

## **9-1-1 Communications Advisory Board**

**October 15, 2025**

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

The Greene County Advisory Board Meeting was called to order by Vice-Chair Chris Coulter at 3:00 pm on October 15, 2025. This meeting was a hybrid. Seven members were in attendance.

*Attendance details in attachment*

### **2. Approval – September 17, 2025, Meeting Minutes**

Vice-Chair Coulter reviewed the minutes from the September meeting.

Those minutes were sent out for review on Friday, October 10, 2025. They were also available in hard copy for those present. Member Jaimie Kilburn motioned to approve the minutes. The motion was seconded by Jason Johnson, serving as proxy for Jim Arnott. The motion was approved 6/0.

Member Gene Smith arrived at 3:10 and did not vote in the minute approval.

### **3. Status Reports**

#### **Financial Report**

The written report, for the August Financials, was prepared by the Greene County Budget Department. August represents 67% of the year. Sales tax is behind pace at 63%, but we have been fully reimbursed on State Grants. Overall, revenue is ending the month ahead at the pace at 67%. Personnel expenditures were 56% compared to 18 of 26 pay periods being 69%. Vacancy is on pace to save \$1,270,057 more than the budgeted vacancy of \$275,000. Operations are at 44%. General Liability, Springfield Plaza TIF, Springfield Allocated Overhead, Training and Meetings, Equipment Lease, and CAD System Maintenance are ahead of pace. When you combine Personnel & Operations, expenditures are below pace at 53%. Capital, Debt Service and Contingency are at 36%. Overall, total expenditures are below pace at 51%. 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 \$7,343,974 and Adjusted Overall YTD Spending is \$6,098,692 for a \$1,245,282 volume to the good through 8 months.

Cash balance at the end of August 2025 was \$6,845,689 in the warrant account. This is \$1,813,469 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 \$692) is 3.02 times the required operating reserve level of \$2,267,995. The equipment reserve account has a \$4,000,000 balance.

**Written by Jeff Scott, presented by Mike Cagle, Greene County Budget Office**

#### **4. Old Business**

##### **A. 2026 Budget**

There are no new items for the 2026 budget. The center is starting to receive final quotes. The AXS radio console replacements will cost \$2.5 million. A budgetary quote has been received for a 12 position Vesta Cloud call handling equipment for backup. We do not have any information on changes to the allocated overhead from the city at this time. There are a few outstanding requests, but otherwise, there are no changes to the budget that was presented at the August meeting.

##### **B. Center Update**

The center went from four full-time positions open to 13 positions open. There was a discrepancy on the city's website regarding the job posting. There is a site for the center to post positions and another for the Human Resources department. The PIO office is working with the center to correct this.

Right now, 44 individuals have been invited to testing for those positions. Those who pass will move on to the interview process. The center is hopeful that these positions will be filled quickly and effectively.

There are also positions open for variable hours. Those are part-time positions without benefits for experienced telecommunicators. Preferably, from former employees who wish to return. However, there have not been any applications for those positions.

Member Collin Quigley asked if those postings were still up. Director Ford relayed that the full-time position has closed. Human Resources only ran the ad for one week. She does have a request to run it bi-monthly until positions are filled. There was some discussion to keep the posting open continuously. However, this has been done in the past, and it did not work well for the center.

Member Jaimie Kilburn asks if the pay for the position is enough. Ford states that the center is paying better than it was last year. With the new budgets, other counties may be looking at higher pay scales. The center is doing what it can to offer competitive pay and benefits each year. In preparing for the upcoming staffing study, there is a recommendation to do a pay study as well. Ford states that this may be more of a necessity as it moves forward. Member Collin Quigley suggests a

look at the last five years of the pay scale. This might benefit the board in knowing what has already been done.

The center is now working with CommsCoach to build the QA software and simulation training. This is estimated to take six to eight months. The center is in month two.

The NextGen project is going well. There have been some reports that were previously unavailable since June. There was a subcontractor who had personnel changes that affected the communication about the need for software updates. This has since been corrected.

### **C. P1CAD and Statistics**

The CAD upgrade is complete. A radio system interface change that will allow the center to dispatch fire more efficiently is now ready for testing.

The only thing outstanding for the June report is the total number of transfers. 95% of transfers are to Cox/Mercy for EMS calls. Answering times are in the normal range. 91% answered in 15 seconds.

Going into July, the answering times go down to 90.5%. Which will account for the holiday during that time.

For August, the answering time is back up to 92.9%. It wasn't quite as busy in August.

September got a little busier than last year. Especially where fire was concerned. This can be attributed to the dry weather conditions in the area. 20,000 9-1-1 calls, 91.8% were answered in 15 seconds.

## **5. New Business**

### **9-1-1 Accreditation**

Williams reports that the public safety departments in the city and county are accredited, and 9-1-1 is not. Previously, the center was moving in that direction, but personnel changes in leadership derailed that goal. Quigley stated that he remembered there being some concern over staffing and the on boarding from HR due to the psychological testing required.

Ford expressed strong support for pursuing accreditation, noting that it demonstrates the center's commitment to consistent, high-quality service. She explained that several accrediting bodies will need to be reviewed and considered

before a final decision is made, including the International Academy of Emergency Dispatch (IAED) and the Commission on Accreditation for Law Enforcement Agencies (CALEA). Assistant Director Webb has also submitted a request for agency recommendations through the APCO list server.

## **6. Adjournment**

With no further business to discuss, the meeting was adjourned at approximately 3:38 pm. Motion made by Member Paul Williams, seconded by Member Gene Smith. Motion Passed 7/0.

The next scheduled meeting will be **held on Wednesday, November 19, 2025, at 3:00 p.m.** via phone conference call.

### *Attachment 1*

#### **Present**

Jamie Kilburn	Greene County Fire District 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
Chris Coulter	Greene County Commission Representative
Gene Smith	Member-at-Large Representative

\*\*Via Proxy

Captain Jason Johnson for Jim Arnott

#### **Absent**

David Pennington	Greene County Fire Department Representative
Melanie Bach	Springfield Business 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

Proxy 24	Proxy 25	Absent 24	Absent 25	Present 24	Present 25	Dec 2024 CANCELLED	Nov 2024	Oct. 2025	Sep 2025	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	-	David Pennington
Jim Arnott	3	1	3	2	3	1	-	A	P	P	1	P	1	-	A	A	-	Jim Arnott
Melanie Bach	0	0	1	1	8	3	-	1	1	1	1	A	1	-	1	1	-	Melanie Bach
Gene Smith	0	0	3	0	3	2	-	1	1	1	1	A	A	-	1	1	-	Gene Smith
Larry Woods	1	0	2	0	6	2	-	A	1	1	1	1	1	-	1	1	-	Larry Woods
Jamie Kilburn	0	0	1	0	8	2	-	1	1	1	1	1	1	-	1	1	-	Jamie Kilburn
Collin Quigley	0	0	1	0	8	2	-	1	1	1	1	A	1	-	1	1	-	Collin Quigley
Chris Coulter	0	0	2	1	7	1	-	A	1	1	1	A	A	-	1	A	-	Chris Coulter
Paul Williams	2	0	0	0	7	2	-	1	1	1	1	P	1	-	1	1	-	Paul Williams