



Public Safety Communications Users Meeting
July 24, 2024 (Hybrid)
Meeting Summary

Agencies Online:

Christina Bailey, Lee's Summit Police Department
Scott Boden, Johnson County Kansas Sheriff's Office
Zachary Cobb, Blue Springs Police Department
Rick Gisolf, Johnson County Kansas Emergency Communications Center
Paul Haynes, Johnson County Kansas Sheriff's Office
Steve Hoskins, Platte County Sheriff's Office

Online:

Marie Beauchamp, Cass County Emergency Management
Michael Daniels, Overland Park Police Department
Kim Davis, Ray County 911
Karen Giudici, Jackson County, Missouri
Todd Karl, Motorola Solutions
Chris Maiers, U.S. Department of Homeland Security
Doug Orbin, Shawnee Mission Police Department
Dee Regina, Johnson County Missouri
John Russell, Wyandotte County Sheriff's Office
George Sims, Kansas City Kansas Police Department
Adam Taylor, Prairie Village Police Department
Mark Whelan, Miami County Sheriff's Office

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

1. Call to Order

Steve Hoskins called the meeting to order. Self-introductions were done in the room. Winebrenner performed a roll call of those online.

2. Action Item: Approval of April 17, 2024, meeting summary

Scott Boden made a motion to approve April 17 summary. Christina Bailey seconded it. The motion passed with no opposition.

3. Update Items: 911 Legislative Update – Eric Winebrenner

• Federal

- HR6319 passed which was referred to the Committee on Education and the Workforce to require the Office of Management and Budget to consider reclassification of 911 professionals as protected service personnel in the standard occupational classification system. This is an amendment from one that would have directed the Office of Management and Budget to reclassify them. This comes out of this committee and moves on.
- The Spectrum Reauthorization Act that was supposed to use the sale of Spectrum to pay for NextGen 911 passed out of committee but has not moved any more.

• State

Missouri

- Really do not have any 911 centered legislature.
- They did have one bill that created the 911 geo-spacing routing advisory committee which got into the third reading in

the house and died.

Kansas

- Passed one bill which renamed their 911 Coordinating Council's the Kansas 911 Board.
- The FCC met on July 18 and passed an order to allow original providers to send 911 calls via an internet-based call system instead of wireline phone system. They are at a place where to manage this. Per Al-Rubaie, Sinch will manage this for us once the carriers are ready to go.

□ **Missouri 911 Service Board Report – Eric Winebrenner**

- Approved some rule making for emergency medical dispatchers training. He believes this will be the requirement for all EMD training. They are now the oversight board for all Missouri EMD training.

Grants

- The 911 Service Board met with the State of Missouri to see how Missouri is going to start paying the grants funds. All ARPA grant invoices will go to the State, and it is in the State's hands to pay them.
- As for GIS grants for GIS mitigation work, several grants have been approved but they still have some funds available. This is ongoing.
- Brian Maydwell, Executive Director of the 911 Service Board contract was not renewed. The Interim Director is Scott Cason. They will be doing a national search for a new Executive Director.

□ **Kansas 911 Coordinating Board – Mike Daniels**

- The Board met on June 14th.
- They discussed their budget which included the non-renewal of their director's contract and hiring a new Director and their salary.
- Accepted audit results.
- Agreed to start Smart Transcript for which they will pay for the backside portion, but each agency that wants it will be required to pay for their licenses. They can apply for licenses and get an automatic 70% grant to cover this cost.
- Winebrenner shared that Ellen Wernicke and Sherry Massey will attend the November meeting to share information about Lightening and/or Smart Transcript for the Kansas agencies.
- Daniels noted that Kansas agencies can get the Lightening app, but he is not aware of a method for Kansas agencies on the MARC system to use Smart Transcript.
- Moving forward with changing their name to Kansas 911 Board which may take affect January 1, 2025.

4 Update Items: Public Safety Program Updates

• **Training – Pam Opoka**

Online Training

TalentLMS

- CTO (upcoming Q3 August) Instructor led online by Halcyon Frank *seats left.
- Supervisor (upcoming Q3 September) Instructor led online by Halcyon Frank *seats left.
- We filmed several more sections to include in the ten modules of the new online interactive/hybrid experience for the CIT-Telecommunicator course over the past two weeks at KC EOC. The final day of filming is scheduled for August 15th at KC EOC and the finished course is scheduled to launch in November.

Virtual Academy

- 404 dispatchers have been trained so far this year (273 Q1, 131 Q2). The Training Advisory Committee comments that the online training is successful and appreciated it with short staffing and shift work schedules. And, while some in-person classes are appreciated, there were 113 trained so far this year using this method. The numbers clearly indicate that online is utilized far more than attending in-person and they recommended continuing with Quarterly in-person classes in 2025. We are currently vetting courses and Instructors for the upcoming year 2025.
- Hoskins shared that work is being done with CISA for training(s) in preparation for the World Cup. These will be publicized throughout the Midwest.

In-Person Training

- Q3 911 Counter Culture Supervisor with instructor Brad Flanagan from Aspen, Colorado, was just hosted Monday by Lee's Summit PD with 39 Supervisors representing 27 MARC agencies in attendance.
- The upcoming Q4 hybrid 3-day CIT-Telecommunicator course will also be hosted by LSPD. We are currently reviewing 911 recordings to use and invite you to submit good 911 redacted calls involving mentally disturbed individuals for training purposes.
- Emergency Services is looking into a grant funded COM-L class (instructors Travis Marshall & Jim Laning) in October at Johnson County, KS. More information is coming soon on that.

Peer Support

- Mind base software/dashboard is active with Lee's Summit PD and Ray County 911. We are still in a work queue for Independence PD, Overland Park PD and Kansas City, KS PD with no dates. Reminder: I use this software that pulls CAD data to check on employees as their high severity incident score becomes high.
 - While the Mindbase peer support resource app is currently available to the piloting agencies, it will soon be available to ALL MARC PSAPs! I will be announcing this using a Training Tip Tuesday with a special code.
 - The Mindbase App Activity Report shows the Top three visited tabs is MARC 911 Peer Support, followed by Financial Wellness and the crisis hotlines. Since I like to use data to drive our training, we may consider bringing in more financially focused training in the future.
 - We have a new partnership with The Battle Within, which is a mental health crisis care facility in Parkville. They offer free in-patient weeklong retreats for dispatchers who qualify.
- **Technical Services – Hassan Al-Rubaie and Eric Winebrenner**
 - **Motorola Workstation Service Level Agreement**
 - Winebrenner shared that our Motorola workstation agreement expires at the end of the year and MARC requested a new five-year quote. The quote was shared on the screen. It increases from what we are paying this year and increases annually totaling \$4.6 million over five years. This covers software support for every position in the region. Per Al-Rubaie this also covers our host systems, monitoring for equipment, gateways, disaster recovery, patch management and software support. Year one of this agreement will be 2026.

Christina Bailey made a motion to recommend to the Public Safety Board approval of the five-year Motorola workstation quote. Zachary Cobb seconded it. The motion passed with no opposition.

□ **Lenexa Police Department Monitor Request**

- Winebrenner reported that Lenexa is opening a new PSAP in which MARC techs installed five positions including monitors for VESTA and GeoComm mapping software. Lenexa verbally requested to use their own monitors for aesthetic reasons. MARC staff declined this request because of our regional policy which states, “you are not allowed to connect other equipment to our regional equipment,” and our regional monitors were installed. Staff did share that they would bring their request before this committee for their recommendations. When our tech went back on Monday to assist them in training should there be any 911 equipment issues, our tech found our monitors had been removed and theirs installed. An email was sent to the Chief explaining this was a policy violation since nobody was supposed to touch 911 equipment except 911 techs. We reached a resolution, and our 911 equipment has been reinstalled. There is still an open request to use their own monitors being brought before this group. MARC is against this since it would mean there would be non-911 equipment attached to our 911 equipment which would require waiting on someone else to fix their portion before our 911 techs would be able repair our 911 equipment if required.

After discussion this, it was decided that Lenexa should be asked to submit a written request for consideration.

Root Cause Analysis

- Al-Rubaie said a root cause analysis went out on June 10 about difficulties Johnson County's host was experiencing in answering calls. He outlined what caused the failure and what was done to restore the system. Services were degraded for just over an hour which caused twenty-four calls to be abandoned. The involved PSAP(s) followed up on the abandoned calls.

AAA (Automatic Abandoned Callback)

- Kansas City became active in April while at South Patrol and after they moved back headquarters, it was realized that it was not working properly. He outlined what was found. A ticket was opened with Motorola, but this was resolved internally, and the repairs needed were performed. No calls were lost since they were just moved to manual instead of automatic. This will be watched to ensure it is working properly.

VESTA Router II

- We had the kickoff and will have bi-weekly calls every Tuesday. The go live date is spring 2025.
- Light Edge – All splices have been done by UPN/Segra and we have received our small form-factor pluggable (SFP) to connect to the routers. We will be expanding our STC footprint by adding additional space right beside our present space. The new contract for this space was signed yesterday. There will be an additional cost of onetime \$900 and \$24,000 annually. This additional space will allow us somewhere to setup for additional testing and maintenance to be conducted.

Sinch Network Aggregation

- MARC's legal has returned the contact to Sinch for their comments. The target date for Sinch to start with all our LSB traffic is spring 2025 so it is ready for VESTA Router II. Sinch indicated that wireline carriers tend to take a while longer, but wireline traffic can stay on CAMAs as long as needed. So, this will not affect us going live with router II.

CAMA Trunks Orders

- Still have outstanding order for: Clay County Sheriff, KCMO Fire, Lenexa Police Department, Liberty Police Department, and Platte County Sheriff's office backup. They are all in various stages of installation and testing, but none are complete. So, we are working with AT&T on these.
- There is a project to get the MARC office connected to KCMO fiber (a spur). There is a work order/agreement with MARC One, who is KCMO's contractor. We do not have a start date yet.

VESTA Upgrades

- This year, we are upgrading all three production hosts. Still working on the planning efforts with the directions Motorola shared on their envision for the future. It is hoped to have all three done by late summer or early fall.

Hardware Refreshers

- Belton, Cass County, Kansas City Missouri Police Department and South Patrol, Leawood, Lenexa, MARC, Prairie Village, Raymore, Raytown, Riverside, and Johnson County Mental Health. We received the hardware for these, but they came misconfigured from Motorola and must be sent back for correction.
- Motorola has indicated that the modules we need installed are four – six weeks out.

PSAP Projects

- Grandview's remodel is close to completion. MARC IT will be meeting with them on Friday regarding restoring services to this site.
- Still working with Kansas City Missouri Fire Department on their new admin lines.
- Lee's Summit had a meeting two weeks ago to discuss the new center they are building. One queue project is a commander's hill replacement site. It was proposed that this microwave be moved from commander's hill to Lee's Summit's new site. TUSA is reviewing how large a tower can be built. If the Lee's Summit tower can be built large enough, it sounds like they are agreeable to becoming commander's hill's replacement site.
- Lenexa is going live in their new center on August 5th.
- Prairie Village has a down link that is being worked on.

Projects

- VESTA Router II
- GeoComm Maps
- Rapid Deploy
- Analytics
- Disaster Recovery
- Host Upgrades
- Light Edge Cavern
- Commander Hill's replacement

GeoComm Maps

- Staff have been reviewing security and realized Motorola has not been providing patch management, for which we were paying. The first installation of this was done at Harrisonville Police Department a few weeks ago and it worked fine. Another run was done today at Independence which failed. Motorola is investigating the failure.
- Part of the road to get GeoComm maps deployed is making sure the PCs are patched so we do not have vulnerabilities running on machines that have access to the internet. MARC staff does not want to lock down the internet but want to be as tight as possible. Once Motorola determines what went wrong with Independence, the patches will be run again and once they are successful, newly managed browsers will be deployed to Independence for them to start using the new map. Independence will use the map for a designated time to see if anything needs to be changed and if not, it will then go system wide.

• **Database / Mapping – Saralyn Hayes**

AED PulsePoint

- Kansas and Missouri have contracted with them for their free version while others (Johnson County Kansas, Wyandotte, Leavenworth, and Kansas City Missouri) contracted for the paid version which allows more functionality.
- MARC provided PulsePoint all the AEDs that were in our database (they were 12 years old or newer) and PulsePoint imported them. These can be accessed through the PulsePoint app or online. PSAPs can get access and can download the information for their CAD. Anyone that does not have access and would like to, should contact Hayes (shayes@marc.org). There will be a free webinar tomorrow called PulsePoint in the PSAP which she would be happy to forward participation information to anyone wanting it.

VLQ (Very Large Query)

- This is through AT&T and is the number of database records. We have discussed the FCC and the changes with landline to IT based solutions. We continue to see a decrease in numbers. We are at a record all-time low as far as counted landlines; we are at just over 709,000. Five years ago, we were over a million. We continue to get this data and use it in different things.
- A quarterly check review is run from this and bumped up against the map. A PowerPoint slide was shared on the screen that shows our regional addresses starting with 2015 when our regional address file was started of information provided by our cities and counties. Hard work over the years has been done to improve the quality of the data into what is needed for 911. The national standard is 98% or better which we are meeting. We have over a million regional addresses, so work is being done to make sure the data is synchronized. There is still a little way to go, and more work prepping the data to be NextGen compliance.

Mo NextGen 911 GIS Project

- Continuing in-housework on improving the accuracy of the data and bringing it up to NextGen standards. This data remediation is being done in-house. Should anyone get questions from a vendor saying they can do this for them, forward them to Hayes (shayes@marc.org or 816.701.8314) since this is something MARC staff is doing on behalf of our region. Also, staff are doing the data aggregation uploading the data into the statewide washing machine to make it work in the system.

Error Report Contest

- With this end of season contest which was July 1, 2023 – June 30, 2024, per a suggestion for Winebrenner, we are going with an Olympic theme. The gold medal winner is Kansas City Missouri Police Department, the silver medal Johnson County Emergency Communications Center, and bronze medal Overland Park Police Department. Arrangements will be made soon to visit each PSAP to show appreciation to them.
- Along with this there is usually a field trip to all the regional PSAPs, but we are holding off on these visits until after GeoMaps implementation.
- The whole error report contest has been revamped. Starting July 1, this will include additional training, incentives, and a monthly gift card drawing. So far, for July, there has not been an increase of PSAP initiated submitted reports. Please continue to encourage your staff to submit a report any time they have a misrouted, wrong address or a non-plot on the map. Staff cannot fix it if they do not know about it. The biggest feedback received was about where the submission form could be found. So, more training needs to be provided on this, which is a priority for staff.

GeoComm Maps

- We are close to implementing this and work is being done with GeoComm and our MARC IT to work out final technical issues.
- Al-Rubaie is working on training videos specific to our region.
- Opoka will send out an email to PSAPs letting them know access is available and the initial entry steps.
- Hayes provided a demo on how GeoComm maps will operate and look. All the map tiers we have now will be included. It provides public information for surrounding counties and allows you to search for a place by its name.
- You can use What3words, but it does have drawbacks to it.
- RapidSOS is incorporated into this and is supposed to give you the full portal experience. Per Al-Rubaie, as to what all that consists of is not yet known. Work is still being done with GeoComm on this.
- Rapid SOS is integrated into this system, and it will provide more functionality than what our region has now.
- The turning on of this will be staggered.

● Operations – Nikki Thomas

- A new Cell Phone Sally (CPS) mascot was ordered which is different from the previous one but still requires a person to wear it. Notification will be sent out about her abilities once she has arrived. In the past, we have promoted school outreach activities where we provided coloring sheets and supplies. But we have taken a backseat in promoting this after COVID, specifically due to staff shortages. She explained that MARC staff would get a request from a school and would contact a local PSAP to do the outreach presentation since they know how calls are managed by their PSAP. We would also supply CPS if she were available, and the presenting PSAP had someone to wear her. We are not sure of PSAPs staffing situations and if this a suitable time to promote this. She asked those whose PSAPs could assist with this to contact her (nthomas@marc.org) soon since information about this is sent out to schools at the beginning of the school year.
- The Telecommunicators Appreciation Celebration (TAC) celebration was held in April and believed to have been successful. As with everything we do, we ask for feedback which we received and listening to areas of improvement feedback, staff have been scouting potential locations. If everything goes as planned, this event may be held at the Overland Park Convention Center in 2025. Work is being done on finalizing details.

5. **Update Item: Regional Dispatch – Eric Winebrenner**

- Jackson County's regional dispatch study is in draft form now. It was sent out to the agencies that are involved for feedback. He anticipates August will be the start of centralization meetings from which he believes we will

see multiple recommendations for simple centers that can be set up now up to the most complex centers. The next meeting will be tomorrow.

6 2025 Regional 911 Budget Preview – Eric Winebrenner / Nikki Thomas

• **Decision Package:** South Patrol Completion

- Finishing 2025 budget. There are a couple of items which staff want input from this group. One being KCMO South Patrol backup center. There are twelve positions there with eight not having 911. This is not included in the budget because MARC staff want this group's input and recommendation to the Board. There was a discussion. Thomas noted there is a placeholder for this in the \$200,000 budget. This would increase the total budget from \$10.3 to \$10.6. Al-Rubaie noted that the driving force here was if multiple centers would need to relocate at KCMO South PD, there would not be enough positions. Hoskins noted that KCPD is considered a regional backup center and has MOUs with multiple PSAPs for backup. Some PSAPs do business differently and need both a radio and a phone. So, now the use of the facility is limited because of only having certain positions that have this overlap. These eight positions are needed to be fully functional for any of the MOU PSAPs to use as backup. There was a discussion. Winebrenner asked this group for their recommendation on this.

Rick Gisolf made a motion to table this discussion for now. Scott Boden seconded this. The motion passed with no opposition.

- This budget preview is provided for everyone that must do July budgets.

Coordination

- Bill Walker, who retired two years ago, was on contract helping our 911 IT group until they were fully staffed. We are now fully staffed, and his contract will end at the end of this year.
- Merit raises are set at 5% since it is unknown what MARC will do. So, this amount may come down in November when the final budget is presented.
- Fuel and auto expenses for our seven-vehicle fleet are included.
- Rent has increased.
- Slight increase in benefits.

Allocations

- Workplace replacements for next year.
- Software maintenance cost for router I and router II has been split for six months for each since it is believed router II will be ready to go within the second quarter of 2025. Router II will cost more than router I because of geospatial routing.
- The last year of VESTA software support is 2025. So, our support cost will increase for the next five years.
- VESTA software support for GeoComm is going up because of the new cloud-based software (2026 – 2031).
- Language Line continues to go up. It doubled what was budgeted for this year. He noted that staff could not monitor it as before with the previous router. Hopefully, when we get the new router, we will be able to monitor it again.
- Since funds were collected for Rapid Deploy the last two years, this will not be in the budget. But the collected funds will be used. After those funds are depleted, this will be added back into the budgets.
- Cybersecurity increased by \$50,000. Staff will be reaching out to Seculore sharing our partnership on the Galveston/Houston contract to see if we can negotiate a locked amount to prevent this from escalating as it has in the past.

Total 2025 budget is \$10,374,075 which is a 3.4% decrease over this year. This is what will be proposed to the Public Safety Board in November. It is anticipated that it will not go any higher before November.

With the Public Safety Board, there have been discussions about a fund balance that is \$10 million. It will be proposed to the Board for these funds be invested into a twelve – fifteen-month interest-bearing account. Then, the interest will be moved over to help build up our fund balance. Research was done with other regional councils that provide 911 (Oklahoma and Texas) which showed twelve – fifteen months is right in the middle of what they are doing. MARC finance representatives will be at the Board meeting to walk through this.

This budget snapshot will be presented to the Board next week and then sent out after that meeting for you to do your planning for next year if there are no major changes. Then in November, we will present the actual budget to you for your review. Included in this one will be the fund balance policy that will hopefully be

approved next week along with a snapshot of the report that will hopefully be reported quarterly. Also, a snapshot of the strategic technology plan going forward. We have resisted doing a strategic plan because of not being able to know what anything would cost, but we can share what the projects are and their timeframe.

7. Update Item: Johnson County, Mo Request – Eric Winebrenner

- They sent a letter requesting to join the 911 MARC system. A group toured their facility. They are a ten seat PSAP in a relatively new facility which dispatches for everyone in their entire county. They recently joined MARRS and are building a new radio system with TUSA as their consultant. The review process of their request has been started along with looking at what they would need to do. They currently use VESTA equipment, but it is going to be at life cycle if they join, year one. So, we would be recommending they initially replace all their equipment to join. Winebrenner has already contacted the Missouri 911 Service Board about grant opportunities for replacing their equipment.
- Their data needs to be cleaned up for geospatial purposes. So, they have been directed towards the GIS grant fund.
- They would have a microwave fiber connection between Johnson County, MO and Kansas City, MO which for our purposes would be one connection into them we could use. Bluebird fiber is being reviewed for a second connection and a quote has been received for this. We are waiting for position quotes from Motorola and once those have been received, there will be another meeting with Johnson County, Mo's Emergency Service Board for them to agree and approve this. Johnson County, Mo is also in discussions with other counties east of them about combining and doing their own thing.
- If Johnson County and Mo agree to come onboard with us, this will be brought back to this group and our Board to approve or disapprove. This will probably be shared at the November meetings.
- Right now, they do not have a backup plan, and we encouraged them to reach out to Lee's Summit.
- Al-Rubaie explained how Johnson County, Mo was currently using their admin lines, noting that they have an in-house VESTA9-1-1 host that is also used as their internal PBX system, which is not what we do on our MARC system. So, our Board would have to decide if they would allow them to continue using the system as they are now and if not, then, Johnson County, Mo would have to decide what they would want to do in lieu of our decision.
- Per Hayes, their data is not in decent shape. They would need to request funding from GIS to assist them with getting up to NextGen compliance since they are at a zero percent match.

8. Other Business

- Chris Maiers shared the important thing right now was for everyone to be monitoring their systems for cybersecurity, software, routers, or any type of hardware updates, especially where you have over the top applications that can be used to get access to a system. Make sure **everything is buttoning up tight!** Threat agents are looking for a way to explode these systems.
- The state is working with a county that had a cyber-attack on their LMR to develop an after-action report. Collaborating closely with them on what can be shared with other agencies so they can learn from this county's attack.
- Make sure all your systems are secure as there seems to be an uptake in this type of activity.
- Working through updates to the technical system process that goes through your SWIC. The SWICs are very in the loop and have been willing to work with the Kansas City metro area on the upcoming needs such as those that may be presenting themselves with the upcoming World Cup.

9. Adjournment

With no further discussion, the meeting adjourned.

2024 Meeting Dates

- November 13