



Public Safety Communications Board Meeting November 20, 2024 (Hybrid) Meeting Summary

- 1) **Call to Order** – Mark Owen called the meeting to order. Self-introductions were done.
- 2) **Board Voting Member Roll Call** – Eric Winebrenner performed a roll call.
- 3) **Action Item: Approval of July 21, 2024, meeting summary**
Scott Boden moved to approve the July 21 meeting summary. Mike Daniels seconded this. Motion was approved with no opposition.
- 4) **Update Item: Regional 911 System Quarterly Financial Review – Andrew Molloy**
 - Molloy provided a recap of what has happened since the last time this Board met. During the July meeting, the fund balance reserve policy was reviewed, and action was taken to update the target range from eighteen to a twelve – fifteen months range. This update has formally been revised within the plan policy.
 - These reserve funds will be held at the Security Bank and invested per MARCs repurchase agreement. Effective with the July 31st close, MARC began allocating interest earning to the 911 program from this fund. Year-to-date (through Oct) there has been just under \$85,000 allocated to the 911 program. He noted that the repurchase account yield was at 2.53%.
 - A PowerPoint slide that outlined all the financials was shown on the screen which included the reserve fund balance of just over \$10 million as of Oct 31 compared to the starting point of \$9.45 million. This group is still not at the total reserve capital range agreed upon, but he wanted to share where it was through October.
 - The story through Oct is that softer than expected expenses are being seen in the GIS, tower, and equipment maintenance categories. This has been tightened up in the 2025 budget to account for the softer than expected actuals.
 - Translation services in 2024 were much higher than budgeted for which caused an overage in this line item. He noted that jurisdictions had not been billed for this overage, but funds from the capital reserve had been used to cover this. Daniels asked if translations were not billed monthly, how was the overage not included in the agency's monthly bills? Per Molloy, once the budgeted amount was reached, the fee for this was no longer included in the agencies' bills. In 2025, there are now nuances where agencies will be billed 1/12 of everything monthly to make the agency bills consistent.

Winebrenner noted that right now, MARC staff was unable to audit the Language Line bill. There was a long discussion. It was agreed that MARC staff would review viable solutions for call translation. Thomas asked how this group would like to be updated on this. It was decided that an email of the findings should be sent. Paul Haynes shared that he had seen a vendor, Carbyne, at the APCO conference that provides 911 call translation in real time that MARC staff may want to check out.

 - Molloy shared another slide which showed a slight increase of the reserve fund. He noted that the next meeting would be at the beginning of fiscal year 2025 for which Finance would have done a hard close for fiscal year 2024. So, he would be bringing forward a report that covered all the 2024 expenditures.
- 5) **Update Item: 911 Legislation Update – Jason White/ Eric Winebrenner**
 - Missouri – Two bills are primed to be filed. One is the Wayfair from last year in which one Senator was holding out. Work is being done on modeling three – four amendments to prepare for a conversation with that Senator. The second bill is regarding the gap in state law language which would allow 911 not to be able to release private health information that they may receive while collecting information on a call. Since many telecommunicators are not HIPPA protected because of the design of HIPPA law. He asked those that had an interest in this to let him know at jwhite@marc.org, and he would provide them with a copy of this.

- Kansas – Eric Winebrenner
 - Information was sent to the Board about a request from the 911 Coordinating Council which the Council had received from the Kansas Advisory office. The request was “what would it look like to move the Ks MARC counties into the statewide Ks system?” Information about this was given to the Ks 911 Coordinating Council who produced a white paper shared with this group. MARC did not agree with the financial findings in the report sent to the Ks Advisory office. However, it was sent. Since then, there has not been anything else heard about this.
- a. Federal – Jason White

Everything is status quo right now but he felt there might be some movement during the lame duck period. The lobbyist on the Mo side is keeping an eye on things just in case there should be some movement. They still must sell Spectrum, which the cell phone companies are also involved with, and work is still being done to position our state to benefit from some of the proceeds.
- b. State
 - (i) Missouri 911 Board Report – Jason White
 - They have allocated all the ARPA grant funds they received. These grant fund activities will eliminate all Mo red counties. Winebrenner added that the ARPA grant that MARC received was used for our router. So, the router cost is now free and clear, and in the installation process.
 - (ii) Kansas 911 Coordinating Council – Mike Daniels
 - Daniels reported that the Kansas Advisory office request which Winebrenner shared about earlier was not on the meeting agenda. Nor was anything said about it. He also could not find anyone that had any interest in it.
 - Eclipse is now live, replacing the Ecat on their system. Winebrenner noted that Eclipse is in MARC’s IT group queue, and Smart Transcription was slated to be installed at Johnson County for a trial and a demo at some point for others to see. Along with the video system portion. These are separate features that Motorola sales.
 - They have started a Smart Transcription implementation where it automatically types transcribing from whatever language the caller is using to English. There is not a sizable number of PSAPs using it, but he will watch this.
 - The Council will become the Kansas 911 Board July 1, 2025, and must have all their finances situated by January 2026.
 - When the Council becomes a Board, Daniels will still have a non-voting position.

6) **Public Safety Program Updates**

Training – Pam Opoka

○ Online Training

TalentLMS

- CTO – Has been open all of November and is instructor led online by Halcyon Frank.
- Supervisor Training – This will be open the entire month of December.
- Crisis Intervention Training for Telecommunicators (CIT) – This ended up being a significantly larger project than was anticipated but it was launched during the in-person CIT class last week. Those that attended this training will be piloting it for us. This training will be launched to the entire state of Mo and our MARC region in Q1 2025.

Virtual Academy

- She reminded everyone that the state of Mo does require the 40-hour Basic course to be taken in the first year of employment and 20 hours of CEUs to be taken every 3 years. Since we are already halfway through Q4, if you have staff that needs CEUs, now is the time for them to login to Virtual Academy to get these online courses completed.
- There are 87 classes specific to telecommunicators with hundreds more available on other topics such as leadership, mental health, and wellness.

In-person Training

- The CIT training that she spoke of earlier was an in-person, 3-day course hosted by Lee’s Summit Police Department with 50 dispatchers representing 20 MARC agencies in attendance. A special thanks to Kim Hunter, Clay County Sheriff’s office who was present with canine Lola for any dispatcher that needed mental health reassurance since there are quite a few recordings which are difficult to listen to.
- The MARC Emergency Services hosted a grant-funded COML class October 14–17 which Johnson County ECC hosted at their center. There were 11 attendees. This was held in anticipation of Kansas City hosting the FIFA World Cup matches in 2026. A special thank you to Chris Allen Hunter for vetting the attendees and overseeing the prerequisites requirements for the attendees.

Training Advisory Committee

- They vetted courses for 2025 and are currently in the contracting stage with the instructors.
- The 2025 courses schedule will be launched soon.

Peer Support and Wellness

- Mindbase 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. Opoka uses the software that pulls the CAD data to check on employees as their high severity incident score becomes high. She looks at the dashboard every Monday.
- While the Mindbase peer support resource app is currently available to the piloting agencies, it will soon be available to ALL MARC PSAPs! She will be announcing this using a Training Tip Tuesday with a special code. This is on target to launch in December due to the holiday season when people seem to need more health services.

The Battle Within

- We have a new partnership with The Battle Within, which is a mental health crisis care facility in Parkville. They do offer three in-patient weeklong retreats for dispatchers who qualify. There is an application process for this.

Critical Stress Debriefings

- Both the 911 and Commander peer support teams are actively responding to in-person CISDs and have taken several phone calls for personnel inside and outside the MARC region. The commander level peer support team along with a clinician last week hosted an annual bi-weekly CISD for all the Johnson County Medic Battalion Chiefs. They discussed any calls they may have struggled with or were struggling with. This is a notable example of how these teams can offer proactive help to our agencies in case anyone is looking for a new way to help their agency.
- The commanders' co-chairs and Opoka are meeting with Dr. Jennie Prohaska next Monday to discuss the new revamp for the commanders training tentatively scheduled for June 2025. Grant funding for this training has already been secured.

Technical Services – Hassan Al-Rubaie

Action Item: Seculore Multi-Year Support Agreement

- This is our cybersecurity vendor that monitors all our firewalls and provides us with weekly reports of any unusual network activity and/or attempts to breach our system. Thomas shared background about their previous contract and that it was time to renew their contact. A multi-year contract was negotiated with them for a yearly 10% discount. What is being brought before this group is a five-year contract with a yearly fee of \$173,000 with no increase each year. Winebrenner noted that they have been a good partner and along with their contract, if something happens, they have assistance for us along with our cybersecurity insurance carrier. MARC recommends approving this multi-year contract.

Eric Houston asked if their contract included testing of our systems. Per Al-Rubaie, he does not believe that they do. There was a discussion and Owen suggested having CISA or another vendor do some testing in the next year or so. MARC staff shared that this was discussed with CISA, who they would use when the 911 techs can schedule it.

Paul Haynes made a motion to approve Seculore's multi-year contract. Mike Daniels seconded it. Motion was approved with no opposition.

Action Item: Grandview Fiber Work

- Grandview is remodeling their PSAP and during construction a leased UPN fiber line was cut. The repair cost was \$17,839.15 which was paid for by MARC to keep the remodeling project on schedule. The question to this group is whether this cost will be a cost-shared fee or if Grandview should be responsible for reimbursing MARC?

The Public Safety Communications Users committee recommended having Grandview reimburse this cost since it was their construction crew that cut the line.

Mike Daniels moved to have Grandview reimburse MARC for the repair costs. Scott Boden seconded this. Motion was approved with no opposition.

Update Item: Technical Services Project Updates

CAMA Trunks

- Clay County and Liberty went live yesterday. Still waiting for completion of KCFD, Lenexa PD, and Platte County Sheriff's backup. All three of these are slated to be installed at Johnson County ECC. Orders have been expedited several times, and we are still waiting.

KCMO Fiber

- This is the fiber which will be connected to the MARC office to provide a connection to City Hall. The MARC office termination side will happen next week and then, the far side connection at City Hall will still need to be done. This work was approved during the summer. This project is almost done. Once it has been completed, the point-to-point microwave from the MARC office to Riverside will be decommissioned.

Callback Dial Plans

- Several years ago, there was a discussion about the number out pulsed on emergency and abandoned callbacks. It was the same number for all PSAPs which had Kansas PSAPs displaying 816 when calling back numbers which was confusing people. There was a request to make this number unique numbers. A couple of months ago, one of the Cass County PSAPs asked where we were with this. All the PSAPs were contacted and asked what they wanted for this number. He noted that there was a hand full that did not opt to change this number. If those PSAPs should change their mind later, this can be updated for them as well.

VESTA Analytics

- We have an ongoing issue with a portion of October numbers missing from the KCPD host. This has been resolved as of this morning. The aggregation server has not updated to feed this information into the Enterpriser server. One side has been done, and the October reports should be able to be produced soon.

VESTA Router II

- Have bi-weekly meetings. Motorola indicates that the equipment is 80% staged. As Winebrenner previously shared, the grant covered the rest of this bill. So, this router is now paid for.

Patch Management

- We are going through a quarterly patch management cycle for all workstations in the region. This is a five-week process per quarter. The first iteration of this was done in person but whether future patch managements will be done in-person or remotely has not been

decided. PSAPS will be notified before this work is to happen on how it will be done. If this is done remotely, after the work has been completed, a call will be made to the PSAP to tell them the patches have been pushed and asking them to reboot.

Hardware Refreshes

- Belton, Cass County, Leawood, Lenexa, Prairie Village, Raymore, Raytown, Riverside, and MARC have all been done. They do have the equipment for KCMO PD headquarters and back-up.

2025 Hardware Refreshes

- Grandview, Harrisonville, Independence, Johnson County ECC, Johnson County Sheriff, NKC, Pleasant Hill, Pleasant Valley, and Shawnee. So, next year around 60 stations will be done.
- Beginning installation of the Johnson County ECC mental health workstations. There are a couple of planning meetings scheduled. There is some cabling that DTI is doing. It is hoped to have this online before the end of the year.

Database / Mapping – Saralyn Hayes

Error Reports

- Their team has been pushing for submission of 911 error reports and has implemented an incentive program where every good report submitted is entered into a monthly drawing for a \$20 gift card. This is being done to get the database cleaned up.

Quarterly Very Large Query (VLO)

- This is the AT&T data that they receive. It is continuing to show a decrease in the number of landline records. We are down to about 680,000 records from our highest of 1.2 million. Still, lots of wireless, VOIP, and error reports are coming in, but they are having to find diverse sources of data when doing comparisons to clean up the maps. They are also continuing to watch trends, and information from the different phone companies.

One of the things put in place several years ago and updated in 2018 was the 911 mapping policy. This policy states that MARC staff will not sell or give the map data to anyone that is not a non-profit or local government entity. But, with the NextGen 911 statewide projects happening, there is a need to share data with the Missouri 911 Board. So, it is desired to make a small adjustment to the mapping data policy portion that states that MARC staff would be allowed to share the data for NextGen 911.

This Board oversees these policies and approved changes in 2018. There is a group called KC Metro GIS, which is made up of regional mappers that drafted this, also oversees, as well as making recommendations to this policy. This group is meeting tomorrow. So, Hayes would like this committee to provide some direction(s) or recommendation(s) which she could share with the KC Metro GIS group in their meeting. The desired recommendation would be to update the policy verbiage for us to be allowed to share 911 data with the Ks 911 Council (name changing in 2025 to Ks 911 Board) and Mo 911 Service Board for NextGen 911.

Mike Daniels made a motion to update the 911 data policy verbiage to specifically say that the Ks 911 Council (which will have a name change in 2025 to Ks 911 Board) and Mo 911 Service Board can use our 911 data for NextGen 911 purposes only. Scott Boden seconded this. Motion was approved with no opposition.

Two Projects:

- **NG911 GIS** - Data Mark is who the 911 Service Board contracted with for the State of Mo NextGen aggregation. Then regionally, we are using Motorola as our core service provider. So, her group is having to do two sets of work at the same time. One to complete the Data Mark requirements for the Mo 911 Service Board and the other to complete Motorola requirements for our region. This caused their team to make millions of changes to the map data and the fields that must be added for NextGen. Populating all the data and going through the cleanup process.

GeoComm Maps

- GeoComm Maps is the cloud-based mapping software that will be taking the place of GeoLynx. We are awaiting GeoComm's resolution of a few issues but are close to implementation. Winebrenner noted the work the data/mapping group is doing for Motorola is geospatial which is required for use from beginning of a call to the end of it and not just for plotting the call. It is hoped that this will cut down on the number of transfers.

Regional Meetings

- Their group went to every regional county for meetings and invited the addressing, mapping, and PSAP's county and city contacts to come together. Communication of updates on NextGen and what was going on with state projects was shared. There was good turnout and relationship building. At the end of one, someone from the county assessor's office went up to someone from planning and zoning and said, "it sounds like we need to get on the same page. Let's schedule a meeting."

Reminder

- The Ks Department of EMS and the Mo 911 Service Board both contract with PulsePoint for the AED registration. Every county and all our PSAPs are set up with access to this. You can go into this, download it, and add it to your CAD system. Hayes is a regional admin for this system. So, if you have a new Chief, EMS or PSAP manager that you want to have access to this system, please let her know at shayes@marc.org. She maintains the contacts, but it is up to the individual counties and PSAPs to login and review the AEDs that have been registered and accept them. So, they can officially go into the system. Everything that we had previously has been cleaned up and imported. Any new additions that are added must be approved.

Operations – Nikki Thomas

- We have our date for 2025 Telecommunicators Appreciation Celebration (TAC). It will be April 11th at the Overland Park Convention Center, Lenexa, Ks.

- Another change you will see is the call for nominations for the Outstanding Performance Awards, which Hayes will coordinate again for us this year. Winebrenner approved lowering the threshold for the minimum years of service for the Lifetime Achievement Award and Years of Service from 25 to 20 years.

7) Action Item: 2025 Regional 911 Budget and Work Plan Approval – Eric Winebrenner

- This year's was \$10.7 and next year will be \$10.3. The biggest changes are the previous collection of Rapid Deploy and Geospatial for several years that is still not here. We will stop collecting for these in the next budget. The collected amounts are listed in the fund balance and once their fund balances have been expended, charges for them will be added back into the budget.
- Winebrenner provided an outline of the 2025 budget.
- The Work Plan was put in the online documents and some printed and in the room for those who wanted a copy. One strategic planning document was added to this on page 15 which talks about the difficulty of providing a precise cost of what something may cost in the future. He went over the layout of what was in the budget noting that anything over \$500,000 was listed in one area and there was another listed area for anything \$100,000 - \$499,000. He shared some of the items that were listed in each area.
- The total budget amount for 2025 is \$10,374,075. Owen asked if this included any cost shares and two are included. One is for Lenexa, which the technical committee had questions about is still in the budget. The second one was for headsets for which the price and need continues to go up.
- There was a discussion.

Kris Turnbow made a motion to accept the 2025 Regional 911 Budget and Work Plan. Scott Boden seconded this. It was approved with no opposition.

8) Update Item: Johnson County, Mo Request Update – Eric Winebrenner

- At the last meeting, Winebrenner made everyone aware that the Johnson County Mo 911 Board had contacted MARC about joining the 911 system. Since then, a cost estimate for them to join was put together. Johnson County Mo would have to purchase new 911 equipment due to their stations being at end-of-life cycle. He shared that some of their GIS data needed work. MARC staff put Johnson County Mo in contact with the Mo 911 Service Board to be considered for a grant. They did get a grant for their data mediation and have secured a contractor. Their phone bills would add \$60,000 additional cost to our regional phone bill costs. When this is included in the 2025 budget, and divided out across all the populations, there would be a 2% decrease in your overall annual costs should they decide to join.

All this data has been sent to them. They are activating a new radio system. So, this is on their back burner, but they have shared that they are still interested. MARC is still waiting for the number from Sinch on what it would cost to add them into that system. There should be more information on this at the next meeting.

Another issue is their admin phones are run through Vesta, and they asked if they could continue this. MARC staff are not opposed to this, but they would have to keep their existing Vesta system and run their admin phones themselves. MARC would not take over responsibility for that. But at the point when their system would need to be updated, they would have to decide how they would want to manage their admin phones.

9) Other Business

- Al-Rubaie shared that Bill Walker had semi-retired and had been doing some contact work for MARC IT. He is now officially retired as of today. Al-Rubaie thanked Walker for all of his hard work and for helping MARC staff to get over the hump when Commenco was released, and everything was brought in-house.
- Winebrenner announced that this would be Owen's last meeting, and he thanked Owen for his support and hard work for 911 and the region over the years. Winebrenner also thanked Tony Avery's who will also be retiring. These retirements will change Platte County's representation. Owen noted that Steve Hoskins had been brought into Platte County as their Communications Director position that was broken off into a new section of their department and Hoskins would probably be a replacement for one of them. Owen thanked everyone for their friendship and the work that has been accomplished and will continue to be done.

10) Closed Session

- ❖ The MARRS Management Council may go into closed session for any reason pursuant to 610.02 RSMo

Scott Boden moved to go into closed session. Paul Haynes seconded this. It was approved with no opposition.

A roll call was performed by Winebrenner.

Adam Dustman moved to come out of closed session. Scott Boden seconded this. It was approved with no opposition.

11) Adjournment

2525 Meeting Dates:

January 29

April 30

July 30
November 19