Public Safety Communications Users Meeting
January 17, 2024 (Virtual)
Meeting Summary

Agencies Online:
Tony Avery, Platte County Sheriff's Office
Marie Beauchamp, Cass County Emergency Management
Scott Boden, Johnson County Kansas Sheriff's Office
Ben Chlapek, Raytown Fire Department
Kris Evans, Motorola Solutions
Karen Giudici (representing Jeane Lauer), Jackson County, MO
Chris Maiers, U.S. Department of Homeland Security
Matt May, Wyandotte County Emergency Management
Mary Osterberg, Harrisonville Police Department
Petline Quenshau, Prairie Village Police Department
Dee Regina, Linn County Sheriff's Office
Adrienne Rhinehart, Raymore Police Department
John Russell, Wyandotte County Sheriff's Office
George Sims, Kansas City Kansas Police Department
David Tucker, Lee's Summit Fire Department
Mark Whelan, Miami County Sheriff's Office
Jonna Wilcox, Riverside Police Department

MARC Staff: Hassan Al-Rubaie, Saralyn Hayes, Pam Opoka, Nikki Thomas, and Chris Allen Hunter

1. **Call to Order and Introductions**
   Scott Boden called the meeting to order.

2. **Approval of October 11, 2024, meeting summary**
   Ben Chlapek made a motion to approve the October 11 summary. Marie Beauchamp seconded it. The motion passed with no opposition.

3. **Handling Request – Update – Hassan Al-Rubaie**
   - Working towards fulfilling this request.
   - Work is being done on the AAC, which must be installed before the other work can be done.
   - Have a request in for Motorola to be on site the last week of February to begin work on the full feature auto attendant that was originally asked for, and they are still anticipating that this will be available by the end of quarter 1 (Q1) which would be the end of March.

4. **911 Legislative Update – Scott Boden**
   - Federal
   - State
     - ☐ Missouri 911 Service Board Report
       - o Boden shared that Jason White was unable to attend but had forwarded a note saying the EMD draft regulation was approved by the board and now is with legal for its next step.
       - o MARC applied for an ARPA grant for which they were approved and will be receiving approximately $1.7 million. Anyone that has project ideas for which these funds could be used should forward that information to MARC staff. Al-Rubaie noted that the ARPA grant was for the router project and any extra funding that was not used for that project could be used for other projects. Any projects put forth would come before this committee and the Board for approval.
     - ☐ Kansas 911 Coordinating Council – Scott Boden

o Nothing new here. Their next meeting is scheduled for January 26.
o They are going through the renaming of the 911 Coordinating Council and where the monies are stored. This will need to go before the legislature for final approval.

5. **Public Safety Program Updates**

- **Training – Pam Opoka**

  Online – Talent LMS
  o The 40-hour Basic is available immediately and does rely heavily upon the agency CTO to help guide the students through the tasks. A video has been produced to guide the CTO through the training expectations and this link is sent to the CTO when the supervisors ask for the trainee to be enrolled.
  o We are working with our LMS consultant and Missouri CIT and MACIT to produce an online interactive hybrid experience for the Crisis Intervention Training (CIT) for telecommunicators training. This is scheduled to launch in Q4 this year.

  Communications Training Officer (CTO)
  o Additionally, on LMS in February will be a Communications Training Officer course instructor led online by Halcyon Frank. There are still available seats.
  o the 40-hour Basic CTO expectations into this course.

  Supervisor Course (in LMS)
  o Supervisor Course will be Q1 in March. There are open seats for this, and it is also instructor led online by Halcyon Frank.

  Virtual Academy
  o While there are hundreds of courses, we are expecting additional new ones. One which features one of our own, Jamie Taylor with Lee's Summit Police Department.
  o There will be 8 new classes added in Q4.
  o Opoka noted that when an employee moves from one MARC agency to another, she contacts Virtual Academy and has their training records transferred with the employee. So, their training is not lost when they move.

  Government Training Institute (GTI)
  o This is as needed for MARC 911. They manage technical skills such as Excel, Work and PowerPoint if these skills are needed.
  o Thomas noted that MARC is aware of being charged a fee for no shows and is hoping to renegotiate this with our GTI program in the future. She reminded everyone, if possible, to have their person that needs to cancel this year do so within the required cancellation period to avoid the fee.

  In-person
  o We have four different individuals instructing this year. One which we are excited to announce is coming, which we have not had before is Dr. Michelle Lilly. She will instruct an a.m. and p.m. classes on moral injury in Q1.

  Partnership Opportunity
  o This is with the University of Central Missouri innovation campus to assist us in forming a pool of eligible candidates. So, we can have new individuals coming in that may already be trained to select from.
  o Opoka was contacted by the Independence Fire Department Fire Chief and he wants us to also contact the Metropolitan Community College. We have a new MARC staff employee working on this project for us. Any updates received will be shared at the next meeting.

  Peer Support and Wellness
  Mind-based eighteen-month pilot project
  o This project so far has been successful. We have Lee's Summit and Ray County online and she does check in with their employees as their score becomes high. We are still waiting to onboard Overland Park, Kansas City Kansas, and Independence. These five pilot agencies have access to the mind-based resource app which is full of customized resources and shows the most access to the MARC 911 Peer support team.
  o The next peer support training is in February in Pittsburg, KS and the next one is in April in Lawrence, KS. If anyone is interested in joining the peer support team, please send them to Opoka, and she will give them an application to start the process.

  NENA Standards and Best Practices Conference
  o Opoka shared that she was at a conference and two of the main topics being discussed: 1) marijuana because it is legal in some states now which includes Missouri. The discussion is how the agencies are modernizing their background check policies. An example is the states changing the use time from three – five years to six months. It is suggested that this information be included in our recruiting materials. 2) They are talking quite a bit about how to attract and maintain the millennials and the next generation that are our next incoming leaders. There has been quite a lot of discussion about remote work through VPNs. Alexandria, VA is doing this well. They are having their staff come in three times a month and have remote Geo locations in another U.S. city. Penella County, FL they use it for overtime coverage which is helping them not to have so much burnout. Then, our Nikki Thomas suggested that we could talk about it, and it could be used for TERT situations. She is sharing this in case you might want to start conversations about these items within your own agencies if you have not started them already.

- **Technical Services – Hassan Al-Rubaie**

  VESTA Router

o   We are live on the VESTA Router. The final carrier cutover was in October and since that time, we have been up and running purely on the new selective router. We are still finding some oddities here and there that are being worked through with Motorola. The legacy ECS-1000 equipment will be removed from MoDot and ECC as soon as schedules allow. There is still one function that is running at MoDot that there is a need for some behind the scenes services which supports the error reports that need to get migrated onto the new service. This is the only thing running at MoDot. Also, MARC Public Safety Technical staff will be removing the old trunks from the screens soon.

Last time, we reported that out of network transfers function differently on this platform. If you should have out of network transfers that are not functioning well, please report those to MARC Public Safety Technical staff so they can get Motorola to add them to the system. If you have transfers that previously worked that are now failing, please tell MARC IT.

Queues

o   All the primary sites have three buckets of trunks. The main I3 queue where their direct routed calls queue, there is a transfer queue, and an overflow queue. There is nothing hitting the overflow of queues now. MARC staff had encouraged agencies to begin conversations with their neighbors regarding setting up MOUs for overflow. This is at the agency's discretion.

A change that MARC will be making concerning overflow is going forward, calls will be rerouted to the overflow queue. So, the answering PSAP has a visual that this is a different call. Whenever this is needed, the MARC Public Safety Technical staff will inform the PSAP; they are going to be receiving these calls and remind them of how they will look. The only caveat to this will be the wireline trunks that will still be in the same wireline group since they are managed by AT&T.

VESTA 9-1-1 Upgrades

o   The equipment is onsite for all three hosts. Hosts will be upgraded before the queuing system selector for Kansas City Missouri is installed since this is one of the prerequisites.

o   Workstations will be upgraded from VESTA 7.4 to 8.1.

o   At the last PS Board meeting, it was approved to change the retention period of IRR to three days. This change will be made when the upgrade is done. Early February is probably when this change will go into effect.

2024 Upgrades

o   Belton, Cass County, Kansas City Missouri Police Department, Kansas City Missouri Police Department backup - South Patrol, Leawood, Lenexa, MARC, Prairie Village, Raymore, Raytown, and Riverside.

Long-term Projects

o   Still have a couple of stations for Fort Leavenworth who is going through a remodel.

o   Two stations for Platte County Sheriff's office back-up that is pending CAMA trunk delivery by AT&T. Al-Rubaie has reached out to AT&T for an update on the CAMA trunks since part of this order trunks for Clay County, Gladstone, Liberty, and Kansas City Missouri Fire. He has not yet received an update. There is a debate within AT&T as to whether the delivery is T1 or something else and Al-Rubaie had asked why they are trying to put in T1s if they are working on phasing them out.

o   VESTA router is closing, and we are going to GeoComm Maps. Hayes has reached out and has some individuals testing this right now.

Other PSAP Activity

o   In Gladstone's co-located center, Clay County moving in yesterday and today with Liberty scheduled to move in next week.

o   Grandview has a remodel that is pending start for February or March.

o   As previously reported, Lee's Summit is going to build a new center.

o   Lenexa's new PSAP should go live in May or June of this year.

- Position Reallocation (Johnson County ECC to Overland Park PD)
  o   Al-Rubaie shared that MARC had received a request from Johnson County to reallocate a workstation from their training room to their backup facility at Overland Park Fire training center. It is Johnson County's position that this position would be better utilized there. There was a discussion.

Marie Beauchamp made a motion to approve to reallocate the workstation from Johnson County ECC to Johnson County backup at Overland Park Fire Training Center. Ben Chlapek seconded it. The motion passed with no opposition.

- **Database / Mapping – Saralyn Hayes**

Quarterly Very Large Query (VLQ)

o   Received the quarterly VLQ from AT&T. As usual there is a decline in landline records. In the last year, we were down 54,857 records and for this quarter just over 21,000 records. What this means to this group is fewer wireline calls. Her group does an annual scrub with AT&T and asks AT&T to adjust the billing records to reflect any changes. Our region is charged, per record, seven cents monthly. With our decrease in records, we will see a cost

savings of about $42,000 in 2024. They also take the data from AT&T and bump it against MARC's map data and identify any discrepancies. Work is done with all the city and county's mapping and addressing individuals to work through discrepancies. This rolls into the state-wide mapping projects that Kansas and Missouri are both doing. In Kansas, there is a quarterly requirement for counties to upload their map data for NextGen 911. MARC staff assist one of the counties with this, but all the other counties' GIS individuals manage this themselves.

Missouri is also in the process of data cleanup. The Missouri 911 Service Board identified about 15 different mapping companies to perform data remediations which is taking the data available from the cities and counties and cleaning/bringing it up to NextGen standards. MARC GIS, whom we contract with is going to do our cleanup in house.

Missouri also has a data aggregation project where once all the cities and counties data has been cleaned up will be put into a machine to be scrubbed and used in a NextGen environment. This project is on hold pending an appeal process but once that is resolved, it will pick back up. The deadline right now to have the data cleanup and ready to have some state-wide datasets available is December 2025. What this means to you is if your city or PSAP on the Missouri side is contacted by one of these map data companies, please provide them with her contact information.

GeoComm Mapping
o   GeoComm is the new cloud base solution that will be taking the place of GeoLynx Server maps. We are in the final stages of working through some server technical details but are close to finalization. When this is ready, you will receive an email with the roll-out information along with a training video details. Al-Rubaie added that a third-party networking vendor had been engaged to assist with encountered issues.

AED Registration
o   MARC helps manage the AED registration for the entire MARC region except for Kansas City, Missouri. The Missouri 911 Service Board contracted with PulsePoint for the free registration option. There are some communities that also contract with PulsePoint for a paid service which is more advanced. The MO Service Board has contracted with MU to help with marketing to PSAPs on who needs to sign up for this, why it is important to them, how the data is loaded into CADs and the benefits. Also, emergency response since this might be on the Fire Marshall's list for inspections. Also, for citizens to let them know the information that is out on AEDs.

Hayes is in the final stages of formatting the AED data by county for input into PulsePoint. The state of KS EMS office also recently signed a contract with PulsePoint, but are just in the beginning stages.

Staff Members
o   Data/Mapping has a new staff member, Kristina Martinez-Cusumano as of today.
o   **Operations – Nikki Thomas**
    o   The save the date for Telecommunicators Appreciation Celebration (TAC) went out today. Anyone that did not receive it please let a member of the MARC staff know. TAC will be on April 12th this year from 6:00 – 9:00 p.m. at The Galley. The registration will begin February 1st.
    o   The Outstanding Performance Award (OPA) deadline for nominations is February 2nd. Saralyn Hayes is our resident staff member for submissions, but if you have questions, contact any staff member and we can get you to the correct staff member or that information.

6. **Cost Share Request – Nikki Thomas**
    •   **Lenexa Police Department, Blue Springs Police Department, TBD**
        o   MARC has received cost share requests on which we are working. She reminded everyone that she wanted to drive home that the budget is prepared in July, and it is not finalized until the October or November meeting. The deadline is July because of the need to prepare a draft budget to align with the overall MARC budget approval process. Any cost share or equipment requests you might have, please try to submit them. The process is they go to the technical subcommittee for review, the subcommittee get statistical data from Al-Rubaie, or the MARC Public Safety Technical staff and the technical committee is convened to review them. Then, the technical subcommittee makes a recommendation which moves up to the Users committee which forwards their recommendation to the Board. Then, the Board will approve, deny, or modify the request(s). Please try to forward requests to Thomas sometime in April.

        Al-Rubaie added that he believed a request had also been received from Riverside which Thomas shared was the TBD.

7. **Regional Dispatch Update – Hassan Al-Rubaie**
    o   A kickoff meeting occurred on December 14 with the Jackson County PSAPs that have elected to participate in the study. At this meeting, TUSA requested distribution lists for technical call takers/dispatchers and supervisory/management for each PSAP. Surveys went out last Friday to each of those distribution lists. He did not see a survey deadline but asked those who received it to respond promptly, so the process is not delayed.
    o   MARC staff is meeting with TUSA tomorrow to go over technical and fiscal questions that relate to Jackson County and how the MARC 911 system operates.
    o   Boden shared that in a previous meeting/demo he had attended was hosted by Johnson County Fire and medical

dispatch on potentially looking to go to Hexagon CAD system. So, every entity in Johnson County would be on the same CAD system.

8. **Motion to go into Closed Session**

610.022. Closed meetings, procedure and limitation — public records presumed open unless exempt — objections to closing meetings or records, procedure.

2. A public governmental body proposing to hold a closed meeting or vote shall give notice of the time, date and place of such closed meeting or vote and the reason for holding it by reference to the specific exception allowed pursuant to the provisions of section 610.021. Such notice shall comply with the procedures set forth in section 610.020 for notice of a public meeting. 610.021. Closed meetings and closed records authorized when, exceptions. — Except to the extent disclosure is otherwise required by law, a public governmental body is authorized to close meetings, records and votes, to the extent they relate to the following: (21) Records that identify the configuration of components or the operation of a computer, computer system, computer network, or telecommunications network, and would allow unauthorized access to or unlawful disruption of a computer, computer system, computer network, or telecommunications network of a public governmental body. This exception shall not be used to limit or deny access to otherwise public records in a file, document, data file or database containing public records. Records related to the procurement of or expenditures relating to such computer, computer system, computer network, or telecommunications network, including the amount of moneys paid by, or on behalf of, a public governmental body for such computer, computer system, computer network, or telecommunications network shall be open

- Closed session: sensitive network architecture (RSmo 610.021.21)

   Motion made by Tony Avery to go into a close session. Marie Beauchamp seconded this. Motion carried with no opposition.

o Due to this being a closed session, no notes were taken.

Motion to come out of Closed Session
   Motion made by Tony Avery to come out of the close session. Maire Beauchamp seconded this. Motion carried with no opposition.

9. **Other Business**
   o Al-Rubaie shared that MARC IT staff had a new member, James (JD) Shrewbury who would be joining the team on January 29.

10. **Adjournment**
   With no further discussion, the meeting was adjourned.

2024 Meeting Dates
   - April 17   - July 24   - November 13