

9-1-1 Communications Advisory Board

September 17, 2025

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman Pennington at 3:00pm on September 17, 2025, via conference call. Nine members were in attendance.

Attendance details in attachment

2. Approval – August 20, 2025, Meeting Minutes

Chairman Pennington reviewed the minutes from the August meeting.

Those minutes were sent out for review on Friday, September 12, 2025. Member Paul Williams motioned to approve minutes. The motion was seconded by member Larry Woods. The motion was unanimously approved by vote of 9/0.

3. Status Updates

Financial Report

The written report, for the July Financials, was prepared by the Greene County Budget Department. July represents 58% of the year. Sales tax is behind pace at 55%, but we have been fully reimbursed on State Grants. Overall, revenue is ending the month ahead of pace at 59%. Personnel expenditures were 55% compared to 15 of 26 pay periods being 58%. Vacancy is on pace to save \$351,491 more than the budgeted vacancy of \$275,000. Operations are at 38%. General Liability, Telephone, Springfield Plaza TIF, Springfield Allocated Overhead, Training and Meetings, Springfield Plaza TIF, Equipment Lease, and CAD System Maintenance are ahead of pace. Misc Equipment Maintenance is expected to have an increased volume of expenditures next month. When you combine Personnel & Operations, expenditures are below pace at 50%. Capital, Debt Service and Contingency are at 36%. Overall, total expenditures are below pace at 48%. 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 \$6,229,786 and Adjusted Overall YTD Spending is \$5,706,745 for a \$523,041 volume to the good through 7 months.

Cash balance at the end of July 2025 was \$7,441,408 in the warrant account. This is \$1,460,112 lower than last year. The main cause of this is the set aside of an additional \$2,000,000 to the equipment reserve. Cash level (less outstanding

warrants of \$4,367) is 3.28 times the required operating reserve level of \$2,267,995. The equipment reserve account has a \$4,000,000 balance.

Written By Jeff Scott, Greene County Budget Office

4. Old Business

a. Follow up on 2026 Budget

The 2026 budget was presented at the last meeting. Chairman Pennington inquired if there were any changes or comments that needed to be added. Ford adds that she is waiting on some final quotes. If they come in between now and October there should be no trouble submitting for adjustment. After November 15th, any changes will need to go before the Commission.

b. Center Update

The center is currently down nine full time positions. Posts for positions will begin October 8th and hiring will begin shortly after.

After 20 years of service, Marleen Maupin will be retiring from the department. Her celebration will be on the 24th.

The center has the green light to begin working with the city's PIO for public education and recruitment efforts. Right now, HR does the bulk of recruiting through LinkedIn, the center will double that effort by posting on social media too. The center is also speaking with other PSAPS to get ideas on how they are recruiting and what is working for them.

The Missouri Public Safety Communication Conference was hosted in Springfield last week. It went very well. There was a lot of great education and a lot of feedback from the center staff that attended the conference. The option for day passes allowed the center to send more people through to get continuing education credit hours and network with other PSAPS.

The US Senate passed Senate Bill 725 which is reclassifying public safety telecommunicators as a protective service occupation from Office & Administrative Support. This still has a way to go, but there is movement at the Federal level, which is gr

c. P1CAD and Statistics

Webb reports that the numbers this month, much like last, are in flux. The main reporting tool needs to be readjusted to measure the incoming

NextGen calls. The measuring tool is currently being reconfigured and should be live soon. Right now, 75% of calls are coming in NextGen. There are a few more carriers to migrate. The most resistant one will be AT&T wireline. The more accurate numbers regarding statistics will be shared once that measuring tool is operable.

Chairman Pennington requested the corrected data and statistical numbers for call volume reports be used to revise both the July and August reports and be presented as amendments when the information is accessible. J.R. will verify that information is available when accessible and will present the amendments.

5. New Business

a. Staffing Study

Chairman Pennington asked for an update on the staffing study that was put to the board several months ago. Ford relates that this has not been sidelined. She is currently working on a personnel project with HR that should be wrapped up soon. Her focus will then shift to the RFP for the staffing study. She plans to start the study in October so the company can be hired by January, February at the latest.

b. CAD Failure

Chairman Pennington notes that there was a CAD failure on the 16th. He inquires what the cause of that was.

Webb informs that the error occurred while Motorola was in the back end of the system doing updates on the databases. The syncing crashed the system and took away the dispatcher's ability to enter calls. Motorola did warn that they would be working on the system ahead of time for that instance. The incident that followed today was not forewarned and that was a problem. There was minimal affect in service delivery.

Webb elaborates that the center is looking at another product for backup in the event CAD goes down. Ford adds that this is what the center was looking at during the Nashville trip. Logistics are still being worked out.

6. Adjournment

With no further business to discuss, the meeting was adjourned at approximately 3:22pm.

The next scheduled meeting will be **Wednesday, October 15th, 2025**. It will occur in the 2nd floor conference room at the public safety center.

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

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

	Jan 2025 CANCELLED	Feb 2025	Mar 2025	Apr 2025 CANCELLED	May 2025	June 2025	July 2025	Aug 2025	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	1	1	-	1	-	4	6	0	3	0	0
Jim Arnott	-	A	A	-	1	P	1	P	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	-	-	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	A	1	-	1	-	2	7	0	0	0	2