



Public Safety Communications Users Board

MEETING SUMMARY

April 29, 2026

CO-CHAIRS

Deputy Chief Eric Houston, Overland Park Police Department

Mayor Kris Turnbow, City of Raymore, Missouri

AGENDA

1. Call to Order

- Eric Houston opened the meeting. Eric Winebrenner performed a roll call.

2. Public Safety Communications Board Changes and New Members

- A new mayor was elected in Kansas City, Kansas, but it is believed their representative will stay the same as before.

3. Approval of January 28, 2026, Meeting Summary

- *Eric Houston moved to approve the January 28th, 2026, meeting summary. Zachary Cobb seconded this. Motion was approved with no opposition.*

4. Regional 911 System Quarterly Financial Review

- The reserve of \$10.8M on 12/31/25 increased to \$11.9M on 3/31/26.
- FY26 YTD interest funds obtained are \$54K. That is about 5% of the \$1.1M increase to the reserves through March.
- FY26 YTD expenditures are around 14%. Notable variances are timing related and include the GIS maintenance and cost share requests.
- The FY26 911 System is currently billing using the FY25 rate and the difference is made up on the reserve fund.
- Eric Houston inquired if there are Federal grant programs for 911 operations?
- Eric Winebrenner confirmed there are not specifically for operations, however at times there are grants for equipment. The last grant we received was for

the two current selective routers. Vendors distribute upcoming grant opportunities for equipment as well.

5. 911 Legislative Updates

- **Federal**
 - No updates
- **State**
 - **Missouri 911 Service Board Report**
 - Eric Winebrenner reported SB1481 is a clean-up bill for 911. This bill would increase the monthly pre-paid surcharge of 3%, to 4%, with collected prepaid surcharge dollars going towards the counties and the State 911 Board. This bill would eliminate the retailers' fee of the first \$15 collected. This bill would add a clause to policy to include that a retailer would incur a penalty should a retailer not collect the pre-paid surcharge while selling pre-paid services. Requests for the public to either call or meet with their state senators to advocate for this bill have been distributed from the State 911 Board as well as the state agencies, NENA, and APCO.
 - Another bill that may be attached to SB1481 is SB1562, which is a 988-funding bill. This bill would put a \$0.65 charge on any device capable of calling 911, with collected charge dollars going towards 988 and mental health response teams.
 - **Kansas 911 Board**
 - Eric Winebrenner reported SB379 is a bill to establish a statewide emergency medical dispatch and telecommunicator CPR training. The bill is currently not moving.
 - Saralyn Hayes reported that it was recently released that another \$2M was made available for infrastructure mapping. Leawood, KS was approved, and they have 9 schools being mapped currently. The priorities are schools, large event spaces, government facilities, etc. PSAPs should submit their requests. Note that's the primary PSAP is eligible.
 - PSAPs will need to coordinate with the facility they want to have more mapping completed with. Also be reminded to use a qualified vendor and ensure that the public vendor that you select is compatible with current 911 mapping.

6. Update Items

- **MARC Office Move**
 - Eric Winebrenner reported that the construction is starting at the new office. Hassan Al Rubaie reported that expenses for new construction are

minimal. The largest moving related expense is decommissioning the massive HVAC units used by the previous tenant. The move-in date is anticipated to be in August.

- **RapidSOS**

- **Implementation Update**

- Hassan Al Rubaie discussed RapidSOS has gone live in several agencies. They're able to do live call transcription and translation as well as video request media as well from a caller.

- **Current Deployment Status**

- RapidSOS is live and available to Independence, Johnson County ECC, Johnson County Sheriff, and KCPD, though not all agencies may be using it fully.
 - Eric Winebrenner clarified that not all agencies will be live before the FIFA World Cup 2026™ Kansas City due to hardware shipment delays. Installations being completed at high to low call volume and more than half the region is already completed.
 - Saralyn Hayes reminded everyone that if a PSAP needs help with their boundary map to let her know.
 - Major Ron Legg noted that the dispatchers at KCPD are having success with it so far.

- **FIFA World Cup 2026™ Kansas City Update**

- Steve Hoskins reported that the Communications Plan is being finalized.
 - A Functional Exercise will take place May 11th and 12th. A Tabletop Exercise will take place May 19th. We are specifically looking for those that have gone through tactical dispatcher training but haven't had the opportunity to actually work on their task book.
 - Chris Maiers requested that any questions related to escorts, UAS and counter UAS, drones, or others submit those to Steve Hoskins and Communications Team.
 - Chris Maiers stated that now is the time to be proactive and uphold cybersecurity. Have teams do cursory looks at systems, know what normal looks like, and audit access control lists.
 - Steve Hoskins explained that regional coordination will ramp up as teams arrive in June. There will be specific radio talk groups reserved and contingency plans for reallocating resources as needed.

7. Public Safety Program Updates

- **Training**

- Pam Opoka shared a 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 after.
- In TalentLMS Instructor Halcyon Frank's new online course, On the Line: Voice Communication Skills for Texters that launched in Q1 is full again for Q3. We are planning a hybrid in-person scenarios version in October of Q4 at Lee's Summit's new Joint Operations Center.
- In Virtual Academy there are 17 new upcoming courses. All are encouraged to check those out if you haven't logged in for a while.
- Commanders annual peer support training is July 27-29 hosted by Leawood and War Horses
- We are intentionally adjusting to the dwindling numbers of traditional in-person classroom participants. Reaching instructor and contractual minimums has become a national level issue as well. We will continue to lean into the shift with more of the virtual and hybrid solutions through online training platforms where efficiency with our regional shared budget dollars matter the most. However, we will continue to use the data to guide our training decisions so if your agency would like to see more in-person options, please send them to the in-person course offerings.
- August 20th Dr. Joe Serio is presenting a new 8-hour class called Transferring Stress into Strength: Real Talk about Work/Life Balance. The new Lee's Summit Joint Operations Center is hosting.
- The Training Advisory Committee is building our 2027 in-person quarterly classes now. We are going to switch up the Missouri and Kansas classrooms for more participation. We will continue to look at the national and state conference topics to make sure we are staying ahead of the curve for our regional courses. We are also looking for an active shooter for telecommunicators instructor since both of ours retired. Public Affairs is working on a revamp of our training materials as well.
- In Peer Support the Mindbase Wellness Toolkit resource app is available to ALL MARC PSAPs as our proactive approach to wellness at the regional level.
- Both the 911 Team and The Commander Level Team had a few in person debriefings and several phone calls outside of the MARC Region this quarter.
- The Communications Training Officer course is open for the entire month of August and is a prerequisite for Advanced CTO. Advanced CTO will be open the entire month of September.
- **Technical Services**
 - Hassan Al Rubaie reported the AT&T CAMA Trunk orders for Lenexa and Platte County backup have been pending for 24 months. Lenexa plans to

tear down their old building, and rerouting plans are in place if trunks are not installed.

- Motorola refreshes are scheduled for multiple counties and agencies. AMR having completed their move and Lee Summit planning to occupy a new center in May.
- Hardware refreshes we've got this year include Atchison County, Blue Springs, Fort Leavenworth, Independence, Jackson County, Casey Woodfire, Leavenworth County, Leavenworth PD, Lee's Summit Backup, Lee's Summit Fire, Linn County, Miami County, Platte County and Platte County Backup.
- Admin lines projects are in queue as more migrate away from copper.
- Preventative maintenance was done last week on the NOKIA microwave ring.
- **Database / Mapping**
 - Saralyn reported that the admin lines with traditional copper for landlines are going through a "copper sunset" with carriers are moving to Voice over IP (VOIP) with customers being offered broadband solutions especially in more rural areas.
 - New Map Data Layers include a new airports and helipads data layer is being finalized for GeoComm maps, expected to be available in early May. It is a combination of local data and the FAA.
- **GeoComm Maps Issues**
 - Saralyn Hayes described issues with estimated address accuracy and customer name parsing in GeoComm maps, attributed to changes by Esri and carrier formatting inconsistencies; these are being addressed with GeoComm. The options for solutions will be discussed with the regional maps' super user group.
- **Operations**
 - The Telecommunicators Appreciation Celebration (TAC) was Friday, April 10th. Approximately 285 guests were in attendance. The venue staff performed poorly during the banquet seating and the entrées were unsatisfactory. The funding for TAC is taken very seriously. We are requesting feedback provided via a post event survey. The survey results will support the negotiations with the venue to reach a reasonable refund.
 - Nikki Thomas introduced new MARC staff supporting the Public Safety Communications Program - Tiffany Cole, Public Affairs and Kelly Alexander, Program Assistant.

8. Closed Session

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

- *Eric Houston motioned to move into a Closed session. Zachary Cobb seconded this. Motion was approved with no opposition.*
- Eric Winebrenner performed a roll call.
- There was a discussion on 911 network configuration.
- *Steve Hoskins motioned to move out of a Closed session. Christina Bailey seconded this. Motion was approved with no opposition.*

9. Other Business

- Eric Winebrenner reported that the next meeting will include a share of the preliminary 2027 Budget.
- A cost share request was received from Prairie Village to add another workstation to their center. We will start the process of review by Technical Services, the User Committee, and ultimately this Board.
- We will have a booth at the 2026 MO State Fair Booth.

10. Adjournment

- The meeting was adjourned.

NEXT/UPCOMING MEETING(S)

Wednesday, July 29, 2026

Wednesday, November 4, 2026