

9-1-1 Communications Advisory Board

May 20, 2026

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Vice-Chair Chris Coulter at 3:00 pm on May 20, 2026. 7 members were in attendance.

Attendance details in attachment

2. Approval – April 15, 2026, Meeting Minutes

Vice-Chair Coulter reviewed the minutes from the April Meeting.

Those minutes were sent out for review on Friday, May 15, 2026. Member Collin Quigley motioned to approve the minutes. Member Larry Woods seconded the motion. Motion was approved 5/0.

Member Melanie Bach arrived at 3:05 and did not vote in the minute approval.

Member Jamie Kilburn arrived at 3:17 and did not vote in the minute approval.

3. Status Reports

The written report, for the January Financials, was prepared by the Greene County Budget Department. The end of March represents 25% of the year. Sales tax is at pace; however, other revenues remain behind pace. Overall, revenue ended the month slightly behind pace. Personnel expenditures are at 25% compared to pace of 27%. This amounts to vacancy being on pace to generate \$583,260 vacancy in excess of budgeted vacancy. Operations are at 35% of budget, well above pace. Telephone, Legal Counsel, Training & Meetings, Network line, and CAD System Maintenance are ahead of pace in spending. When you combine Personnel & Operations, expenditures are ahead of pace at 27%. Capital, Debt Service and Contingency are at <1% of budget. Overall, total expenditures are at 22% of budget. When you adjust for the timing of large one-time expenditures spending is at \$2,468,884 to a budget of \$2,950,803 for \$481,919 to the good through 3 months.

Cash balance at the end of March 2026 was \$8,301,911 in the warrant account. This is \$45,868 higher than last year. Cash level (less outstanding warrants of \$195,408) is 3.60 times the required operating reserve level of \$2,250,813. The equipment reserve account has a \$4,000,000 balance.

Written by Jeff Scott, Greene County Budget Office
Presented by Mike Cagle, Greene County Budget Office

4. Old Business

A. Center Update

The Center reports that it is currently 16 full-time employees short. Unfortunately, this means that the attrition rate has risen to 19%. This does not include the retirement of the current Operations Manager Rick Crismas, in July. Seven people are going through the first stage of training now. Because there are multiple people in training, the hiring process won't begin again until June 1st, with a hopeful start date in the second or third week in July.

Training is getting bottlenecked and turnaround time for a fully cross trained employee is taking more than a year and sometimes two years. There are only 15 Leads in the center, and the goal is to get those who are currently employed fully trained before bringing in a new group. The burnout rate of trainers is escalating, pushing needed changes. The new training manager has been meeting with the trainers and listening to staff to identify pain points where changes are needed and can be made. Among those is the time spent in classroom training. This will increase from two weeks to three and be entirely in-person.

The NextGen project is almost complete. The AT&T landline still needs to be wrapped up. Unfortunately, the Center is still being billed for all the trunk lines. An request has been sent to disconnect unnecessary trunk lines to cut cost.

The Springfield Police Department is working on a project with Axon body cameras. This will bring in additional software into the Center that will also work with their real-time crime center.

The systems administrator position is still open due to another promotion that is being completed. Hopefully, that will be filled quickly so as not to overwhelm the current systems administrator as new projects come in.

B. Budget Update

Work has begun on the county budget. The city budget is still undergoing the approval process through the city council. There are a few contracts that are pending review from legal and the auditor. Once that occurs, the center can get on the Commission agenda.

There is a contract with Motorola on the back of CAD, for Continuity CAD, alongside an MOU with Mercy for the project that was done last year.

Alongside the Motorola contract, there is one for a new company for pre-hire testing. The current company, Criticall has increased pricing. There is also a noticeable trend of approximately 50% of pre-hire testers failing.

Once those contracts are signed and completed, the board will be notified.

Member Colin Quigley asks for clarification regarding the testing process. Is it because the test did not encompass the skills that were needed?

Director Ford states that she believes this to be the case. She has been working closely with HR in demoing other products. The one being considered is offering a one-year free trial of the product. The current Criticall product is outdated, and it leaves little room for modification.

C. P1CAD and Statistics Update

The Center is wrapping up the CAD project. The MACH fire station alerting project has been pushed out until August. There are still some things with Motorola that are being done with the interfaces.

Ford explains that the initial report being reviewed by the board pertains to CAD events. This encompasses every time a dispatcher enters a call for service. It also includes the text to 9-1-1 numbers. For the month of April, there is a decrease in call volume of 3.5%. There have been some storms, but nothing is as significant as last April. Part of this report also includes abandoned calls. This shows a slight decrease but is still over 1000 for one month. This is a concern and is usually related to misdials or children playing with phones that still have a battery. The overall ring-to-answer time within 15 seconds is still averaging within 92.6%. Which is great despite staffing. The number of calls handled totaled 37,669. Total inbound admin versus outbound admin calls totaled 17,698. The overall total of 9-1-1 calls totaled 19,971. 91.8% of calls coming into the center are cellular.

The dashboard reports are from the Motorola CAD system, showing create-to-start times for specific types of calls. For law enforcement calls, it is based on the highest priority and the amount of time it takes for the call taker to enter information into CAD. April 2026 numbers have priority one calls totaling 50.0 seconds and priority two calls totaling 67.0 seconds. Fire processing times are measured by start to create, then create to dispatch. For April 2026, the start to create is 43.0 seconds, and the create to dispatch is 26.0 seconds. Both of these optics directly impact the KPI's and are related to national standards.

For the two final reports, Ford notes she believes it may be redundant and requests re-evaluation. This is the same information that Webb covers in his initial report. Including call-to-answer times and the number of calls answered.

Member Quigley believes that the report for multiple years is not as useful.

Ford agrees and is willing to provide a comparison view should the board request it in the future. With the final report, she explains that she covers the number of employees in her update of the Center. Fully staffed, there are 86 full-time employees. As of Sunday, the center was staffed by 70 full-time individuals.

Member Quigley states that overall, the call time of dispatch seems important to keep in the report roster. The others seem to be more management items, and it is his belief that the board does not need to see them.

Ford agrees and emphasizes the need to report exactly what the board needs to know.

5. New Business

No new business

6. Adjournment

With no further business to discuss, the meeting was adjourned at 3:26 p.m.

The next meeting scheduled will be on **Wednesday, June 17, 2026, at 3:00 p.m.** via phone conference call.

Attachment 1

Present

Chris Coulter	Greene County Commission 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
**Jim Arnott	Greene County Sheriff's Representative

*Proxy Captain Robert James

**Proxy Captain Annesha Umbarger

Absent

David Pennington
Gene Smith

Greene County Fire Department Representative
Member-at-Large Representative

Non-Voting Members Attendance

April Ford Springfield Greene County Emergency Communications Department
Mandy Walton Springfield Greene County Emergency Communications Department
Mike Cagle Greene County Commission Office

	Jan 2026	Feb 2026	Mar 2026 CANCELLED	Apr 2026	May 2026	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	A	1	1	1	1	A	1	A	1	8	-	2	-	0
Jim Arnott	1	A	A	1	P	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	1	A	1	1	1	1	1	1	1	7	-	3	-	0
Paul Williams	1	1	P	P	P	P	1	A	1	1	1	1	1	7	-	1	-	2