



Public Safety Communications Board Meeting
July 26, 2023
Meeting Summary

In-Person

Anthony Avery, Platte County Sheriff's Office
Scott Boden, Johnson County Sheriff's Office
Ben Chlapek, Raytown Fire Department
Rick Gisolf, Johnson County Emergency Communications Center
Victor Grady, Johnson County Emergency Communications Center
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Victor Hurlbert, Clay County
Heron Santana, Kansas City Kansas Police Department
Mark Owen, Platte County Sheriff's Office

Virtually Present:

Michael Ashcraft, Johnson County
Maria Beauchamp, Cass County Emergency Services Board
Paul Davis, Johnson County Med-Act
Christina Bailey, Lee's Summit Police Department
Paul Haynes, Johnson County Sheriff's Office
Chris Maiers, Department of Homeland Security
Derek McCollum, Kansas City Missouri Police Department
Jason Petersen, Independence Police Department
Mike Snider, Lee's Summit Fire Department
Kris Turnbow, Raytown, Mo
Unidentified Guest
Renee Van Meter, Johnson County Mental Health Department
Greg Williams, Kansas City Missouri Police Department

MARC Staff: Chris Allen Hunter (online), Catherine Couch, Saralyn Hayes, Lauren Palmer, Pam Opoka, Nikki Thomas, Eric Winebrenner

- 1. Call to Order - Eric Houston** opened the meeting.
- 2. Board Voting Member Roll Call – Eric Winebrenner**
- 3. Approval of April 26, and July 13, 2023, meeting summaries**

Scott Boden moved that the meeting summaries be approved. Tony Avery seconded this. They were approved with no opposition.

4. Kansas City Auto-Attendant Update – Eric Winebrenner

- After our last meeting, a letter was sent to Motorola with a request to make auto-attendant work on a multi-host system. They responded that they are working on this and anticipate sending a cost summary by this Friday, July 28. Once MARC has received the cost summary, it will be shared with the Board chairs, Kansas City Police Department (KCPD) and there will be a discussion on how to move forward.

McCollum thanked the Board for approving KCPD to move forward with the auto-attendant option. The Police Commissioners Board thanks you for getting the letter out to Motorola so quickly.

Houston asked if KCPD had a position as far as looking to fund this on their own or was this something they would want cost shared. McCollum replied that he would like to have it cost shared, but he understood that this is KCPD specific. He will discuss this with the Commissioners' Board and the Mayor of Kansas City. Houston noted that this might be the only sticky point should Motorola come back promptly with a way to do this. McCollum noted that as soon as he gets the Motorola information, he would immediately share it with the Mayor and Commissioners Board to see how they want to proceed.

Turnbow said he had briefed his city council on this and Cass County ESB had also discussed this. He is curious about with the auto-attendant if the mayor of KC believes this is a technological solution to a personnel issue or both. McCollum shared that he could not speak for the mayor. Turnbow asked if McCollum would be the contact should others have questions once auto-attendant was implemented on how this system is beneficial and has KC had discussions on how this will benefit them? McCollum felt this would be a discussion to have with him and Melesa Johnson, Mayor Lucas' Director of Public Safety. Turnbow shared that he had other questions that he would hold until what Motorola produces is reviewed. He is trying to understand how this could be advantages. McCollum offered and will set up a conversation with the mayor's office, KCPD and Turnbow.

Hoskins shared that auto-attendant is a viable solution for specific calls where the caller directly needs Fire or EMS.

Owen said callers that are unable to speak must be considered. Will this cut out the victims hiding and unable to speak from getting their needed assistance? Houston agreed with Owen and added there would have to be some policy considerations implemented for the use of auto-attendant, specifically for KCPD. Houston also noted that when you hit #2 for Fire or #3 for EMS, those agencies are not going to enter the scene until PD arrives and enters first, which would add more time to the response time.

Hoskins outlined how auto-attendant works and how it would affect KCPD's PSAP and call takers. McCollum added that he thinks all questions and concerns are valid and can be flushed out with the information from Motorola. He noted that what the Police Board and Mayor want to see is if this can be done, what it will cost and focusing on what they can do to make things better or different to fit their needs. What is unique to KC may not be unique to another community.

Ashcraft agreed with the previous comments and felt we would work through this. He noted the system probably has opportunities and challenges that we will figure out. He also shared not too long ago he had received an email from a mayor complementing our 911 system. He asked at what point do we start looking at the value of having so many regional PSAPs when we must compete for limited personnel resources. He hopes this gets on the table before too long because it seems to him that to have personnel coverage; we are competing against each other.

5. 911 Legislation Update – Eric Winebrenner Federal

- A bill was filed that would fund \$15 billion for NextGen 911 operations nation-wide through the sale of Spectrum. This was also in a bill last year that passed the committee and house unanimously with bi-partisan support. MO, KS, OK and NE joined together supporting this bill and signed a joint letter to Congress expressing their support. This bill is still in committee.

Missouri

- Passed several bills that affect 911. One will allow Platte County to decide if they want to participate in pre-paid. These will go to their county commission for a vote and then to the MO 911 Service Board.
- One of the bills passed now allows MARC to be able to apply for regional grant funds through the MO 911 Service Board. Winebrenner gave kudos to Scott Penman who he called and talked with about MARC needing to be able to apply for funding. With only two weeks left in the session, Penman got this into a bill that passed.
- Also passed was recognizing telecommunicators as public safety employees which the Governor will sign in Springfield soon. Owen added that he believed the counties would have to pass this bill too.
- MO appropriated \$20 million to the 911 Service Board for grants. Work is still being done on deciphering what the actual match requirements are for these funds. Our grant application for router II was submitted to the Service Board, and we are waiting for the grant's opening and learning what has been decided. If our application needs to be resubmitted on August 29th when the grant officially opens, that will be done.
- The bill to move Emergency Medical Dispatch (EMD) originally assigned to the MO Department of Health passed to move it underneath the MO 911 Service Board. The 911 Board will be governing EMD for MO. It is believed they will have more interest in EMD and provide more resources. Winebrenner believes they are working on state-wide contracts for EMD services. Owen added that they are discussing contracts and clarifications for standards and places that already have EMD contracts that will have to be grandfathered or worked out.

Kansas

- They did not have any legislation this year that affects 911.

Missouri 911 Service Board Report

- Discussed the \$20 million they have, and the work being done on the match above. These funds must be appropriated within the next 11 months and 18 days.
- They have hired Mission Critical Partners to look at the counties that currently do not have 911 functionality of which there are currently eight. These eight counties are the Board's top objective for grant requests.
- Their second objective is to help with state law with collaboration and consolidation which can be virtual or collaborative CAD systems. So, when the grants open, if you have projects that will link these types of processes together, they would be open to grant requests for that.
- The Board also has an additional \$3 million for grant loans.
- A state-wide MO AED project is going through PulsePoint. Saralyn Hayes is our contact for this. Any PSAP in the state can get set up to access the registry with PulsePoint.

Kansas 911 Coordinating – Eric Winebrenner

- They met on June 23 and are going to do a legislative audit on the Coordinating Council.
- There was a long discussion about Rapid Deploy from Rapid Responder which shares the GPS location from an officer's vehicle or phone to dispatch. Since most officers' use cell phones, this would allow them to track an officer's location on a map. Boden added that this product is not on the market yet. They are the test agency.

6. Public Safety Program Updates

Training – Pam Opoka

- **Online – Talent Learning Management System (LMS)**
 - There is no longer a waiting list situation for the 40-hour Basic. As soon as an agency hires someone new and forwards their name and email address to her, she will just need to click a box and they will be able to take the 40-hour basic immediately.
 - CTO Training – The next class will start on August 1 and will be open all month. This is an online training led by Halcyon Frank.
 - Supervisor Class – This training will be coming up in September and is also, instructor lead by Halcyon Frank.
- **Virtual Academy (online training portal)**

- This has new training that will be launching soon. There are already hundreds of online courses that are available 24/7.
- **In-person Trainings**
 - Active Shooter – Held at Lee’s Summit Police Department on June 14 and taught by Captain Rod Schaeffer. There were 34 dispatchers trained from 16 different agencies.
 - Building Resiliency – Surviving Secondary Trauma – This is taught by Aly Abdelgawad, Raymore Police Department and Dawn Morris, Johnson County Missouri Sheriff’s Office on September 27 and will be hosted at Centerview in Raymore, Mo.
- **Peer Support**
 - Mindbase – This is a new project for which they are finishing the details. This is going to be an 18-month pilot program with Dr. Michelle Lilly as a research component. Seven agencies were selected based on the highest call volume reports. They have signed MOUs for six of the seven agencies and have a nice mix of MO and KS, rural, urban, and suburban populations. The baseline is launching soon. It was approved by the institutional review board at Northern Illinois University which allows them to use this research for upcoming projects and grants in the future.
 - Mindbase CAD Integration – This will be launched soon as well. The goal of this project is that the research shows that we are providing employees with pro-active mental health resources which will bring higher retention levels over time. Hopefully, this will help with our region’s competition for limited resources.
- **Commander Peer Support**
 - They presented at the National Sheriff’s Association conference June 26 in Grand Rapids, MI. While there, they learned that a small police commander team has been built in Wisconsin because of ours, which was exciting to learn.
 - The Fire and EMS team is presenting at the International Association of Fire Chiefs in Kansas City on August 17 as a panel.
 - The commander co-chairs on the Police side are presenting at the Missouri Association conference in Branson, MO on August 14.
- **Technical Services – Eric Winebrenner**
 - **Router Upgrades**
 - Testing was done with all carriers, except one, and everything works. With the router upgrade, we have run into issues. One issue on the new platform is abandon calls. If a call is abandoned in the system for a certain amount of time, it automatically sends it to a singular PSAP. This is a feature that we were not aware of until testing. Work is being done to resolve this issue, but this may delay our ability to move forward if the workaround is not successful. We have been told that version 8.1 fixes all of this, but we have resisted upgrading because we would have to do all the router testing on the version we are on. Now, it looks like we may have to upgrade the host, call taking equipment and PSAP state to 8.1 and then, go back and test the routers on 8.1 to fix the host.
 - The monitoring issues that we have been dealing with have been taken care of and we now have full monitoring capabilities.
 - Upgrades have been done at AMR (4 positions), Excelsior Springs (2 positions), Overland Park (16 positions), and Ray County 911 (3 positions). Kansas City Kansas Fire and Police pending (17 total). Long term to do list include Clay County Sheriff, Gladstone and Liberty who are doing a co-location at Gladstone. We are holding these positions until they get into the new building. Fort Leavenworth is finishing a remodel. So, we are waiting until they finish that before installing their new positions. On Platte County Sheriff’s backup, awaiting CAMA trunks installment. CAMA trunks were ordered for Clay County Sheriff, Gladstone, Kansas City MO Fire and Liberty to go directly to the router at Clay County data center. Delivering them directly to the router will prevent individuals from being able to steal copper and fiber optics which would knock out their systems.

Projects in Queue

- Auto-attendant for KCPD
- Automatic call back for KCPD (Equipment is here but we are waiting on phone trunks at KCPD).
- GeoComm Maps is getting closer. Most of the work is done, and we are in line to get this done.
- Disaster recovery is here to be installed.
- Vesta 911 hosts upgrades to South Patrol and Johnson County.
- He was asked if the Rapid Deploy analytics was on the list, and it is. AT&T is finishing their side and MARC is trying to get the routers done before they start this.
- Houston asked if the remote call taking positions were here? Yes, they are here.

Database/Mapping – Saralyn Hayes

- Error Report Contest – Each year, we have the annual error report contest where we take the PSAP

initiated error reports which would be a 911 call that could be a call that misrouted to the wrong agency, wrong address displayed or something like that. The errors MARC receives are worked but we also keep statistics over a year and determine the winners. There are two categories: 1) most valid PSAP submitted error reports received totals for which KCPD won this year. 2) Most valid PSAP error reports are based on taking call volumes into consideration. This year's winner is Atchison County 911. Atchison County has received their traveling trophy and Hayes will get the other traveling trophy back from Johnson County ECC and to KC MO PD soon.

There is a desire to revamp this process and incorporate more training components for dispatchers to submit error reports, trying to streamline the process and provide incentives to them.

GeoComm Maps

- We have used different GeoLynx versions for 20 years, but GeoLynx is at the end-of-life. Work is being done to implement GeoComm Maps which is a web-based mapping solution. Technical, GeoComm and map updates have been finished. The next step is to send out training information which would include how dispatchers log into the system. Hayes feels one of the best features in the new system is the map data which not only has our region's information but the surrounding counties. So, if a pursuit or response goes out of your county, your agency will have that information.

Automatic External Defibrillator (AED) Registration

- Hayes noted that Kansas has different laws in place than Missouri. The state of Missouri has contracted with PulsePoint which is a free service where you can enter your AED information. If you have a church, community center or business, they can enter their information. Johnson County Kansas, Kansas City Missouri use PulsePoint's paid version. Leavenworth and Wyandotte Counties also use PulsePoint, so it makes sense for the rest of the region to use it. Anyone interested in learning more about PulsePoint can contact her and she will forward the contact information to them.

We currently have about 4,500 AEDs in our database which we manage. These are in the final stages of massaging to be put into the format for uploading into PulsePoint by county.

Very Large Query (VLQ)

- Normally, she would be sharing numbers as far as increase or decrease in records, but there has been a hiccup in how the data is pulled for us and we are waiting to get that information in a new format. We are working through the processes to get this streamlined.

GIS - 911 Service Board

- Several years ago, the Kansas Coordination Council had a statewide GIS project for mapping and put together statewide standards as far as the quality of the map data and quarterly required updates. Missouri is just now getting to this. Standards are now in place. The first phase of the project was completed a few years ago, analyzing the quality of the existing data received from different counties and cities across the state. MARC provided the map data for our Missouri counties. The second phase is selecting qualified vendors to help with the data cleanup. The RFP has been released and is in process now. Once there is a list of qualified vendors, the 911 Service Board will directly pay the vendors. Then, the final and third stage will be maintenance.

Missouri State Fair

- This will be August 10 – 20. This year, the 911 booth will be right across from the fire station with volunteers working from all over the state. There are three messages this year that will be shared. 1) Educating people on how and why to call 911, 2) staffing and information about what the job entails and sharing that the 911 Service Board has a website with job openings, and 3) registering AEDs.

Operations

- 911 Day at the "K"
 - This event will be this Friday, July 28. We have low attendance this year, but we had set the number low because of staffing issues. Thomas asked if anyone had any ideas for the family-oriented summer event, indoor and affordable. Please forward that information to her at nthomas@marc.org. The Telecommunications Appreciation Celebration (TAC) in April is our banquet style celebration which MARC staff is comfortable with keeping the traditional format.

7. Johnson County 988 Mental Health Update – Eric Winebrenner

- At the last Board meeting, Johnson County Mental Health Department (JCMHD) presented that they are working to do a co-location with Johnson County Emergency Communications Center for their 988 call takers. Their request to this Board was to be allowed to connect to the 911 system to allow the transferring of calls between 988 and 911 entities in Johnson County. This Board directed MARC to develop an MOU which has been sent to you. Winebrenner provided an overview of what was included in the MOU. JCMHD had originally asked for four positions but are now asking for six. The cost for six was reflected in the MOU based on the last quote received from Motorola. Motorola was asked to refresh their quote. This has not been presented to JCMHD because of the need for this Board's approval.
- Gisolf shared that he had some minor wording changes. He also asked if JCMHD could add a backup system like Cisco should there be an equipment failure. This was discussed and it is believed that the backup would just be a transfer, which would not change the MOU verbiage. Gisolf also asked about access to data and Winebrenner believes this would require reports setup time for MARC staff. Then, JCMHC would have access to run reports, but this would need to be answered by Hassan Al-Rubaie. It was directed to Gisolf that once this Board approved the MOU, JCMHD should make any updates they might have and send it back. Gisolf agreed to provide the copy he had to JCMHD for their review and approval.

Steve Hoskins moved that the MOU be forwarded to Johnson County Mental Health Department (JCMHD) for their review and approval. If JCMHD had any changes, the MOU would be sent back to this Board for their review and approval and then, back out for all the required signatures. Scott Boden seconded this. It was approved with no opposition.

8. Regional Dispatch Update – Eric Winebrenner

- Jackson County's primary PSAPs have met several times and discussed their staffing issues. It was agreed that a feasibility study would be the next step. Jackson County was approached about funding this study and Troy Schulte agreed and got the legislature to approve \$200,000 for this study. MARC was asked to run the study. MARC is awaiting an MOU from Jackson County for this. An RFP is close to being done and a steering committee made up of all the Jackson County agencies will participate. MOUs have not been received back from Lee's Summit PD or Blue Springs PD. All of Jackson County's primary PSAPs have indicated they would participate, except for Sugar Creek (who declined participation), and Raytown PD who have said they want to participate and will be forwarding their signed MOU.
- Once completed the RFP will be released for bids. It is hoped to have this completed by the end of the year and presented to the participants to see how they might want to proceed. Cass County's RFP was used as a template. Within Cass County's study, there was multiple recommendations which included consolidation, co-location, and virtual consolidation through CAD.

9. 2024 Regional 911 Budget Preview – Eric Winebrenner

- Because several agencies do their budgets in July, MARC works to get a projected budget number for the next year. Winebrenner noted this is a draft budget since not all final numbers are back yet. He continued with an overview of the draft budget. For 2024, we are looking at a maximum number of \$10.7 million.

Coordination:

- Additional FTE for maintenance team and all that is needed for this position: vehicle, tools, equipment, etc.
- Increased staff salaries due to the salary study MARC is doing on merit increases, promotions, etc. It is anticipated that this will come back with a need to raise some salaries. So, this budget has the top of each position's salary range to try to account for any changes.
- Adjusted rent number.

Allocation:

Motorola

- Workstation Replacement
- Router 1 Support Contract

GIS/Database

- GeoComm contract 3% increase because we are going to GeoComm Maps
- Cost Share request increase for headsets that now cost more
- Tower maintenance increase for Enviromux

- Increase in translation services
- Included Tier 3 support for router 1

911 Training

- Virtual Academy addition to 2024

Cybersecurity

- Planned increase in subscription costs
- Firewalls

Worst case scenario, there will be a 5% increase over last year's budget. This is informational at this point, but you will be asked to approve the 2024 budget in October. Winebrenner reiterated that the 911 Service Board grant request was made and would be resent if needed. He asked what would happen if this budget was approved prior to learning about the grant and the grant is approved. Per Winebrenner, that information would be brought before this Board. It was asked if there was a surplus of funds and what would happen with the surplus. Any surplus would be rolled into the capital project reserve fund. Owen asked if we still had a contingency fund, and yes, we do. The Board had approved putting 2% each year into this fund until it reaches a certain capped amount. The example shared for having this fund was in case we should ever lose a router and must replace it; we would have funding to do so. Winebrenner noted that this budget draft will be sent to each agency's financial person (the ones that pay their bills) so they are aware of the potential budget.

Owen asked about the salary survey that was out and if there was one done for the region. Palmer shared that MARC operates a regional survey for all local government positions, so it would include communications. Owens asked how he could get a copy. Per Palmer, this is a membership service, and she will review if Platte County is a member. She will send Owen an email outlining this service.

10. Other Business

- Christopher Maiers – Cybersecurity and Infrastructure Security Agency
 - CISA Survey – The survey deadline was extended into September. Please fill this out. If you did not receive the link or no longer have it, let him know christopher.maier@cisa.dhs.gov and he will get you the link. This survey is conducted every five years and data received is used in decision making processes for all sorts of things such as products that CISA offers to agencies through technical assistance, white papers, documents, and it even factors into evaluations of grants. This data has also been used on Capitol Hill to justify the existence of programs and why they need to keep existing and possibly expand. So far, KS and MO have done a good job with responding but he wants to make sure Region VII states provided a lot of responses so our voices are heard long-term. He asked those that had not completed the survey to complete it so our region can be heard the way they need to be heard.

They have had quite a few CISA advisories come out. Many of them pertinent to public safety. One of the most noticeable ones was Outlook 365 and the Microsoft 365 environments in which there was data exfiltration from several agencies. These go out in email form. He asked anyone wanting to receive copies to let him know and he would provide them.

Their cybersecurity portfolio is expanding for emergency communications systems this year. They will still offer assessments and cybersecurity webinars but will also be offering agencies the opportunity to have post-assessment workshops where their experts will sit down with you and help you go through assessments you may have through them and help prioritize what you may want to address first when it comes to gaps. These programs should be released within the next month or so. Once they are released, he will reach out to this group to see if you want to take advantage of any of these.

11. Motion to go into Closed Session – Eric Houston

- Scott Boden made the motion to go into closed session. Mark Owen second this motion. Motion passed without opposition.
- Discussion on 911 system architecture and data center issues. Informational only, no votes taken.

Adjournment - With no further discussion, the meeting adjourned.

2023 Meeting Date:

- October 25