

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

**February 18, 2026**

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

The Greene County Advisory Board Meeting was called to order by Chairman David Pennigton at 3:00 pm on February 18, 2026. Seven members were in attendance.

*Attendance details in attachment*

### **2. Approval – January 21, 2026, Meeting Minutes**

Chairman Pennington reviewed the minutes from the January meeting.

Those minutes were sent out for review on Friday, February 13, 2026. Member Jaimie Kilburn motioned to approve the minutes. Member Paul Williams seconded the motion. The motion was approved 7/0.

### **3. Status Reports**

#### **Financial Report**

The written report for the December Financials was prepared by the Greene County Budget Department. Sales tax ended behind pace at 97%, but we have been fully reimbursed on State Grants. Interest entries are also ahead of pace. Overall, revenue is ended the year behind pace at 99%. Personnel expenditures were 92% of budget at year-end. Vacancy ended at \$564,781 more than the budgeted vacancy of \$275,000. Operations are at 61%. Springfield Plaza TIF and Training and Meetings ended above budget. When you combine Personnel & Operations, expenditures are below pace at 84%. Capital, Debt Service and Contingency are at 36%. Overall, total expenditures ended at 77% of budget. Expenditures ended 2,479,745 below budget. Net of the difference in revenues, the year finished \$1,932,964 better than budgeted.

Cash balance at the end of December 2025 was \$7,198,753 in the warrant account. This is \$216,247 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 \$553,434) is 3.17 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**

Member Collin Quigley asks what the anticipated increase was on the 2025 sales tax.

Mr. Scott confirms that there was a 5% increase put in back in October of 2024. He admits that this was a robust increase based on current trends. He confirms that for 2025, it came in close to 3% with many outside factors contributing to the trend.

Chairman Pennington confirms the equipment costs increasing.

Mr. Scott explains that the board will need to discuss before September the current status of the 9-1-1 tax rate. Currently, the department is saving more than ¼ of expenditures every year.

Director Ford explains that the current issue is operating costs, which are heavily influenced by staffing. She is waiting on the staffing study to get a bigger picture of the need but can move forward with current numbers to provide an estimate.

Member Quigley expresses concern about the current minimum reserve balance and requests that it be reviewed and possibly extended to six months, especially in relation to staffing and operational costs.

Assistant Director Webb reminds the board about the radio console replacement and a recent meeting with Motorola, which put the estimate of that cost at approximately \$2.6 million. He stated that this project is not yet ready to be finalized.

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

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

The center is down on staffing. There are currently 15 full-time positions open. As of this meeting, five of those positions have been offered, and there are two more pending offer acceptance. This group will start training on March 2<sup>nd</sup>. If everything goes well, it will have seven full-time employees.

There are two variable hour positions that the center has offered. Which are similar to part-time positions without any benefits. They are only offered to people who have previously worked at the center and are fully cross-trained. They come back and work part-time hours to assist current staff and keep overtime down. One has accepted.

The center is also participating in an internship with the Human Resources department. This individual goes to Missouri State University and will be starting with the Center in April or May.

The training for 9-1-1 telecommunicators to be fully cross-trained is a year. There have been some changes to the training regimen that will hopefully cut down on some of the staffing-related issues.

The Center has some budget requests in at the city level, which we already have approval from the County Commission related to mental health and wellness. This will hopefully alleviate some of the struggles to retain employees who are struggling with certain types of calls.

The statement of work was turned in for the staffing study. Kalina with Greene County Purchasing is working on finishing up the RFP before issuance. The tentative timeline has bids being collected in March, and in April, the bid will be evaluated, awarded, and contracted. It is anticipated that the process to complete the work will last four to six months. This will encompass not only staffing, but efficiency, workload, pay, and benefits.

### **B. Budget Update**

Sole source has been approved at the county level to purchase Motorola CAD continuity. This will take the place of disaster recovery. It is cloud-based and with a subscription, so that is something to consider moving forward. The Center currently has a copy of the contract, and it will be sent off to Austin at the county legal department for review. Once approved, it will go before the Commission for signature. It will be a 10-year agreement with a locked-in price.

There will be some budget adjustments, but not a full amendment. The preparation of the city budget has brought up items with the City IS department that will need to be replaced. The funds are available but will need to be reallocated. She will be meeting with the County Commission to discuss this further.

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

The Center is down slightly on activity. Calls were within 2% of last year. As the Center moves over to NextGen, the abandoned call numbers are coming down significantly.

Last month, the last wireless company moved from Legacy to NextGen. This leaves AT&T Wireline conventional phones and some smaller voice over IP companies. Many of those companies are reselling AT&T dial tone, and once those move over, Legacy 9-1-1 will be gone.

94.5% of calls for January were answered within 15 seconds. Overall, the Center handled just over 35,000 calls, with 90% being wireless. As a trend, colder months of the year are usually not as active as warmer months. The last snowstorm did show a small increase.

The start-to-create-fire processing times remain steady, with a downward trend. Compared to last Spring, the Center has reduced processing times by 5 seconds.

**5. New Business**

No new business to report

**6. Adjournment**

Chairman Pennington informed the board that the March 18<sup>th</sup> meeting has been cancelled.

With no further business to discuss, the meeting was adjourned at 3:23 p.m.

The next scheduled meeting will be on **Wednesday, April 15<sup>th</sup>, 2026 at 3:00 p.m.** via phone conference call.

*Attachment 1*

**Present**

David Pennington	Greene County Fire Department Representative
Jamie Kilburn	Greene County Fire District 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
Jim Arnott	Greene County Sheriff's 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 2026	Feb 2026	Mar 2026 CANCELLED	Apr 2025	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	A	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	1	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