

9-1-1 Communications Advisory Board

July 16, 2025

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman Pennington at 3:00pm on July 16, 2025, via phone conference call. Seven members were in attendance.

Larry Woods joined at 3:10pm.

Attendance details in attachment.

2. Approval – June 18, 2025, Meeting Minutes

Chairman Pennington reviewed the minutes from the May meeting.

Those minutes were sent out for review on Friday July 11, 2025. Member Paul Williams motioned to approve the minutes. The motion was seconded by Chris Coulter. Following discussion, the motion was unanimously approved by vote of 6/0.

Collin Quigley joined at 3:14pm.

3. Status Updates

Financial Reports

Financial Reports - The written report, for the May Financials, was prepared by the Greene County Budget Department. May represents 42% of the year. Sales tax is behind pace at 39%, but we have been fully reimbursed on State Grants. Overall, revenue is ending the month ahead pace at 43%. Personnel expenditures were 37% compared to 11 of 26 pay periods being 42%. Vacancy is on pace to save \$779,746 more than the budgeted vacancy of \$275,000. Operations are at 31%. Telephone, Springfield Allocated Overhead, Training and Meetings, Springfield Plaza TIF, and CAD System Maintenance are ahead of pace. When you combine Personnel & Operations, expenditures are below pace at 36% Capital, Debt Service and Contingency are at 0%. Overall, total expenditures are below pace at 31%. 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 \$4,524,932 and Adjusted Overall YTD Spending is \$3,969,099 for a \$555,833 volume to the good through 5 months.

Cash balance at the end of May 2025 was \$8,943,012 in the warrant account. This is \$563,811 higher than last year. While cash balance typical declines in May, due to

Springfield Allocated Overhead, this year it increased primarily due to State Grants being received. this \$554,446.92 is expected to be spent in June. Cash level (less outstanding warrants of \$1,985) is 3.94 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*

Presented by Mike Cagle

Chairman opened the floor for questions. Member Paul Williams asked if there were any large expenditures for the future and would it be advisable to increase the operating reserve to 120 days?

Webb responded that the one-time cost for NextGen 9-1-1 will be reflected in this month's bill. Budget representative Mike Cagle was unable to answer the operating reserve inquiry, and that the topic, per Chairman Pennington, will need to be tabled for next meeting to discuss with Jeff Scott.

Ford also let the board know that the grant money for the Mercy Project and the Springfield Greene County Project have been paid into one check. There may be some problems with that way that was done. She is waiting to hear back from their vendors. This will be brought to the next meeting under old business for review and clarification.

4. Old Business

a. Center Update – Ford

The center, regarding staffing, is remaining steady. There are no intentions to open positions for at least another month.

Ford reported the 988 colocation is going well. There will be no further updates unless there are any changes to be made.

The center has managed to switch more carries over to the NextGen side. Carriers continue to migrate to NextGen911. There will be a full outage test when all carriers are moved.

The Mercy project is moving forward, and the timeline is still in discussion. The Go-Live is still on schedule for December.

The center is still trying to purchase CommsCoach software by GovWorks through a cooperative agreement. That software will assist with the quality assurance.

The center is also looking at replacing the stove and the dishwasher. After which is the intent to start upgrading the office furniture now that the Xybix consoles are all done.

Center will work Ozark Empire Fair and Route 66 for dispatching with OEM in Skylab.

b. P1CAD and Statistics Update – Webb

NextGen 911 upgrade is still in progress. Out of the 20 phone companies in Springfield, six have been migrated over. The last one will be AT&T Wireline. They are the ones with the legacy 9-1-1 network. The hiccups are still being worked out and the board will be kept apprised of any changes that occur. June saw approximately 21,403 calls. This is just a little up from the previous year. This is typically of summertime numbers. The answer time is within 15 seconds 91% of the time. The wireless percentage continues to go up at 92.8%. With the 4,000 of them, 95% are transfers to the EMS companies. Chairman Pennington inquired if the center can track any of the rollover from JASCO or any of the influx seen from the storms that came through. Webb responded that it will take some extra work to uncover. There are some calls that do show up with JASCO because it is a shared system. The validity will need to be determined.

Law enforcement priorities 1&2 and fire processing times are staying very even. Webb stated that this does not adequately reflect the storm numbers. The CAD upgrade is still on track for mid-August. That will include a small outage time due to a physical change in servers. The Center will make sure to do that in the early morning ours to minimize disruptions. While it is happening there are plans to use paper and backup html. The new CAD stack is designed slightly different. It should cut down the need for down times and should also provide a cloud backup option. There are plans to go out to Nashville soon to view their facility. They have hybrid servers and a disaster recovery that would be beneficial to learn from. Webb explained that the Nashville center is a 'real time crime center'.

5. New Business

Chairman Pennington requested that the board review CAD system failure procedures. There was concern during the last storms that came through the area, what would happen if the CAD system went down. He goes on to state that he has

had some discussion with Ford regarding the SOP. They are looking at SOP for radio system failure as well. Pennington relates that coordination will occur through emergency services communication committees and Fire Department on building a more robust resiliency in times of system failure.

Ford said they will put a group together to update the COOP and EAP for planning, training, and to meet the new technology. Currently they do not have a good way to work from outside the PSC for disaster recovery. Ford said they will visit the Nashville PSAP to learn from their upgrades to CAD. There is a focus on evacuation procedures. Currently, JASCO is the backup to take calls and they can plan to build radio access where each other agency personnel can log in from either side in case JASCO needs our assistance and vice versa. Currently, the center is looking at options to accommodate the off-site work and need for back up services to be efficient.

Chairman Pennington emphasized the importance of not having any gaps of communication. This includes involving police officers and firefighters, so they understand what those procedures are and how to utilize them. Ideally, that this new procedure is established, shared, and rehearsed.

Webb agreed that there is a necessity to build a redundancy, especially with a focus on the radio system.

6. Adjournment

With no further business to discuss, the meeting was adjourned at approximately 3:30pm.

The next scheduled meeting will be **Wednesday, August 20, 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
Collin Quigley	City of Springfield Representative
Melanie Bach	Springfield Business Representative

Chris Coulter Greene County Commission Representative

Absent

Gene Smith Member-at-Large 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

Mike Cagle Greene County Commission Office

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