported that invoices had been sent out with a note inside of them explaining why the 2026 bill is the exact same amount as the 2025 bill. If your folks have any questions, let the staff know.

- He also shared that Chris Allen Hunter would be retiring as of February 27, 2026, and he thanked her for all that she has done for 18 years. This position will be posted in the near future.

TAC

- Thomas shared that TAC would be held on Friday, April 10, 2026, at the Double Tree Hotel on College in Overland Park, KS from 6:00 – 9:00 p.m. Registration will be opened on February 1.
- We are also looking for years of service. If your agency has anyone that has 20, 25, 30, 35 or 40 years of public service milestone between April 11, 2025, and April 10, 2026, please let Sally McGraw know at smcgraw@marc.org so we can order the proper amount of recognition pins. Hayes clarified that it is up to the PSAP Supervisor or Manager to nominate them.

10) Closed Session

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

Kirk Lair 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.

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

11) Other Business

12) Adjournment

2026 Meeting Dates:

April 29 July 29 November 18