

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

**January 21, 2026**

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

The Greene County Advisory Board

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

Chairman Pennington reviewed the minutes from the December meeting.

Those minutes were sent out for review on Friday, January 16, 2026. Member Paul Williams motioned to approve the minutes. Member Larry Woods seconded the motion. The motion was approved 7/0.

### **3. Status Reports**

#### **Financial Report**

The written report, for the October Financials, was prepared by the Greene County Budget Department. October represents 92% of the year. Sales tax is behind pace at 88%, but we have been fully reimbursed on State Grants. Interest entries are also ahead of pace. Overall, revenue is ending the month behind pace at 90%. The Springfield billing for November was submitted to the Auditor's GCPA account on 12/17/25 and has not yet been entered into EDEN for processing. This financial statement is adjusted to include that billing. Personnel expenditures were 85% compared to 24 of 26 pay periods being 92%. Vacancy is on pace to save \$564,860 more than the budgeted vacancy of \$275,000. Operations are at 57%. Springfield Plaza TIF, Springfield Allocated Overhead, and Training and Meetings are ahead of pace. When you combine Personnel & Operations, expenditures are below pace at 77%. Capital, Debt Service and Contingency are at 36%. Overall, total expenditures are below pace at 71%. 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 \$9,901,254 and Adjusted Overall YTD Spending is \$8,860,054 for a \$1,131,905 volume to the good through 11 months.

Cash balance at the end of November 2025 was \$7,479,722 in the warrant account. This is \$789,327 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 \$573,414) is 3.30 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**

Chairman Pennington asks if there is any concern over the volume of the growing contingency account or equipment reserve accounts. Vice-Chair Coulter responds that Jeff Scott does have concerns about the growing funds because there is a nuance in the state statutes that says something about reducing the amount of the levy if revenues exceed a certain amount.

Director Ford informed the board that the incoming staffing and efficiency study will open that discussion. She does have concerns about what that will look like on the county budget side and the city budget side, and what that will mean with the staffing study, which is on the city side. Additional staffing will be a large portion of the reserved funds, as well as the replacement of the MCC7500 access consoles.

Assistant Director Webb informs the board that there is anticipation of costs increasing in the next phase of NextGen when the system moves to geo-locating 9-1-1 calls. This was part of the original contract.

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

##### **A. Center Update**

Ford reports that there are 13 full-time position openings. Currently, eight are in the background process with the hope of making it into a training class.

A memorandum of understanding, MOU, has been completed with Mercy. This encompasses the work that is done between the Center and Mercy. Including the shared software, equipment, and information. This will be moved to legal for approval after Bob Patterson gives his approval.

The staffing and efficiency study is estimated to be ready to start in early spring. The Center has engaged Amie Davis from the city's Human Resources department for the city side of the staffing study. It is estimated that by 2028, the number of full-time employees will increase.

The Center will be opening interest for tactical dispatch at the end of the month. This is about having people ready to go to assist with any type of disaster or crisis that could overwhelm the Center or help OEM by dispatching from the Skylab at special/planned events or emergencies. This would also include anywhere in the county that would require a dispatcher who could focus specifically on what is going on.

Ford states that she is also reviewing some budget requests for the 2027 fiscal year with the city. The city budget is just a portion of the much larger county budget. She

anticipates the personnel budget requests as previously stated, and she is working through HR and the City to complete that.

At the state level, the 988/911 toolkit is officially wrapped. Internally at the Center. Burrell has also stated a new person, a couple of weeks ago. She works from 7:00 to 3:00 Monday through Friday, and Jim is still there from 2:00 to 10:00. Everything seems to be going well so far.

There is also the potential for a part-time internship employee coming in to learn about 9-1-1 and call taking. The Center is looking forward to that.

## **B. Statistics**

Calls answered in 15 seconds increased in December with 18,009 calls. Start to create times are staying the same. Fire lost a second on start to create times in December. This has a six-second difference for the entire year. Answer time is holding steady.

The month of December shows the number of cell calls increasing. The Center transferred approximately 4000 calls, which is 98% EMS transfers.

For the year to date, there have been 221,621 9-1-1 calls to the Center. With a 92.4% answer rate in less than 15 seconds. 2025 had 418,558 total calls that were handled in the Center.

For CAD, the Center is currently working on the sole-source documentation to take advantage of the continuity CAD. This will be a cloud CAD backup, which is more economically feasible and efficient in disaster recovery.

## **5. New Business**

There is an update on the 2026 county budget, which was previously approved by the County Commission. There is a cybersecurity company that looks at all the equipment in the center and everything that is in the city. There are three switches over at the city that do not meet the criteria to be cyber secure. So, the Center will be replacing those. However, because the on-premises disaster recovery solution will not be done in-house, it will put some money back. In addition, there is some capital improvement money being put back into the Center's 2026 county budget.

There is a need to replace the plotter for GIS. This is to print up the maps and work with the city GIS. There is already pricing obtained for that.

The fire department in Springfield is installing MACH. This is a fire station alerting system that will be very beneficial for fire departments and potentially fire districts if

they attach to it, as well as 9-1-1. There is something that came to light from the vendor walkthrough. The Center will need another MCC7500E radio console, which cannot be utilized for anything other than MACH. Ford states that she and Assistant Director Webb have reached out to Motorola on how they plan to resolve this problem. The PM stated he would investigate and was reminded that Motorola will take these workstations in as trade insurance for the new AXS consoles. She thinks it would be prudent to spend the full amount of money on the replacement of these workstations because they are end-of-life. In addition, JASCO has some equipment that the Center might be able to utilize and put together just for MACH.

There is a very exciting collaboration with Prepared. This is the potential to have the ability for AI to answer non-emergency calls. It is a way of looking at efficiency for processing non-emergency calls that can tie up the phones. There is also another module that can connect to the radio system core and monitor radio traffic, through the AI language model. It will identify and highlight words and phrases that are important. Chief Williams and Sheriff Arnott are also looking at Axon, which is part of Prepared 9-1-1, and they are discussing AI report writing and things that can be done with the body cameras. Ford relates that she has been informed that there is a package being offered with Axon, where Prepared 9-1-1 is included. The current concern to keep in mind is how that will affect the budget for interfacing and implementation costs. There is also a discussion with Motorola and Viper Entrado to find out pricing for interfacing with the phone system and the radio system, respectively. There would also need to be a discussion with CU to interface directly into the core, which is their equipment. The Center is looking forward to the potential for this opportunity because it drills down on the efficiency that can be increased while a dispatcher is listening to a lot of various traffic and doing many things simultaneously. It will be a backup for something that might be missed, especially on a talkgroup that a dispatcher may not be actively monitoring.

The Center is moving forward with the CAD Cloud continuity solution for backup or disaster recovery. Ford explains the need to be mobile in the event of evacuation or if the CAD goes down within the facility. The cost for this option is less than that of on-premises servers and equipment. This circles back to the funding discussed earlier. Member Paul Williams comments that there won't be any problem paying for this. Ford responds that she isn't concerned with paying for it, but rather the continuous costs particularly if staffing increases.

## **6. Adjournment**

With no further business to discuss, the meeting was adjourned at 3:25 pm.

The next scheduled meeting will be held on **Wednesday, February 18, 2026, at 3:00 pm** via phone conference call

*Attachment 1*

**Present**

David Pennington     Greene County Fire Department Representative  
 Jim Arnott            Greene County Sheriff’s Representative  
 Collin Quigley       City of Springfield Representative  
 Paul Williams         Springfield Police Department Representative  
 Larry Woods          Greene County Municipality Representative  
 Chris Coulter         Greene County Commission Representative  
 Melanie Bach         Springfield Business Representative

**Absent**

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

	Jan 2026	Feb 2025	Mar 2025	Apr 2025 CANCELLED	May 2025	June 2025	July 2025	Aug 2025	Sep 2025	Oct. 2025	Nov 2025	Dec 2025	Present 26	Present 25	Absent 26	Absent 25	Proxy 26	Proxy 25
David Pennington	1	1	1	-	1	1	1	1	1	A	1	A	1	8	-	2	-	0
Jim Arnott	1	A	A	-	1	P	1	P	P	P	A	A	1	2	-	4	-	4
Melanie Bach	1	1	1	-	1	A	1	1	1	A	1	1	1	8	-	2	-	0
Gene Smith	A	1	1	-	A	A	A	1	1	1	A	1	-	6	1	4	-	0
Larry Woods	1	1	1	-	1	1	1	1	1	1	1	1	1	10	-	0	-	0
Jamie Kilburn	A	1	1	-	1	1	1	1	1	1	1	1	-	10	1	0	-	0
Collin Quigley	1	1	1	-	1	A	1	1	1	1	1	A	1	8	-	2	-	0
Chris Coulter	1	A	1	-	A	A	1	1	1	1	1	1	1	7	-	3	-	0
Paul Williams	1	1	P	-	1	P	1	A	1	1	1	1	1	7	-	1	-	2