



Public Safety Communications Board Meeting
April 24, 2024
Meeting Summary

In-Person

Scott Boden, Johnson County Sheriff's Office
Ben Chlapek, Raytown Fire Department
Zachary Cobb, Blue Springs Police Department
Paul Haynes, Johnson County Sheriff's Office
Steve Hoskins, Kansas City Missouri Police Department
Eric Houston, Overland Park Police Department
Karen Giudici, representing Jeanie Lauer, Jackson County
David Johnston, Unified Government of Wyandotte Kansas
Mark Owen, Platte County Sheriff's Office
Jonna Wilcox, Riverside Police Department
Gregory Williams, representing (Derek McCollum), Kansas City Missouri Police Department

Virtually Present:

Michael Ashcraft, Johnson County
Tony Avery, Platte County Sheriff's Office
Christina Bailey, Lee's Summit Police Department
Maria Beauchamp, Cass County Emergency Services Board
Michael, Daniels, Overland Park Police Department
J. Paul Davis, Johnson County Kansas MedAct
Rick Gisolf, Johnson County Emergency Management
Todd Karl, Motorola Solutions
Heron Santana, Kansas City Kansas Police Department
Mike Snider, Lee's Summit Fire Department
Chris Skinrood, Riverside Police Department
G. Sums, Kansas City Missouri Police Department
Worth Hunsinger, Johnson County Emergency Communications Center
Jay Johnson, Clay County
Ryan Zidar, Motorola Solutions

MARC Staff: Chris Allen Hunter, Hassan Al-Rubaie, Carol Gonzales, Saralyn Hayes, Andrew Molloy, Lauren Palmer, Nikki Thomas, Jason White (online) and Eric Winebrenner

0. **Call to Order** – Mark Owen opened the meeting.
1. **Board Voting Member Roll Call** – Eric Winebrenner
2. **Action Item: Approval of January 24, 2024, meeting summary**

Tony Avery moved that the summary be approved. Eric Houston seconded this. The motion was approved with no opposition.

3. **Action Item: 911 System Reserve Fund Policy** – Eric Winebrenner/Andrew Molloy/Carol Gonzales
 - o Winebrenner introduced Andrew Molloy, MARC director of finance and Carol Gonzales, MARC director of finance and administration at the meeting, both of whom have been immensely helpful with reviewing our funds. Winebrenner shared at

the last board meeting that we had accepted the 911 Service Board grant for \$1.5 million for our router version 2. These funds had previously been collected, which means we now have those funds to reallocate. The Board requested to look at our reserve policy and put these funds into an account that could potentially earn interest. Both Molloy and Gonzales assisted with this request. Upon reviewing the 911 reserves, they found that our reserve balance is almost \$10 million. These funds have accrued through an annual budget and anything that has not been spent within our yearly budget is being carried over. For several years, MARC 911 has had fund carryover which they were aware of, but staff was not aware of the total carryover fund balance. Molloy reviewed all the accounts which 911 staff do not have access to and pulled together this total figure. Winebrenner noted there is approximately \$1 million in funding encumbered for future projects and that Molloy would share more about the projects and how these funds came about. Then, staff would present a fund reserve policy for consideration put together based on Molloy's findings and on policies other nonprofits have in place to manage these balances.

Molloy stated he would share a slide deck that showed first where the funds are now and how they got there. Next, he would discuss their current state through March 2024. The third piece would highlight recommendations for a fund balance policy and how to incorporate the policy into MARC's budgeting and business moving forward.

The first slide detailed the cash movement over the last four fiscal years. Starting with COVID (end of 2020), the reserve fund balance was around \$4.3 million. The slide also included additional information outlining the notable financial events that resulted in the \$9.5 million balance by the end of 2023 (excluding the encumbered \$1 million). This information included a Commenco refund of \$321,985. In 2021 there were several events: a Motorola refund of \$850,000, unspent operating expense \$1,248,848 and unspent capital \$1,029,545. In 2024, a significant amount that was budgeted for will now be funded through a capital grant in the amount of \$1.745,664. The next slide outlined capital projects and encumbered capital amounts. This does include projects and amounts that were not completed in previous years because of timing issues but will still be deployed. He noted that the amounts shared were the best estimations at the time of budgeting, but due to technology changes or price changes could now be more. The 2024 Regional 911 System budget was the next slide. Molloy said it was important to understand that in some of the budget categories MARC incurs the cost and then bills estimated expenses to member jurisdictions. With some buckets, membership jurisdictions are billed one-twelfth of the total budgeted amount each month. Items billed on actual expenses do not generate "reserve" funding. The items billed on estimates are the ones paid for with the monies collected from the jurisdictions.

The next slide highlighted the \$10.7 million budget approved by the Board for the fiscal year 2024. Through March, just under \$2 million has been expended, which is about 18% of the annual budget. Normally, around 25% would have been spent but this year's percentage is lower because of capital project timing issues. Examples of timing that affect the different monthly budgets causing there to be more needed or less were shared. Owen shared the example of tower work depending on warmer temperatures to get this work done. Winebrenner added that capital expenditures would be going up with the recent signing of contracts for workstation replacements included in this budget.

Ashcraft asked for clarification on the budget based on jurisdiction contributions driven by a formula. Winebrenner answered yes, stating that is how the budget is set up. Winebrenner also provided a specific outline of how the budget is developed and distributed across the region based on population. MARC uses the most recent census to estimate the population for all counties, then divides out each county's population to produce a percentage cost. Ashcraft asked if the cities were included in the county's fees. Winebrenner noted that on the Missouri side the counties pay for all the PSAPs in their jurisdictions. On the Kansas side, Deputy Chief Eric Houston explained there is tax for every line of service of .90 cents and of this, every 82% (which he believes there is a bill out now to change this to 85%) goes to the PSAP coverage area. The county has MOUs with all PSAPs, and they function as the fiscal agent for these funds. Houston noted that in Kansas, there are some PSAPs that do not have the funds out of their \$0.90 to cover this and their portion is paid out of their general fund. Winebrenner shared that on the Missouri side funds are collected at the county level through multiple ways.

Houston noted that the funds discussed today are the only bucket of funds for our 911 system. Should there be a catastrophe it could result in higher billings the system is not prepared to pay or as Owen added, there may not be any budget left.

Molloy continued with a slide noting that a reserve policy was the best practice for all programs and organizations. When asked what a sufficient reserve policy is, he noted that this depends on the nature of the program, capital, numbers, and risks involved. In 2024, nuances of the 911 program and how they contribute to what your reserve policy should look like was reviewed. He listed items that needed to be considered as cash flow, safety net, equipment/facility related purchases (beside the four-year plan including potential technology cost increases), unexpected costs such as legal fees, and new opportunities. Having reserves allows any governing body to be agile and on the defense, as well as be able to pursue new opportunities and/or technologies.

Management's recommendation is to maintain a targeted 18-month level of budgeted program expenses. At the high end, reserves should not exceed two years of budgeted expenses. At the low end, reserves should be enough to cover at least 12 months of expenditures. Added to the policy compliance will be language indicating where we need to be, an annual review once the numbers have been finalized, and any tweaks needed to be made at that time. The policy will also include an action plan to be put before the Board to address if we are lower than the lower band or higher than the higher band. Also, cost-

sharing contributions for all the categories will be considered in future iterations of the budget based on reserves. Molloy said the first step would be to accept and approve a fund balanced policy which would set the program up to start monitoring the reserves for the amount to cover the period the Board agrees upon. MARC's finance department could work with the Board to attend meetings at any given time to report on where the financials are and the plans to get to the target reserve amount. One consideration the MARC finance department is aware of and plans to share at the Board's next meeting is interest rates for invested funds.

It would be the finance department's recommendation to keep funds fairly liquid, but they also feel the current interest rate environment could provide some financial returns. Finance can bring investment options before the Board to consider. Molloy noted that any investments of these specific funds would require approval from the MARC Board and changes to that Board's policies since this has never been done before. Winebrenner noted that Public Safety 911 would request some funds to remain liquid since the budget for the workstation's replacement had been \$450,000 and it came in higher at \$550,000, technology costs are likely to change, and equipment costs shared in July of one year are not normally purchased until the next year. Owen shared that he had done some research and there are funds that have 4.5% to 5% interest that would be helpful in raising the reserves and us not having to raise anyone's contributions while we raise the reserve funds. Daniels agreed liquidity is important and asked everyone to remember that the 911 invoices are billed monthly. So, the bigger projects are paid upfront by MARC before the funds have been collected.

Ashcraft asked to confirm the amount that was in the reserve fund four years ago to what the fund is now and that it had doubled. Winebrenner confirmed that amount was correct. Ashcraft asked how many times the budget had been pressured where we had to go back to the jurisdictions to ask for supplemental funding to meet prices. Winebrenner said the Public Safety Communications Program had only asked for supplemental funding once in his eight years and that was when we did a microwave upgrade which offered the opportunity to quadruple our bandwidth with dual antennas. This cost was split between the reserve account and adding the remaining cost onto percentage upgrades for the next year's budget. Al-Rubaie believed that we requested additional funding one other time for RAMBIS. Owen agreed and shared that the cost was \$1.2 million. Ashcraft asked if he understood correctly that our revenue stream was divided up between the two states and all the jurisdictions to contribute either directly or indirectly which is not like a nonprofit that has limited funding sources. We are all tied to jurisdictions that have the funding to respond. Winebrenner responded saying yes, that is correct to a point. Owen shared that Platte County's fees were paid out of the general revenue account which does not allow them unlimited funding.

Ashcraft asked if there had been conversations with the different jurisdictions about the increase in reserves and found out if they had general support and understanding of this rather than them using these funds for their own devices. Owen shared that he had talked to a couple of jurisdictions, and they were in favor of the reserves because they are already budgeting for their own devices and everything in the PSAP 911 is paid for through MARC. He noted that this is to stay even with what we are doing now and build up the reserve should an event or technology changes suddenly require us to have to expend a large, unexpected sum.

There was a calculation done to figure out if a catastrophic event should happen, how much of a reserve the system would need to maintain its current level of service. Attendees determined it would require 18 months of reserve funding. Ashcraft said he felt two arguments were being made and that catastrophic needs were being mixed up with opportunistic needs. He did not feel the case had been made to go 18 months. To him, this was a big ask for a system that is critical for us, but one in which we do not have a history or track record, and that unless we can demonstrate absolute need, it is a lot of burden to the tax and rate payers. From that view, he did not see how we could justify such an increase to sit on indefinitely.

Winebrenner said the reserve would be funded through carryover funds and not by adding any additional costs to fill up this fund. Ashcraft shared that he still did not see why we would have a reserve with this amount sitting in it. Al-Rubaie shared that the original reserve fund balance was never enough. Just this year with router replacements (network routers only), we were quoted \$800,000 for the region, which is just for one piece of our system. If a bad thing should happen, \$4 million is not enough. Ashcraft said that there is never enough money and he asked how many years were there less than \$1 million and the region had to scramble to get things done or put projects on hold? Al-Rubaie said there were years when there were not enough funds and projects had to be pushed to the following year trying not to increase what the counties were being asked to pay. He also noted that items were even cut from this year's budget to prevent a significant impact on the counties since staff was not aware of the amount in this fund.

Ashcraft said that we were growing reserves, but we did not know the amount. Winebrenner responded saying that is basically correct, that we knew we had a reserve fund and Public Safety had not been provided an accurate total. Johnston shared that he felt it was crazy that we did not already have the funding being discussed already in reserves and that his thought is governments biggest responsibility is public safety and if anyone should have accurate reserves it should be public safety and the region's PSAPs. Owen clarified that the MARC 911 staff and other MARC staff here were not aware of this balance. 911 staff called a special meeting and the information about the balance was shared with the co-chairs of the committee.

The accounting system prior to Molloy was being managed differently. So, that is why none of the staff here were aware of the balance. Regarding policies and procedures, Davis asked what measures were in place to make sure our account was

accurate and well maintained. Molloy shared that moving forward, this body would be provided the actual performance to date budget in the meetings so this body could monitor the performance of the yearly budget and the accumulative reserves as well. He clarified that MARC had gone under an audit every year with their financial statements and it was more of a communication issue, and financially, they must do a better job with this group. Going forward, the finance department is committed to being that communication partner this group needs and deserves.

Greg Williams made a motion to make an 18-month policy for the reserve fund. Tony Avery seconded this.

There was more discussion. Johnston shared that they use GASB standard of two to three months reserve, and he was wondering if 18 months was too rich and if we should go with 12 months. This might give us an opportunity to build some capital. Owen noted that the amount in the bank now would not cover one year of our budget. Johnston asked do we push through 11 months; if we build up over that, then that could be a capital fund for special projects that we had not been able to get to because we could not afford it. Owen said with this if the capital funds had to be used and were depleted, that would put us back to raising the rates on the members, which is what we are trying to avoid. Houston added that the policy put into place today could always be changed and there is a report that will be shared when we set the budget for the following year that will show us what is in the reserve fund. Decisions on changes could be made when we review and approve our budget each year. Molloy shared that the content of this was up to this Board, and he was not advocating for one thing or another this is to bring framework for this policy to set in place review, evaluation, and modifications, as necessary. The work for this was done to reflect the nuances and differences in this program compared to normal governmental agencies that may have different risks. Thomas said the fundamental difference from prior years is that at the end of the year, the last Board meeting, we would have a better idea of what carryover looks like. Which has the essential piece that has been previously missing. Modifications can be made at that time on whether to adjust the budget going forward. Ashcraft shared that he was still struggling and asked about the 18 months over what GASB or GFOA might recommend. He asked if there are any best practice comparisons done related to other systems nationally and is 18 months the standard. Winebrenner said he was not aware of any other regional systems that work as we do. Owen shared that all the ones he had spoken to are more general revenue or sales tax funded counties, not regional partnerships. Al-Rubaie provided a scenario of a terrible thing that could happen to all the routers which alone would cost \$1 million. Owen said that working in emergency management him and others in this meeting have been deployed to disasters and know that when you arrive on scene it looks like a bomb went off and it costs millions of dollars to get back up and running infrastructure because they did not have reserves which forced them to have to get bonds. Al-Rubaie shared that Ashcraft had asked for financial examples earlier, and in 2011 and 2012, we had to do a regional hardware refresh and did not have the funds. As a result, we had to take a loan from Commenco that included interest rates. It had taken three years to pay this off and had caused rate increases for our members.

Greg Williams reiterated his motion for an 18-month policy for the reserve fund. Tony Avery seconded this. There were two oppositions. The motion passed.

Investment options for the reserve fund will be presented at the July 31, 2024, meeting.

Kansas City Auto-Attendant Call Handling Request – Update – Eric Winebrenner/Hassan Al-Rubaie

- Winebrenner reported that Automated Abandoned Callback is currently in place and functioning at KCPD. A system report was run for the first two weeks which showed 5,836 calls were returned to those that had hung up on 911. Regarding Queue Selector, the system is ready to be turned on when KCPD and KCFD direct us to do so. But currently, KCFD has asked us not to turn it on because they do not have the proper staffing to become a primary PSAP. This is because of the way the system is presently set up where KCPD screens every call that comes into 911 before they go to KCFD. What this allows is for fire to get one call on issues and not several calls about the same issue. Getting all the calls would require more fire staff to sort through the calls. So, when the Board of Police Commissioners met yesterday, they agreed to suspend auto-attendants for now.

Williams thanked everyone for their tremendous and hard work on this system!

Johnson asked for clarification that what he believed he was hearing was what was supposed to reduce staffing was now causing a need for more staffing? Owen said that was correct and explained that KCFD feels they are not adequately staffed to manage this new system since previously, the police dispatchers vetted calls before they forwarded only one call about a situation to fire. This new system would reNow, Fire would have to take all the calls which they are concerned about, which could also include some medical. Johnson asked if this was going to reduce police staffing, or help policing, and save the region money, and help PD to answer calls quicker? Per Williams, this is really an unknown, but given the information they have received so far, they believe it would not. He noted that 12% of their calls are fire related so they do just over a million calls which comes out to around 112,000 calls are for fire and PD transfers over to them 30,000 – 40,000 calls once everything has been vetted. Owen added that this program is only set up for Kansas City and not for the rest of our region. Johnson shared that he came onto this committee after providing this program to KCPD and KCFD and he is not a fan of this system or politics running public safety, which he believed was the reason for inputting it. Hoskins added that the Automated Abandoned Callback system was something Kansas City wanted and had been trying to get for some time, that Jackson County finally agreed to pay for which had to be in for the queue selector to work. Al-Rubaie confirmed that it was correct and outlined how these systems entwined and worked together. Hoskins shared that this feature helps KCPD because those 5,000

plus calls on the report, KCPD staff would have had to manually callback which now, this system does for them. Al-Rubaie said that work to implement this system was in the works prior to all the attention that was received by the police commission. Houston said that it was important to note that this need was specific to Kansas City and was paid for by their county. It did not affect the 911 budget, but it could if this Board decided in the future to make this system wide. So, the only impact on this group was MARC staff time which caused their need to prioritize projects and not a financial issue.

Winebrenner noted that System Selector was a part of this feature which MARC liked, and we are going to continue to work with. It creates some flexibility in the systems. Al-Rubaie provided some background on how this works. Presently, System Selector would not be able to be done with every regional PSAP because of our current number of hosts. Should the Board want every PSAP to have this feature, we would be required to increase our number of hosts. For now, with Queue Selector not being active at this time, the 911 IT staff will implement this when they do host upgrades later this year.

4. 911 Legislation Update – Eric Winebrenner/Jason White/Mike Daniels

Federal – Eric Winebrenner

- There are four bills currently in Congress which are all still in committee:
 - 1) NextGen 911 which would provide a significant amount of funding for the nation to get to NextGen.
 - 2) Spectrum Auction Reauthorization Act would sell radio Spectrum to raise funds for NextGen 911.
 - 3) 911 Save Act supporting attributes of the emergency service act would change telecommunicators classification from clerical positions to public safety positions.
 - 4) Enhancing First Responders Act in the Senate is the same as the 911 Save Act.

State (Missouri) – Jason White

- Per White, some folks here are watching to see what is being done federally.
- EMD regulation has been tweaked more and should show up before the Secretary of State before too long. All this does is define EMD and does not force anyone to do anything they are not already doing. It just clarifies what it is and then, work can be done with those not working at the higher level.
- Wayfair legislation that would have impacted 911 districts funded by sales tax has had a better reception than anticipated but is hung up right now. Work is being done to clear this hang up which might give it a shot at going through.
- They received ARPA funding this fiscal year which the state Board awarded \$13 million in grants. This affects one-third to one-half of the counties in the state since they are not awarding it to individual agencies to pay for new toys for themselves, they must collaborate with their neighbors. So, a lot of multi-county functions which allowed staff to work out agreements with all the commissioners and sheriffs in the last eight red counties. So, every county in the state that did not have 911 are undersigned grant agreements for funding streams to upgrade them, link them into surrounding networks, and move them up to NextGen 911.

Kansas – Eric Winebrenner and Mike Daniels

- Winebrenner shared that there is one bill that abolishes the 911 Coordinating Council and creates the 911 State Board. This is before the Governor and is the only one regarding 911. Daniels said this was the only item discussed during their recent meeting. This bill allows for consolidation in some sections of the state, increases the percentage of distribution to all the PSAPs of a minimum of \$70,000 and all counties with less than 35,000 population would get 100% of their 911 funds. Then, the rest of the counties would be increased from 82% to 85%, and it allows for a one-time inflationary increase of this process per year.
- So, the Coordinating Council will now become the Kansas State 911 Board. There will be 19 voting members, 9 non-voting members, and his position on the Council will transfer over to the new Board remaining a non-voting member of the Board.
- The other item mentioned was the fiber cut that happened where they lost a couple of PSAPs. The cut happened in Williamsburg, KS. They were putting in a light pole and cut the fiber which cut off a whole bunch of different things. Then, AT&T had a second failure that occurred in OK which then affected Century Link from connecting which caused a central office issue in Topeka, KS which affected the state of Kansas 911 system. The entire network was not affected but a couple of PSAPs were rerouted, but no calls were missed.

Local

- Clay County passed the 911 all subscriber tax in November. It went into effect April 1, 2024. MARC billing adjustment for this will start in May. Excelsior Springs will be removed since everything will now go through Clay and Ray Counties. Hurlburt said they had done their best to communicate with the State to make sure all the communications companies were aware of the change.

Kansas 911 Coordinating – Mike Daniels

- Working on changing their name from Coordinating Council to Board and moving all their funding to the state treasury.
- Passed their 2024 budget.

Missouri 911 Service Board Report – Eric Winebrenner

- The MARC region was awarded a grant for our router II project. We had applied for \$1.7 million and received \$1.5. This is a 90/10 grant. So, we have a match amount of \$178,000. We are awaiting the paperwork from the State. Motorola has been contracted about this since the State will pay them directly.

6. Public Safety Program Updates Training

- No report was shared due to Opoka being out and time restraints.

Technical Services – Hassan Al-Rubaie

Host Upgrades

- Pushing these to the summer. When Motorola was here to talk about the Queue Selector, they provided best practice suggestions for moving forward with our host upgrades. It was learned that these upgrades would work with our existing hardware. So, it was decided to go ahead with this using our existing hardware, but to take more time in the planning stages. This is because of network changes Motorola is working on. They are trying not to duplicate network addresses in the future to make sure there are not IP conflicts. So, Motorola is securing network addresses for PSAPs which will be one of the items 911 techs will have to take into consideration when doing hardware refreshes with host equipment going forward.

PSAP Upgrades

- Will be for Belton, Cass County, KCPD Headquarters and South Patrol, Leawood, Lenexa, MARC, Prairie Village, Raymore, Raytown, and Riverside. Fifty-eight workstations will be upgraded.

Overflow Queues

- This was discussed at the last meeting and agencies having discussions with their neighbors about who they wanted their overflows to go to. One change that MARC will be making is if a reroute is done, these will start going to the overflow queue (wireless calls only). So, the answering PSAP has a visual that this is a different call.

PSAP Projects

- Fort Leavenworth just moved back into the recently renovated PSAP. At Gladstone, Clay County and Liberty have moved in and all three of them are co-located there. They are not consolidated but are separate entities co-located.
- Johnson County has a planned power outage for the first week of May. So, plans are being worked out to help mitigate the effects of this outage. 911 techs will be moving the Johnson County Vesta host from this location to prevent any outages for the other PSAPs that are connected to this host. Their Sheriff's office and ECC will be moving out and going to Overland Park for this outage.
- KCFD is working on new phone lines.
- Lee's Summit PD is still planning for their new facility for which they will break ground in October. The fire department (FD) will be moving into the current PD facility in spring of 2025 and the target for when both PD and FD will move into the new center is spring 2026.
- Lenexa is constructing a new PSAP which they are looking at going live in late July or early August.
- Platte County Sheriff's office backup work is continuing. Call handling equipment was installed; a switch must be upgraded at the north tower to enable their secondary connectivity into their PSAP.
- The following got new phone systems: Miami County, Pleasant Hill, and Prairie Village. This is being mentioned because often MARC finds out about it after the fact when MARC receives a call that they got a new phone system and now they cannot do something. **PLEASE** if you are planning any kind of activity that interacts with the 911 system or better yet, if you have something happening in your PSAP, please contact MARC so it can be determined if MARC staff needs to be included in the planning meetings or not.

Vesta Router Maintenance

- There was an issue with this on March 5 in which he shared the details of a router gateway maintenance where calls were inappropriately managed. Fifteen calls were dropped during the rebooting of this gateway for which 11 of the callers called back and received the help they needed; 4 calls were not serviced. Of these four calls, there was no phone number for two, the other two numbers were provided to the appropriate agency to oversee. This not being able to happen again has been stressed to Motorola and they worked up an analysis of what happened, and plans for this issue moving forward. Maintenance was done on this same gateway yesterday and traffic was blocked appropriately this time which they may have done too well because the carriers were complaining afterwards that they still were not getting calls. Work is being done to resolve this issue. The good thing is that no calls are being lost because they are all going through Light Edge.

CAMA Trunks

- Moving these to Light Edge has been being discussed to prevent outages. KCFD has another outage this week with a fiber cut that had them down for approximately 36 hours that affected both their admin lines and wireline traffic. Wireline was rerouted to KCPD. Work has been ongoing with AT&T to move these trunks for over a year. Progress was finally made but they came back with costs that were too high. He asked for other options, and they came back with one that is population based which was still too high. Syniverse that provides our SS7 service, reached out and shared that it was time to upgrade this service. During this time, talks had been happening with Sinch who provides network aggregation services for carriers all over the country and they are also Motorola's VESTA partner for putting in router systems. With all the carriers for our router II. Sinch was our aggregator for all the carriers. So, because conversation was happening with Sinch about the wireless and VOIP traffic, staff asked them about wirelines and their quote for all of these was for a one-time payment of \$296,000 and then \$29,600 monthly for five years it would come to \$2,072,000 (which is \$355,200 per year). This would aggregate all our traffic through one company instead of five and it brings wireline traffic into our selective routers which gives us control of wireline reroutes. Williams asked if this offset any other costs that we are incurring now and per Al-Rubaie yes, the CAMA trunks that we are paying AT&T for would go away, and any T-1 that are supporting those trunks for which we do not have a cost breakdown yet from AT&T. Also, database costs would go away because they would come in-house, like our group is currently doing for Linn County. MARC would have to enable raw data access to the data for carriers to make updates to their records. Also, the fees for the SS7 would go away. This would go for the router II installation and the monthly charges would be billed in next year's budget if approved.

Greg Williams made a motion to approve the contract with Sinch to provide aggregation services to include wireline routing in VESTA Router and to bring wireline into the MARC owned selective router. Paul Haynes seconded this. It passed without opposition.

- We still need CAMA trucks for locations which have been ordered. These are for: Clay County and Liberty who are currently being back fed from their old locations which will deliver to Gladstone. KCFD and Lenexa to support Lenexa's new facility which will deliver to the CCC. Platte County Sheriff's office backup which will deliver directly to the backup center. The trunks will be at these facilities until Sinch's aggregation contract goes into effect and then, they will go away.

Database / Mapping – Saralyn Hayes

Mo NextGen 911 Project

- As far as the GIS side goes, there are three components to it. 1) Data remediation which MARC Public Safety and GIS will be conducting the cleanup. If anyone contacts your agency saying they are part of the Mo project and can clean up your data, direct them to Hayes at 816.701.8314 or shayes@marc.org. 2) Data aggregation is putting together all the map data together to make it NextGen compliant and able to work in a NextGen environment. MARC is also working on this. 3) Regional aerial project for which a slide was shared. Imagine seeing a dispatcher's map and having roads and addresses and then, having aerial imagery is helpful as well and adds a completely new view dimension. The latest aerial imagery that is available to us to is pulled together and data is refreshed as we get it. Platte County data was recently refreshed as part of the Mo 911 Service Board project.

A flyover was completed for the remainder of the Mo MARC region counties. So, this data will be available around the end of the year.

911 Trails Project

- Again, partnering with MARC GIS, we have quite a few parks and trails, but we also have close to 1,000 911 sign locations around the region. MARC helps local governments to collect data, assist in determining where these signs could be located, and with the addressing grid that is unique to the trail project. All this information is loaded into the 911 database that our dispatchers have access to and made the data available to responders and local governments. All our mapping data except pipeline and hazmat is available on our SharePoint site which is password protected. If you do not have access to that and would like access, contact Hayes. This data is refreshed monthly.

GeoComm Mapping

- An image of what dispatchers would see was shown. We are in the final stages of implementation. Al-Rubaie said that balancing functionality and security was being worked on. Currently the GeoLynx server is housed within our network which does not allow outside access to it. GeoComm Maps is in the cloud so this will be unfamiliar territory for us and is causing us to be extra cautious. We did have some hurdles and reached out to a third-party networking consultant that was not helpful. But while Motorola was here for the Queue Selector, through a conversation they suggested trying something and it was the missing piece that we needed. It is hoped to have access to PSAPs in May for GeoComm Maps. Both maps will be available for a certain amount of time that has not been determined yet. Then, GeoLynx Server will be disconnected.

AED Registration

- MARC helps manage the AED registration for the entire MARC region except for KCMO who does their own. PulsePoint is a non-profit that provides free and paid for service. Johnson, Leavenworth, and Wyandotte counties in Kansas use the paid for service and KCMO. The Mo 911 Service Board and Kansas Department of EMS have both contracted with PulsePoint to provide state-wide AED registration at no cost. We have around 6,000 AEDs registered, and Hayes has been massaging this data to be put into PulsePoint. This data has been sent to PulsePoint and they are working to input this data now. Hayes has set up all the current contacts that she had by their counties. You may receive an email from Hayes and/or PulsePoint to get this set up. She will remain as the administrator for setting up access. If you are in a PSAP or first responder situation, and you want access to AED and you have not received one of the emails, contact Hayes and she will get you set up. Avery is set up and had provided her will all the Platte County contact information.

Operations – Nikki Thomas

- We had the Telecommunicators Appreciation Celebration (TAC), and it was great. There were 324 attendees at The Galley. Work is being done tying up some loose ends. A post event summary will be sent soon. Please watch for this email and be open and truthful in your responses. There were eight categories of Outstanding Performance Awards. Thomas put the link to an article about TAC that was on the MARC website in the chat.

Hayes said that MARC has a few years of service pins that we will get delivered.

Hayes thanked those that had served on the selection committee for the work they did.

Houston thanked the MARC staff for all the work they had put into this year's TAC event. Owen said he echoed those same sentiments and thanked everyone that was involved with him receiving the unexpected award.

- Clay County instituted their \$1.00 fee for 911 April 1st and that bill will go out in May. We will be removing Excelsior Springs from the payment list and incorporating them with Clay County, which may slightly alter the county percentages.

7. Cost Share Request – Nikki Thomas

- We received two cost share requests.
 - Blue Springs PD currently has four 911 positions and is requesting an additional two. Starting in January this year, they began dispatching for Blue Springs School District and the City of Blue Springs and Animal Control. They have also hired additional full-time employees. They have one supervisor, fourteen full-time and four part-time dispatchers.

The Technical subcommittee met to review the request, statistical information, costs, and operational plans for equipment use. Their recommendation was to move the request forward and to the Users committee which also supported moving the request forward.

The estimated for the equipment and two additional positions along with software support does not exceed \$41,266.55.

Winebrenner added that this had been anticipated and funding was included in this year's budget. Also, MARC has a list of current workstations across the region should this Board want to review it and decide if they want to remove one or some to be installed elsewhere. It was shared that MARC could do this, but MARC does not have the authority to make this decision. This Board must direct staff as to what they would like MARC to do. Thomas said she provided a report to the Tech and User committees that outlined usage throughout all the workstations, considering that unused spots were backup positions. There was conversation regarding this body being the correct one to make the decision on removing a position from an agency to be placed elsewhere and that recommendations should come before this committee from the technical committee.

Mike Daniels made the motion to approval two additional positions for Blue Springs Police Department. Paul Haynes seconded this. The motion passed without opposition.

Greg Williams made a motion to have the technical subcommittee also do a review analyst whenever cost share requests are submitted on what workstations would be available for relocation and provide recommendations to this Board on whether to relocate workstation(s) or purchase new when cost shared requests are received. Eric Houston seconded this. The motion passed without opposition.

- Riverside PD currently has two 911 positions and is requesting one additional position. They dispatch for PD, FD and are backup for Gladstone, North Kansas City and Platte County. This console would also be a space for when they must host another agency. They also sited increase call volume. The estimate for this would be \$18,433.28 with support \$2,200 totaling \$20,633.28. Skinrood shared that with the amphitheatrical going in, the soccer complex growing, and more residential building going on, they are currently looking at a 23% uptake in their call volume which they believe is going to continue to go up. The cost for this position was also included in this year's 911 budget.

Greg Williams made a motion to approve an additional position for Riverside Police Department. Eric Houston seconded this. It passed without opposition.

8. Regional Dispatch Update – Eric Winebrenner

- Jackson County's regional dispatch study is ongoing. TUSA is finishing and there will be a meeting tomorrow. It is hoped to have a report for the Jackson County agencies in May.

9. Other Business

10. Adjournment

With no further discussion, the meeting adjourned.

2024 Meeting Date:

- July 31
- November 20