

9-1-1 Communications Advisory Board

April 15, 2026

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman David Pennigton at 3:00 pm on April 15, 2026. 8 members were in attendance.

Attendance details in attachment

2. Approval – February 18, 2026, Meeting Minutes

Chairman Pennington reviewed the minutes from the February meeting.

Those minutes were sent out for review on Friday, April 10, 2026. Member Jim Arnott motioned to approve the minutes. Member Melanie Bach seconded the motion. The motion was approved 6/0.

Member Jamie Kilburn arrived at 3:03 and was unable to vote on the approval of the meeting minutes.

Member Gene Smith arrived at 3:05 and was unable to vote on the approval of the meeting minutes.

3. Status Reports

Greene County Budget Office representative Jeff Scott was unable to attend. Per Chairman Pennington, any information will be reviewed at the next meeting.

4. Old Business

A. Center Update

This week is National Public Safety Telecommunicator Week. The theme this year is “We Weather the Storm”. The center has a daily weather event. Some of our agencies have gotten involved and sent over food to the center. Thank you for that.

The Center has had two promotions. The training and education manager, Heather Morrison has relocated to Fort Worth, Texas. Rick Crismas, the Operations Manager, will be retiring in July. Keith Bachman, one of the Supervisors for the team, has been promoted to Training and Education Manager. Andrew Hoover, who is currently part of the internal IS team and has experience as a floor supervisor and quality assurance manager, has been promoted to Operations Manager. There is now a spot for a supervisor to fill Keith’s position, and the hiring process will also open externally for the open systems administrator position.

There are currently 13 full-time positions open. Seven have just been hired. There is a current concern with getting people cross-trained. Keith has hit the ground running with that, to figure out how to turn that around.

There may also be some potential changes to scheduling in the future. The concern is having ample coverage during certain shifts of the day into the evening. Ford reports that she is working closely with human resources on what can be changed to accommodate the schedules.

Another focus is recruitment. She is currently looking towards the 2027 county budget funds for that purpose, alongside efficiency goals. The staffing and efficiency study will help with that, and bids for that should start coming in May. The hope is that the project will get underway this summer.

B. Budget Update

At the last meeting, there was a request put forth by Member Collin Quigley to see what a five-year projection looks like for the budget. The projection has been collaborated on with Jeff Scott and is based on current recurring costs for the center. This also includes being fully staffed with 86 full-time employees.

Ford explains that she used a conservative 3% income increase for the projection. However, this would likely be between 5-7%.

By 2030, the numbers start to get in the red. By 2031, the spending on recurring costs, full-time employees, and benefits will be more than what is received in revenue. The Center has money in the bank. However, three million of that have been earmarked for new AXS consoles for radios.

In working on this, both Ford and Webb reviewed the past seven years of the budget. It revealed that the Center has budgeted for being fully staffed as well as for other projects. Some of those projects did not come to fruition, and full staffing has not been met. So, money that was set aside for those expenditures did not get used and was put back into capital expenses or the rainy-day fund. Ford reiterates that she will be reviewing this several times and has also involved Cindy Stein the County Auditor, to ensure nothing is missed.

For the next two years, the center will be doing alright on funding. This will still allow for some changes to be made. The projection will be done every year, depicting its current standing between the county and city budgets. On one side, with the county, something could be approved for the calendar year budget and ready to spend come January. On the other hand, with the city, if it's not in the budget, it must be

amended or planned for in the next fiscal year. This causes many projects to not get done in the calendar year budget that was planned for the county. Which means the money didn't get spent and gets put back. It then must be re-budgeted for next year. This does not include the purchasing process. Budgeting and procurement with two different entities has led to the center having some major hang-ups and inefficiencies. This is especially true when it comes to the use of taxpayer dollars. Ford states that she is hopeful about some of the upcoming changes that are being made in the city.

When it comes to staffing, there is a noticeable trend of incomplete staffing. This usually measures between 10 to 20 people short. The Center is now starting to see this impact on KPIs, where telecommunicators cannot get the calls in quickly enough. Some of that has to do with how the units are dispatched and the lack of availability of police units to send to some calls. Some departments are short on staff and aren't available to take on priority calls, or are not staffed on a 24 hour basis. As a result, those calls will hold for a while. In the city, there probably needs to be some changes in procedure with PD, where supervisors are told of every priority call that's holding. However, that won't solve everything. The call volume and workload remain high. There is always a group going through training with losses from those groups, too. Changes are coming next year that will hopefully help resolve many of these issues. In cooperation with the city's human resources, the center is looking into changes to the schedule. This will cause some consistent overtime that is already being worked.

Ford states that 27% of the staff on the floor are not fully cross-trained. This is due to some of the bottlenecks that have occurred over the past year. Including those who have not been able to complete their training, have had to take refresher courses, or did not make it through and had to be cut from the Center.

Member Colin Quigley thanks Director Ford for doing the five-year look. He states that amendments can be made quickly at the beginning of the calendar year to ensure there are no holdups for the center. He remarks that he is anxious to see what the staffing study will say. Ford agrees and states she will also be preparing a budget message, which will inform the board about what's to come at the two-to-three-year mark.

Chairman Pennington let Ford know that if the board can provide any assistance or direction, please let them know.

C. P1CAD and Statistics Update

There are several projects in the works with CAD. One is the MACH station alerting for Springfield Fire. That equipment is in the process of being installed both in the Center and in the stations. There will need to be some provisioning work to make that fully ready. Another project is the advanced radio system interface, which is a bonus to all fire agencies in the county. When a fire dispatcher pulls up a fire call, that dispatcher can be sending as many as 5 departments to one fire. When they pull that up, they must manually get on their radio console and select all the talk groups to dispatch out where it needs to alert those responders. The advanced radio interface will automatically select the recommended talk groups. It will also generate the tones for those departments still using VHF tones. One of the things that was a little bit late into the advanced radio system interface project was the need for a firewall between the CAD system and the radio system. In. This creates a network path between two separate networks. The presence of a firewall controls that data feed and secures it. The firewall is already present in the fire station alerting because of the way it works. The Center can leverage that firewall for both of those projects, the interface to CAD.

Another item that has recently kicked off is a CAD version upgrade. This is a no-cost upgrade to the latest version of CAD. The preparation work is happening now, with completion mid-year. It will not force a mobile product version upgrade. However, every user agency must ensure that their mobile software versions are close to the current version and deploy the monthly map upgrade.

Chairman Pennington inquires if he is sending out any push notifications to user agencies when those upgrades are required, and what version they should be on.

Webb notes that the mobile software version that is currently in use is 4.6. To work correctly, the software has to be 4.4 or above. The Center is not going to another dot version of CAD and will still be a 4.6 version of CAD. Pennington confirms the need to be in front of this if any modifications need attention county-wide.

For the monthly activity reports, the March reports were reviewed only. The 9-1-1 calls were down a bit from the year before, but still trending in line. 94.8% were answered within 15 seconds. Total cell calls are now up to almost 91.5%, which continues to trend upward. What has also been discovered, since going to NextGen, is that the percentage of abandoned call numbers has decreased considerably. Hopefully, the faster the connection, the less wait time there is to get connected, and so those citizens are hanging on the phone with call takers.

Police calls vary month to month and are dependent on several factors. Priority one is a little faster than priority two. There is still work to do on the Fire median times. The fire advanced radio interface and fire station alerting will help both of those numbers. 9-1-1 answer time has been pretty good. Moving into the warmer months, it is starting to get busier. Call volume will start to creep up. The Center has been pretty good at answering the call volume within that 15-second answer time. With the lower staff, that number may come down a little bit with May, June, and July call volume.

5. New Business

Major Reece brings to the board's attention, on behalf of Member Paul Williams, the question of using surplus funds for encryption for SPD. He remarks that this may now be a moot point after listening to the upcoming budget.

Chairman Pennington asks if this conversation has occurred offline with Member Williams. Ford confirms that it has. She goes on to explain that the Police Department is getting Axon cameras, and this company has since bought Prepared 911. Prepared offers 4 modules of different things, which help 911 centers with efficiency. The center was already talking to Prepared about one of their modules, which is \$50,000 a year to implement. However, there are other companies that offer the same thing. So, it comes down to getting quotes, prices, and demonstrations of the product.

Axon is offering the 4 modules of Prepared 911 to the Police Department as part of their project. They will get a lot more modules that will go with FUSUS, which is their real-time crime center software. Member Williams had brought it to her ahead of time, stating that he was told the project and those four modules were going to cost about \$400,000, and he was anticipating that it might be possible for the Center to give them \$400,000 towards encryption because of that. Ford states that she explained to Member Williams that the Center is unable to pay for another agency's equipment. This would be inconsistent with the current agreement between the City and the County for use of the funds that operate the 9-1-1 system, as 9-1-1 funds are supposed to remain with 9-1-1. However, she did inform about the Center looking into one of the four modules to purchase. The Center is looking at the best cost-benefit. If they were to get the modules and they wanted to let the center use them at no cost, that would benefit the PD with information flow to FUSUS and be great. If not, then they will continue looking for the right product to purchase for use at 9-1-1.

Outside of Member William's question, Major Reece confirms that Prepared 911 is included in the product package and will be available to use since it's already been paid for. He states it would be free for five years for the center.

Ford explained that the last call with Prepared turned up some concerns with the connection to the radio system. A call needs to take place between CU, 9-1-1, and SPD to see if Prepared integration into the radio system is something that CU will consider. The module itself is a great benefit to all the public safety agencies. It has a device that will listen to radio channels, like OPS channels and maybe tactical channels that a dispatcher doesn't have time to listen to. It listens for keywords and phrases that might be important. Like "mayday," "shots fired," or "code 3, and it can pick that information up through their large language model software, and display the channel and the word or phrase on the screen in front of the dispatcher. This will alert them to change that channel or to alert somebody with incident command immediately to get back to them.

There is an anticipated integration cost with that module that will be verified with Motorola. Webb states that this may potentially put the center over and above cost, even if the Axon (Prepared) modules were free. Someone will have to pay for the radio interface if there is a cost.

Member Collin Quigley asks for clarification on the issue. Where encryption is concerned, is this just an opportunity to find funding for that?

Major Reece confirms that this is the case. The anticipated cost of encryption may exceed \$400,000. However, he states that he does not know for certain what the actual cost may be.

Chairman Pennington states that some additional conversations will need to occur outside the scope of this meeting between Member Williams, Director Ford, and Member Quigley.

Member Quigley asks what the Sheriff's office's involvement with encryptions was.

Member Jim Arnott elaborates that this was something that they couldn't afford at the time. Although they are not opposed to it. The discussion was to try and encrypt all the law enforcement channels. The problem is that the smaller departments that connect and use the channels wouldn't be able to be on those channels. He notes that it has been a while since his department has had a discussion around this topic.

Webb believes that the equipment in the Sheriff's department can currently do encryption and is doing it in a few talk groups. He does confirm that the other municipal agencies around the county do not have encryption available to them built into the

radios, and it would be an expense for them. It is also a large logistical undertaking to maintain keys and share keys.

Major Reece notes that there could be a possible violation of CJIS requirements on radio channels if those lines are not encrypted.

Ford replies that there are many agencies that are not encrypted, because they can't afford it and that Missouri State Highway Patrol is not even encrypting everything.

Chairman Pennigton notes that this is worth a future discussion.

6. Adjournment

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

The next scheduled meeting will be on **Wednesday May 20, 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
Gene Smith	Member-at-Large Representative
Jim Arnott	Greene County Sheriff's Representative

**Proxy Major Eric Reece

Absent

Chris Coulter	Greene County Commission Representative
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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 2026	Mar 2026 CANCELLED	Apr 2026	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	1	A	1	A	1	8	-	2	-	0
Jim Arnott	1	A	A	1	1	P	1	P	P	P	A	A	1	2	-	4	-	4
Melanie Bach	1	1	1	1	1	A	1	1	1	A	1	1	1	8	-	2	-	0
Gene Smith	A	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	1	10	-	0	-	0
Jamie Kilburn	A	1	1	1	1	1	1	1	1	1	1	1	-	10	1	0	-	0
Collin Quigley	1	1	1	1	1	A	1	1	1	1	1	A	1	8	-	2	-	0
Chris Coulter	1	1	1	A	A	A	1	1	1	1	1	1	1	7	-	3	-	0
Paul Williams	1	1	P	P	1	P	1	A	1	1	1	1	1	7	-	1	-	2