

9-1-1 Communications Advisory Board

November 19, 2025

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman David Pennington at 3:00 pm on November 19, 2025. Seven members were in attendance.

Attendance details in attachment

2. Approval – October 15, 2025, Meeting Minutes

Chairman Pennington reviewed the minutes from the October meeting.

Those minutes were sent out for review on November 15, 2025. Member Paul Williams motioned to approve the minutes. Member Collin Quigley seconded the motion. The motion was approved 6/0.

Member Larry Woods arrived at 3:05 and did not vote in the minute approval.

3. Status Reports

Financial Report

The written report, for the September Financials, was prepared by the Greene County Budget Department. September represents 75% of the year. Sales tax is behind pace at 71%, but we have been fully reimbursed on State Grants. Interest entries for the month of September have not been posted. Overall, revenue is ending the month behind pace at 74%. Personnel expenditures were 70% compared to 20 of 26 pay periods being 77%. Vacancy is on pace to save \$604,703 more than the budgeted vacancy of \$275,000. Operations are at 50%. Springfield Allocated Overhead, Training and Meetings, and CAD System Maintenance are ahead of pace. When you combine Personnel & Operations, expenditures are below pace at 65%. Capital, Debt Service and Contingency are at 36%. Overall, total expenditures are below pace at 61%. 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 \$8,196,401 and Adjusted Overall YTD Spending is \$7,315,676 for a \$880,724 volume to the good through 9 months. Cash balance at the end of September 2025 was \$7,606,753 in the warrant account. This is \$185,265 higher than last year. The volume of net revenues to date has already made up for the \$2,000,000 transfer to the reserve account this year. Cash level (less outstanding warrants of \$681,454) is 3.05 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. 2026 Budget

Director Ford just presented the 2026 budget to the County Commission this past Monday, the 17th at 11 am. She states she was able to explain some items that may come up in 2026. This included the additional Motorola AXS consoles. She reported that if they are required to replace all to the new AXS, it could cost \$3.3 to \$3.5 million to replace. Ideally, this would be done in conjunction with City Utilities to ensure the use of the same software version.

B. Center Update

Staffing continues to be down by 12 full-time positions. The center recently reviewed over 40 applicants. Out of that total, seven went for background checks, and out of them, three made it into the final cut.

The center has also been hosting a workshop series. The Supervisor workshop wrapped last week with a 10-hour day. This allowed them to sit down with a human resource-employee relations representative to discuss documentation and the operating procedures for disciplinary action. The team also had many discussions covering a wide range of topics, including employee recognition and technology changes. The trainer's meeting wrapped up this morning. They spent most of their time discussing which techniques have been working, what needs to be adjusted, and, ultimately, efficiency.

This moves into what will be a point of interest during the staffing and efficiency study that is being planned. The progress on this is steady. The RFP can be finalized when the budget is approved.

The center is still reviewing some options for accreditation. Most recently, APCO, the Association of Public Safety Communication Officials, offers accreditation specifically for training programs. Right now, no decision has been made, and there is a lot of discussion happening on what would be the right fit for the Center. Hopefully, a consensus can be reached after the first of the year after the RFP is complete.

The Education and Training Manager, Heather Morrison, has started a small food drive benefiting the Ozarks Food Harvest. This has been a success! There is so much food that has been gathered and is still being gathered. The team has also chosen and volunteered to adopt a family with four children for Christmas.

C. P1CAD and Statistics

Last month, the reporting data feed issues were corrected, and everything is back up and running normally. For the month of October, the number of calls answered in 15 seconds or less are down a bit from last year. 91.7% of calls were answered within 15 seconds. The center is staying above the standard most every month. For wireless calls, the numbers are showing above 90%. The answering time trend for the year is reflecting a slight decline, but that can be attributed to the shortage of personnel. The start to create times for dispatch is also improving.

The P1CAD upgrade is complete. There is still some development work that is in progress, which will help on the fire dispatch side. It will allow dispatching, channel selection, and generating VHF tones to occur through CAD instead of through third-party equipment. The challenge has been with finding resources that are knowledgeable in how to do that provisioning.

5. New Business

No new business to report

6. Adjournment

With no further business to discuss, the meeting was adjourned at approximately 3:38 pm.

The next scheduled meeting will be **held on Wednesday, December 17, 2025, at 3:00 p.m.** in person at the public safety center.

Attachment 1

Present

| | |
|------------------|--|
| Jamie Kilburn | Greene County Fire District Representative |
| Paul Williams | Springfield Police Department Representative |
| Larry Woods | Greene County Municipality Representative |
| Collin Quigley | City of Springfield Representative |
| Chris Coulter | Greene County Commission Representative |
| David Pennington | Greene County Fire Department Representative |
| Melanie Bach | Springfield Business Representative |

Absent

Jim Arnott
Gene Smith

Greene County Sheriff's Representative
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 2025 | Oct. 2025 | Nov 2025 | 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 | P | A | - | 1 | 3 | 2 | 3 | 1 | 3 |
| Melanie Bach | - | 1 | 1 | - | 1 | A | 1 | 1 | 1 | - | 1 | - | 3 | 8 | 1 | 1 | 0 | 0 |
| Gene Smith | - | 1 | 1 | - | A | A | A | 1 | 1 | 1 | A | - | 2 | 3 | 0 | 3 | 0 | 0 |
| Larry Woods | - | 1 | 1 | - | 1 | 1 | 1 | 1 | 1 | 1 | 1 | - | 2 | 6 | 0 | 2 | 0 | 1 |
| Jamie Kilburn | - | 1 | 1 | - | 1 | 1 | 1 | 1 | 1 | 1 | 1 | - | 2 | 8 | 0 | 1 | 0 | 0 |
| Collin Quigley | - | 1 | 1 | - | 1 | A | 1 | 1 | 1 | 1 | 1 | - | 2 | 8 | 0 | 1 | 0 | 0 |
| Chris Coulter | - | A | 1 | - | A | A | 1 | 1 | 1 | 1 | 1 | - | 1 | 7 | 1 | 2 | 0 | 0 |
| Paul Williams | - | 1 | P | - | 1 | P | 1 | A | 1 | 1 | 1 | - | 2 | 7 | 0 | 0 | 0 | 2 |