

9-1-1 Communications Advisory Board

May 20, 2026

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman David Pennington at 3:01pm on July 15, 2026. All members were in attendance.

Attendance details in attachment

2. Approval – May 20, 2026, Meeting Minutes

Chairman Pennington reviewed the minutes from the May Meeting.

Those minutes were sent out for review on Monday, July 13, 2026. Member Gene Smith motioned to approve the minutes. Member Chris Coulter seconded the motion. Motion was approved 10/0.

3. Finance Status Report

The end of May represents 42% of the year. Sales tax is slightly ahead of pace. Interest and other categories are strong. Overall, revenue ended the month ahead of pace. Personnel expenditures are at 39% compared to a pace of 42%. This amounts to vacancy being on pace to generate \$559,794 vacancy in excess of budgeted vacancy. Operations are at 45% of budget, above pace. Springfield Allocated Overhead was paid for the full year in May. Telephone, Legal Counsel, Training & Meetings, and CAD System Maintenance are also ahead of pace in spending. When you combine Personnel & Operations, expenditures are below pace of 40%. Capital, Debt Service and Contingency are at <1% of budget. Overall, total expenditures are at 33% of budget. When you adjust for the timing of large one-time expenditures spending is at \$3,954,757 to a budget-to-date of \$4,735,519 for \$780,762 to the good through 5 months.

Cash balance at the end of May 2026 was \$8,812,735 in the warrant account. This is \$130,277 lower than last year. Cash level (less outstanding warrants of \$119,282) is 3.84 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

Assistant Director Webb reminded Mike Cagle that the payout in leave balance for the retirement of Rick Crimas will be significant and should show up in the next month or so.

4. Old Business

A. Center Update

Director Ford introduced the new Operations Manager, Andrew Hoover, and the new Training and Education Manager, Keith Bachman.

She informed the board that, moving forward, she will begin sending a preliminary report along with the other documents sent to the board. She goes on to present this month's report.

The Center is closer to finalizing the agreement with the consulting company for the staffing and efficiency study. Member Quigley asked when the product from this study will be expected. Ford explained that a report is anticipated near the end of September or into October. She hopes to present to the board in November.

There are currently many cost-saving projects underway. The NextGen project has now been fully migrated over. This has allowed for the disconnection of most of the trunks and database charges. This will save approximately \$130,000 a year. However, the cost of NextGen Core Services will go up in 2027 due to the implementation of geo-based routing. The Center is also reviewing current contracts and software to determine where other costs can be cut. The Ford Expedition has also been ordered for a second vehicle.

For staffing, Rick Crismas retires on Friday the 17th. A variable-hour telecommunicator is also starting soon. On July 20th, staff will be at 70 people. This is low. Keith Bachman is restructuring the training program. Trainees will spend more time in the classroom before going out on the floor. In August, a class of five will start. There is also a center management course coming up for staff who are interested in becoming a center manager or moving up into promotional opportunities.

The GIS project is nearly complete. Chumba Koech is currently working with the smaller cities to get them taken care of. She is also working with Springfield GIS to get all that data ready to go into the map on the sub-address. She also contacted the surrounding counties to get an update on their GIS information. This is especially important for dispatching of fire apparatus.

Ford referred to the report she handed to the board. She stated that the Motorola MDT manager software is still being worked on to be functional. The MACH fire alerting project is currently being installed. The Center has also received some of the new Motorola portable radios and is waiting for City Utilities to program them.

The Motorola Continuity CAD upgrade contract has been signed and approved by the County Commission. Work on this project will be started soon.

B. P1CAD and Statistics Update

Starting with May, the Center was able to answer 94.1% of the calls within 15 seconds. The number of cell calls is trending upwards. 92% of all calls are from wireless devices; the remainder are a combination of VOIP and wireline. Chairman Pennington asks if that includes alarms. Webb states that many alarms come in via text from ADT. The others would be 10-digit phone calls that would be inbound admin; they would reflect in these numbers.

The activity report for June shows 9-1-1 call numbers at over 21,000. Calls were down just a little. However, answer times still came in at 93.2%.

There are no longer two sources of 9-1-1 calls coming in. Until recently, calls were still coming in on the 9-1-1 legacy trunks. With moving that last phone company provider over, they are now done, and the Center is now NextGen for all 911 calls.

Two old trunks are still being maintained. This is due to the relationship with Jasper County and because they are still on legacy 9-1-1. They would still be able to re-route to the Center as a backup and vice versa.

Ford elaborates that there will be an MOU between the Center, Jasper County, Joplin, and City Utilities for cost-sharing some fiber. There will also be an MOU between the Center and Jasper County for that cost to be invoiced back to them.

She also adds that, although the numbers look good for answering times, when the KPIs are reviewed, dispatch performance could use improvement. On the fire side, the county side is proving to be a little more difficult than on the city side—the ability to see if units are available or manned at all. On the police side, there is still some struggle with priority one and two calls.

Consolidating consoles due to staffing availability is also occurring more frequently. Because of these factors, she is looking at introducing 12-hour shifts into the already established 10-hour shifts to help with coverage. Chairman Pennington asks what that would do to SPD's operations if the other channels were down. Ford states that if admin is shut down, they can run inquiries through the PD dispatcher or through their maintenance channel.

Webb continues with the statistics. He elaborates on the trend of more calls coming in during the summertime. The create-to-dispatch times are starting to look better in June.

Chairman Pennington asks what would affect the performance metrics; is it more personnel? Webb explains that it does come down to more people in chairs. Ford states that the staffing study will ultimately help establish what that number will be.

On the CAD, there is a new version that is currently being tested. There is a tentative mid-September go-live date.

5. New Business

No new business reported.

6. Adjournment

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

The next meeting is scheduled for **Wednesday, August 19, 2026, at 3:00 p.m.** in person at the public safety center.

Attachment 1

Present

David Pennington	Greene County Fire Department Representative
Gene Smith	Member-at-Large Representative
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 Major Eric Reece

**Proxy Captain Jason Johnson

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 2026 CANCELLED	July 2026	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	A		1	1	1	A	1	A	1	8	-	2	-	0
Jim Arnott	1	A		1	P		P	P	P	P	A	A	1	2	-	4	-	4
Melanie Bach	1	1		1	1		1	1	1	A	1	1	1	8	-	2	-	0
Gene Smith	A	A		1	A		1	1	1	1	A	1	-	6	1	4	-	0
Larry Woods	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	-	10	1	0	-	0
Collin Quigley	1	1		1	1		1	1	1	1	1	A	1	8	-	2	-	0
Chris Coulter	1	1		A	1		1	1	1	1	1	1	1	7	-	3	-	0
Paul Williams	1	1		P	P		P	A	1	1	1	1	1	7	-	1	-	2