

9-1-1 Communications Advisory Board

August 19, 2026

1. Call to Order

The Greene County Advisory Board Meeting was called to order by Chairman David Pennington at 3:04pm on August 19, 2026. There were 8/9 in attendance.

Attendance details in attachment

2. Approval – July 15, 2026, Meeting Minutes

Chairman Pennington reviewed the minutes from the May Meeting.

Those minutes were sent out for review on Friday, August 14, 2026. Paul Williams motioned to approve the minutes. Chris Coulter seconded the motion. Motion was approved 8/0.

3. Finance Status Report

The end of June represents 50% 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 49% compared to pace of 50%. This amounts to vacancy being on pace to generate \$84,979 vacancy in excess of budgeted vacancy. Operations are at 48% of budget, better than pace. Springfield Allocated Overhead was paid for the full year in May. Telephone, Legal Counsel, network Line, Equipment Lease, and CAD System Maintenance are also ahead of pace in spending. When you combine Personnel & Operations, expenditures are below pace of 49%. Capital, Debt Service, and Contingency are at 2% of budget. Overall, total expenditures are at 40% of budget. When you adjust for the timing of large one-time expenditures, spending is at \$4,946,569 to a budget-to-date of \$5,627,877 for \$681,308 to the good through 6 months.

Cash balance at the end of June 2026 was \$8,445,043 in the warrant account. This is \$153,960 lower than last year. Cash level (less outstanding warrants of \$119,282) is 3.75 times the required operating reserve level of \$2,250,813. The equipment reserve account has a \$4,000,000 balance.

Written by the Greene County Budget Office

Presented by Jeff Scott, Greene County Budget Office

Assistant Director Webb points out that the new vehicle has been ordered and it will be six months' delivery time after receipt of the order. This means that it may not clear the 2026 budget and will also be reflected in the 2027 budget.

Director Ford explains that the act of planning a budget for both the county and the city can be cumbersome. Approval must be given by both the County Commission and the City Council. This often leads to project extensions due to internal processes.

Colin Quigley asks if there is a better way to handle the budget. How is it decided which purchasing procedures should be used for which items?

She replied that it comes down to which side will be easier to process. In situations like staffing, that must go through the city side of the budget which is also budgeted and approved on the county side. For another example, the additional vehicle for the Department must go through the City because the County doesn't have the insurance to cover city employees in county vehicles.

If a citizen were to look at the city side of the budget, and there are only X dollars spent, they are not seeing the whole picture of the 9-1-1 budget until they look at it on the county side.

Chairman Pennington stated there is a need for further discussion on a policy level.

4. Old Business

A. Center Update

Director Ford released her report, which outlines the contracts and agreements, along with budget, policy and procedure, operations, and staffing. She remarks that there are a few additions to this report. The GIS specialist, Chumba Koech, has put in her resignation. She has given a month's notice, which has allowed the department to start the process of opening the position with HR. The Center will continue to lean on City IS for their GIS support, and Justin Foss, a former GIS Specialist with the Center, now an Information Systems Specialist, will be assisting in the transition and cross-training. There has also been a telecommunicator resignation. She accepted a position at another local company for regular business hours. There were no questions regarding April's report.

The Eventide recorder purchase is currently awaiting approval from County purchasing. The furniture replacement process is also at the approval stage and waiting on final quotes. Mission Critical Partners (MCP) was hired and contracted through the county for the staffing and workload study. There has been an introduction call, and the project is currently waiting for a kickoff date. City HR will be a part of that process. Neogov's Power Engage has been demoed and priced. The Center currently uses Frontline for policy retention and conduct but demoed other NeoGov products. Frontline is the most affordable for policy retention and conduct tracking.

In addition, the police department bought a product from Axon called Prepared 9-1-1. As a part of this purchase four different modules were acquired that can be used at 9-1-1. These modules are in the process of implementation with Assistive Call Taking being the first module. So far, the transcription is really good. The next module is Assistive Dispatching. Once connected and integrated through the radio system, it picks up keywords, and the dispatcher will immediately see them.

The Center is also considering doing a call tree on the non-emergency line. It is being inundated with spam calls. This is in the early stages, and more information will be sent out as it becomes available.

The secure parking lot at the Public Safety Center has had issues with the gates for several years. The quote that has been obtained to fully replace them is a little over \$60,000. Franz, the Building Operations Manager, will sit down with Director Ford later to discuss what the process will look like.

B. P1CAD and Statistics Update

The kickoff meeting for continuity CAD has occurred. This is the cloud-based CAD that will be the backup and work in conjunction with the current CAD. It will allow for more flexibility by seamlessly switching over to that system during downtime. The cloud version is always watching what is going on in Production CAD. Chairman Pennington asks if the Continuity CAD will affect the volume of calls or initial CAD function. Assistant Director Webb states that this will not affect anything other than access. Right now, the functionality is not established with the cloud interface. The Center is also working on Mach Fire Station Alerting for Springfield Fire. This will change how fire is notified all over the county by reading out the initial dispatch of fire calls.

Wireless calls keep going up and are now at 92.6%. Even with the reduction in staff, 93.9% of calls were answered within 15 seconds. This is outstanding for July. Processing times are holding steady.

The only other project is a CAD version upgrade, which is ready to switch over and go live in just a couple of weeks.

5. New Business

A. 2027 Budget Update

Some quotes are still being processed, and the final numbers have not come in yet. Any salary and benefits changes from the Mission Critical Partner's recommendations or the city HR department staffing study will need to be updated

to reflect the new figures. GIS support for the flyover for aerial photography has not been billed yet, and there is hope that it will be posted before November. The Professional Services section includes the Mission Critical Partners staffing study along with all other professional services. It is possible that Mission Critical Partners will not invoice before the end of the year, and it was budgeted for 2026. The Springfield Allocated Overhead is also increasing. This will be a three-year process until 2029.

There are few vendors who have re-branded or been acquired. Seculore is now Active Eye and is a part of Motorola Solutions. Pre-Employment testing that was conducted using Criticall software is being changed to a new vendor, ThisGen which is free.

Outside of standard operating costs, there are some computer equipment costs that are anticipated for the replacement of some PCs. The Center is also wanting to move from the MCC7500E radio consoles to the AXS consoles. This will probably be a final budget adjustment request once the final numbers are received.

The vehicle was budgeted for 2026 but due to the ordering process may not arrive until 2027.

Barring any changes to quotes that are in process, this is the total expense based on the current projections, which comes in at \$13,192,743.

Director Ford asks for a recommendation from the Advisory Board for a preliminary budget to be presented to the County Commission. Paul Williams motioned to approve. Chris Coulter seconded this motion. Motion was approved 8/0

B. Sales Tax Decision

9-1-1 is funded through a sales tax. Part of the statutes that govern the operation requires the Board to make a determination regarding the sales tax rate every year. The deadline is September 1st. Jeff Scott's recommendation is that the current rate be kept, given the type of expenditures that are expected in the upcoming year.

Director Ford mentions that most PSAPs are trying to carry six months to a year in reserves. Some of them carry more. From the numbers, the Center is looking at currently having almost one year in reserve. The biggest concern is if businesses in the county are notified of a lower tax rate and they implement the reduction, it will be difficult to turn that back around when the funding is no longer adequate to support operations, which will result in a shortfall in the budget.

Mr. Scott confirms that the finance department will look at a rate that would hold projections steady.

Chairman Pennington asks if there are any significant expenditures currently. Director Ford confirms that the radio consoles could be up to a 3 million dollar project.

-Collin Quigley asks for a study to see what the suggestion would be to have on hand and what is consistent with other PSAPs. This would include where the available resources might go in the future.

Motion put forth by Collin Quigley to maintain the sales tax rate at its current rate. The motion was seconded by Paul Williams. Motion was approved 8/0

6. Adjournment

With no further business to discuss, the meeting was adjourned at 4:21 p.m.

The next meeting is scheduled for **Wednesday, September 16, 2026, at 3:00 p.m.** for a virtual conference.

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 Deputy Derek Welch

Absent

Gene Smith	Member-at-Large Representative
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Non-Voting Members Attendance

April Ford	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 2026	May 2026	June 2026 CANCELLED	July 2026	Aug 2026	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	4	8	1	2	-	0
Jim Arnott	1	A		1	P		P	P	P	P	A	A	2	2	1	4	3	4
Melanie Bach	1	1		1	1		1	1	1	A	1	1	6	8	-	2	-	0
Gene Smith	A	A		1	A		1	A	1	1	A	1	2	6	4	4	-	0
Larry Woods	1	1		1	1		1	1	1	1	1	1	6	10	-	0	-	0
Jamie Kilburn	A	1		1	1		1	1	1	1	1	1	5	10	1	0	-	0
Collin Quigley	1	1		1	1		1	1	1	1	1	A	6	8	-	2	-	0
Chris Coulter	1	1		A	1		1	1	1	1	1	1	5	7	1	3	-	0
Paul Williams	1	1		P	P		P	1	1	1	1	1	3	7	3	1	-	2