

## **911 Advisory Board Meeting**

**June 18, 2025**

### **1. Call to Order**

The Greene County Advisory Board Meeting was called to order by Chairman Pennington at 3:00pm on June 18, 2025, via phone conference call. Five members were in attendance.

*Attendance details in attachment.*

### **2. Approval –May 21, 2025, Meeting Minutes**

Chairman Pennington reviewed the minutes from the May meeting.

Those minutes were sent out for review on Monday June 16, 2025. Member Jamie Kilburn motioned to approve the minutes. The motion was seconded by Tad Peters, serving as proxy for Paul Williams. Following discussion, the motion was unanimously approved by vote of 5/0.

### **3. Status Updates**

#### **Financial Reports**

The written report, for the April Financials, was prepared by the Greene County Budget Department. April represents 33% of the year. Sales tax is behind pace at 31% and there has been no reimbursements of State Grants yet (coming in May). Overall, revenue is ending the month behind pace at 30%. Personnel expenditures were 30% compared to 9 of 26 pay periods being 27%. Operations are at 35%. Telephone, Training and Meetings, Springfield Plaza TIF, and CAD System Maintenance are ahead of pace. When you combine Personnel & Operations, expenditures are below pace at 29%. Capital, Debt Service and Contingency are at 0%. Overall, total expenditures are below pace at 25%. When large, one-time expenditures are factored in and smoothed (Gen. Liability, Spfld All OvrHd, Misc Equip Maint, Network Line, Equipment Lease, CAD System Maint, and Equipment) the Adjusted YTD Overall Budget to date is \$3,672,505 and Adjusted Overall YTD Spending is \$3,201,055 for a \$471,450 volume to the good through 4 months.

Cash balance at the end of April 2025 was \$8,499,809 in the warrant account. This is \$625,366 lower than last year. Cash level (less outstanding warrants of \$459,819) is 3.54 times the required operating reserve level of \$2,267,995. The equipment reserve account has an additional 2,000,000 balance.

**Written By Jeff Scott, Greene County Budget Office\***

Chairman asked if there were any upcoming expenditures that may influence the current financial state. Webb stated that there will be an upcoming bill for the upfront cost for NextGen 911. Ford advised that the Motorola and AT&T invoices for Mercy's portion of the Missouri 911 Service Board's grant will now be shown in the financial records and will soon be paid, as the grant funds have already been deposited by Greene Co for the joint projects. Scott advises that there have been some additional disbursements from the service board, the regular quarterly, and the grant.

**4. Old Business**

**A. Center Update – Ford**

Ford reported the center is currently in the process of wrapping up some projects, pending resolution of reimbursements and payments for Motorola and ATT both Mercy and the center. The Mercy project is on schedule for December with a dead date for January.

The center has a new group of hires starting on June 23<sup>rd</sup>. With two supervisor positions in the process of being filled, pending HR. That leaves the center with five full time positions open.

The GIS position has now been filled and they will be starting on Monday the 23<sup>rd</sup>.

NextGen go live is happening now.

There is consideration for an AI QA program. There is currently a quality assurance manager for the center, however the national standard of 2% is not being met due to time constraints and staffing. Currently, there is a product that is used in multiple PSAPS, such as Denver and Atlanta, which can handle quality assurance for 100% of the current call volume. It also can be developed into simulations for training.

Burrell's 988 staff is co-locating at 911 as last Tuesday. The 911 is currently diverting any calls that meet center criteria for 988. They are working through some technology changes, but there has been good feedback about the collaboration.

## **B. P1CAD and Statistics Update – Webb**

Webb reported the P1CAD upgrade is still scheduled to go live in early August. There is still some training and provisioning to be done beforehand but otherwise, it is on track.

May saw approximately 21,000 calls. Late May was 1,600 calls in eight hours. For perspective, that is 2 ½ days' worth of calls in a third of a day. The center was able to keep the monthly average at 90.9%, which is above standard. Text-to-911 went up, primarily from ADT silent alarms. Fire calls also increased. Both are being attributed to the recent storms that passed through the area.

Answer time is holding steady, but the center is seeing an increase on the summer months. Overall, there is an upward trend on the amount of 911 calls.

NextGen did go live today. There are around 20 phone companies which operate inside of Greene County. Three migrations occurred today. Those all went well, and test calls went fine. There are two more scheduled for Monday (6/23) involving ATT Wireless and T-Mobile, which is a significant portion of the call base. The final completion date is going to be up to the carriers. The scheduling is going as quickly as possible without piling all of them on top of one another. The actual date is not in reach yet but will be made available the closer to completion.

## **5. New Business**

There was no new business to report.

## **6. Adjournment**

With no further business to discuss, the meeting was adjourned at approximately 3:16pm. Motion made by Member Larry Woods, seconded by Member Jaimie Kilburn. Motion passed 5/0.

The next scheduled meeting will be **Wednesday, July 16, 2025 at 3:00pm** via phone conference call.

## *Attachment 1*

### **Present**

Jamie Kilburn	Greene County Fire District Representative
David Pennington	Springfield Fire Department Representative
Paul Williams**	Springfield Police Department Representative
Larry Woods	Greene County Municipality Representative
Jim Arnott**	Greene County Sheriff's Representative

\*\*Via Proxy

Major Tad Peters for Paul Williams

Captain Kenny Weatherford for Jim Arnott

### **Absent**

Collin Quigley	City of Springfield Representative
Melanie Bach	Springfield Business Representative
Gene Smith	Member-at-Large Representative
Chris Coulter	Greene County Commission Representative

### **Non-Voting Members Attendance**

April Ford	Springfield Greene County Emergency Communications Department
JR Webb	Springfield Greene County Emergency Communications Department
Mandy Walton	Springfield Greene County Emergency Communications Department
Jeff Scott	Greene County Commission Office

	Proxy 24	Proxy 25	Absent 24	Absent 25	Present 24	Present 25	Dec 2024 CANCELLED	Nov 2024	Oct. 2024 CANCELLED	Sep 2024	Aug 2024	July 2024	June 2025	May 2025	Apr 2025 CANCELLED	Mar 2025	Feb 2025	Jan 2025 CANCELLED	
David Pennington	0	0	3	0	6	4	-	1	-	1	A	1	1	1	-	1	1	-	
Jim Arnott	3	1	3	2	3	1	-	A	-	P	1	P	P	1	-	A	A	-	
Melanie Back	0	0	1	1	8	3	-	1	-	1	1	1	A	1	-	1	1	-	
Gene Smith	0	0	3	0	3	2	-	1	-	-	-	-	A	A	-	1	1	-	
Larry Woods	1	0	2	0	6	2	-	A	-	1	1	1	1	1	-	1	1	-	
Jamie Kilburn	0	0	1	0	8	2	-	1	-	1	1	1	1	1	-	1	1	-	
Collin Quigley	0	0	1	0	8	2	-	1	-	1	1	1	A	1	-	1	1	-	
Chris Coulter	0	0	2	1	7	1	-	A	-	1	1	1	A	A	-	1	A	-	
Paul Williams	2	0	0	0	7	2	-	1	-	1	P	P	P	1	-	P	1	-	