

9-1-1 Communications Advisory Board

August 20, 2025

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman Pennington at 3:00pm on August 20, 2025, via conference call. Eight members were in attendance.

Attendance details in attachment

2. Approval – July 16, 2025, Meeting Minutes

Chairman Pennington reviewed the minutes from the May meeting.

Those minutes were sent out for review on Friday, August 15, 2025. Member Collin Quigley motioned to approve minutes. The motion was seconded by Chris Coulter. The motion was unanimously approved by vote of 8/0.

3. Status Updates

Financial Reports

The written report, for the June Financials, was prepared by the Greene County Budget Department. June represents 50% of the year. Sales tax is behind pace at 47%, but we have been fully reimbursed on State Grants. Overall, revenue is ending the month ahead pace at 51%. Personnel expenditures were 48% compared to 13 of 26 pay periods being 50%. Vacancy is on pace to save \$267,081 more than the budgeted vacancy of \$275,000. Operations are at 34%. 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 at 36%. Overall, total expenditures are below pace at 43%. When large, one-time expenditures are factored in and smoothed (Gen. Liability, Spfld All OverHd, Misc Equip Maint, Network Line, Equipment Lease, CAD System Maint, and Equipment) the Adjusted YTD Overall Budget to date is \$5,377,359 and Adjusted Overall YTD Spending is \$4,966,651 for a \$821,415 volume to the good through 6 months.

Cash balance at the end of June 2025 was \$9,441,408 in the warrant account. This is \$695,033 higher than last year. Cash level (less outstanding warrants of \$811.17) is 4.16 times the required operating reserve level of \$2,267,995. This means that the fund has more than a year's operating expenditures on hand. The equipment reserve account has an additional 2,000,000 balance.

Written By Jeff Scott, Greene County Budget Office

Webb commented that there should be a large expenditure, the non-recurring cost for the Next Generation Core Services project come through. This should be within the next month and then monthly circuit bills will start to come through.

4. Old Business

a. Follow up on Operation Reserves

At the last meeting, Member Paul Williams inquired about the adequacy of the reserve budget. Jeff Scott reiterated that operating accounts currently have more than a year's worth of cash on hand. The equipment reserves are listed as having \$2,000,000 in reserve. He recommends that there be a consideration to move another \$2,000,000 into that reserve fund for any major equipment change. This would also allow a recommendation to be made to the County Commission that they not consider lowering the sales tax at this time.

Webb stated that this may be a good thing. He relates that the radio consoles are no longer being made by the manufacturer and support will be suspended as well. This will lead to a complete replacement. The estimated cost of this replacement the last time it was needed was over \$2,000,000. A motion was made to move funds out of operations into the equipment contingency by Member Collin Quigley. This motion was seconded by Member Chris Coulter. This motion was approved 8/0.

Scott let the board know that he will bring this up at the next Commission briefing.

b. Follow up on Grant Payout for Mercy and SGC Project – Ford

Both projects have been paid. However, the Motorola payment short \$0.20. They want to write it off but because it is a government grant through the state and through federal it cannot be written off. There will be a request for a 20-cent reimbursement check to Motorola to finalize the grant process. Once that is done it can be marked as complete.

c. Center Update – Ford

The center is currently down seven full-time positions. The hiring process will begin in October.

Ford reported the 988 colocation is still going well. The center has opened a dialogue with Springfield PDs Co-Responders to assist those in the field in how and when to reach out on the radio.

Frontline implementation is nearly complete. It is the program that allows the center to track all the quality assurance, training and documentation, daily reports and employee related coaching and disciplinary actions. All functions are now consolidated on one platform. The move from the previous platform called Guardian went very well. The old platform will be decommissioned by the end of the month.

The purchase of CommsCoach software has been completed. It will be implemented as the new quality assurance software after the most recent CAD upgrade.

There have been some procedural changes in some of the departments. The center is working closely with the department chiefs on the fire side to get those changes implemented.

Four members of the admin staff will be making the trip at the end of the month down to Nashville to review their disaster recovery CAD server procedures. Ford explains that some of the options that are available for disaster recovery also includes Motorola offering CAD in the cloud. Right now, the team is on a fact-finding mission to determine if any of the options are not only cost effective but will work for the center.

d. CAD Upgrade – Webb

The CAD upgrade is complete, and the center is live on a new version of CAD with a completely new set of servers. There were some setbacks regarding the data transfer coming out of the old set of servers. Because of the size of the databases and the slowed transfer rate, the transfer ended up taking around 8 hours to complete. While CAD was down the center reverted to another electronic form of tracking calls and field status changes. Once the transfer completed, the staff worked together to get everything back on track and caught up.

Springfield Fire Department sent command staff to assist during the outage. Their assistance was appreciated.

e. P1CAD and Statistics Update – Webb

NextGen 911 upgrade is still in progress. The center just completed the AT&T wireless migration. This was a large volume carrier. The only other big volume carrier that is left will be Verizon. There are multiple small carriers left and the AT&T landline will be last. Everything is going well.

911 call numbers presented, are currently estimates. This is due to the transition to NextGen and the difficulty accessing the web portal. There is a meeting with Motorola that will correct this.

For July, call numbers elevated around the holiday and stayed elevated through the rest of the month. 90% of the calls were answered in 15 seconds. The best estimation on the call volume is approximately 20,500. For the EMS services between Cox and Mercy the center averaged 2,000-2,500 calls for each service.

Processing times are holding at standard with a slight increase in July around the holiday.

Webb explains that the numbers will hopefully be rectified more concisely as soon as the issues with the web portal are resolved.

5. New Business

a. Budget 2026

The final budget will be in for approval with the County Commission before November 1st. The budget submission based on the board's recommendations will be sent to Jeff Scott before September 1st.

The budget breakdown presented to the Board displays 2024's actuals, 2025's adjusted budget, and the requested budget for 2026. At the top is the revenue information provided by the County Treasurer Office. The sales tax, bank interest, and investment interests are anticipated to be a bit lower. Along with records request reimbursements. The center is not expecting any grants in 2026.

The salary calculations come from the city and their fiscal year. The center is on a calendar with the county. When this was calculated, it was done with the idea that the city would approve an increase in salary in July of next year. To account for that in 2026, the totals were conceived anticipating an increase to account for merit increases and other pay increase types for employees. The vacancy adjustment has been kept the same with the optimistic intent to lower it based on current staffing needs. A staffing study will be obtained by the start of the 2026 new year. Based on the results of that study there may be a recommendation to increase staffing for the center. This will then be put to the board for review before going before the County Commission. At that time adjustments will need to be made accordingly.

The budget is in consideration of extending the Lager's retirement benefit to those in administrative positions that are still qualified as first responders. This will be reviewed with Human Resources. There is also a consideration in this budget for the benefit from the Firefighter's Critical Illness Pool, which encompasses all first responders with 5 or more years of service, and provides benefits in line with mental health services and training.

The 9-1-1 Operations budget has been broken into sub-sections. There is an increase in the uniform allowance, professional services for the staffing study, training and meetings, equipment leasing, CAD maintenance, an additional vehicle for training and GIS purposes, and building maintenance. There are some pending quotes/prices and some potential increases for general liability, allocated overhead, and we are obtaining information on building maintenance planned projects for the final budget. We are budgeting \$20,000 again for GIS support for the flyover and will do this when possible to assist the Assessor's office in payment for this important project.

The 9-1-1 Equipment portion of the budget has anticipated one-time increases this year, due to replacement of office furnishings and appliance, computer equipment, additional radio and phone consoles to complete the operations room and bring all workstations up to par to encompass the same call taking and radio dispatching capabilities at each location and allow for better efficiencies and effectiveness while serving the public and agencies. There is also noted disaster recovery projects in the 2026 budget, where we are pending a decision to move on hardware or the cloud version of Motorola CAD disaster recovery and looking for a 9-1-1 call taking solution that will provide disaster recovery for potential disaster recovery or evacuation purposes to take 9-1-1 calls from anywhere with connectivity to the internet.

The center is also considering a tactical dispatching option for the agencies and for disaster recovery purposes. This will require some additional laptops or tablets, as noted in the 9-1-1 Equipment portion and Operations of the budget.

There is a potential need to move the Motorola MCC7500E consoles to AXIS if we can't add additional consoles to complete all workstations with the same capabilities. If this occurs, we will work with City Utilities and Motorola and will bring forward a request for recommendation on the modification.

There is an anticipated 3% unappropriated contingency in this budget.

Having no questions from the board, a motion is made from Member Jaime Kilburn to support Ford in presenting the proposed budget to the Commission. This was seconded by Member Larry Woods. This motion was approved 8/0.

6. Adjournment

With no further business to discuss, the meeting was adjourned at approximately 3:46pm.

The next scheduled meeting will be **Wednesday, September 17th, 2025, at 3pm** 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
Gene Smith	Member-at-Large Representative

Absent

Paul Williams	Springfield Police Department Representative
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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 CANCELLED	Oct. 2024 CANCELLED	Sep 2024	Aug 2025	July 2025	June 2025	May 2025	Apr 2025 CANCELLED	Mar 2025	Feb 2025	Jan 2025 CANCELLED	
David Pennington	0	0	3	0	6	4	-	1	-	1	1	1	1	1	-	1	1	-	David Pennington
Jim Arnott	3	1	3	2	3	1	-	A	-	P	P	1	P	1	-	A	A	-	Jim Arnott
Melanie Back	0	0	1	1	8	3	-	1	-	1	1	1	A	1	-	1	1	-	Melanie Back
Gene Smith	0	0	3	0	3	2	-	1	-	-	-	1	A	A	-	1	1	-	Gene Smith
Larry Woods	1	0	2	0	6	2	-	A	-	-	1	1	1	1	-	1	1	-	Larry Woods
Jamie Kilburn	0	0	1	0	8	2	-	1	-	-	1	1	1	1	-	1	1	-	Jamie Kilburn
Collin Quigley	0	0	1	0	8	2	-	1	-	-	1	1	A	1	-	1	1	-	Collin Quigley
Chris Coulter	0	0	2	1	7	1	-	A	-	-	1	1	A	A	-	1	A	-	Chris Coulter
Paul Williams	2	0	0	0	7	2	-	1	-	-	1	1	P	1	-	1	1	-	Paul Williams