9-1-1 Communications Advisory Board

September 16, 2026

1. **Call to Order**
   The Greene County Advisory Board Meeting was called to order by Chairman David Pennington at 3:01 p.m. on September 16, 2026. There were 7/9 in attendance.

   Attendance details in attachment
2. **Approval – August 19, 2026, Meeting Minutes**
   Chairman Pennington reviewed the minutes from the August meeting.
   The minutes were sent out for review on Friday, September 11, 2026. Member Chris Coulter motioned to approve the minutes. Member Larry Woods seconded the motion. Motion was approved 7/0.
3. **Finance Status Report**
   The written report for the July Financials was prepared by the Greene County Budget Department. The end of July represents 58% of the year. Sales tax is ahead of pace. Interest and other categories are strong. Overall, revenue ended the month ahead of pace. Personnel expenditures are at 56% compared to pace of 58%. This amounts to vacancy being on pace to generate $184,500 vacancy in excess of budgeted vacancy. Operations are at 53% of budget, better than pace. General Liability, Telephone, Legal Counsel, Springfield Allocated Overhead, Network Line, and CAD System Maintenance are also ahead of pace in spending. When you combine Personnel & Operations, expenditures are below pace of 55%. Capital, Debt Service, and Contingency are at 2% of budget. Overall, total expenditures are at 45% of budget. When you adjust for the timing of large one-time expenditures, spending is at $5,673,404 to a budget-to-date of $6,520,235 for $846,831 to the good through 7 months.
   Cash balance at the end of July 2026 was $9,277,671 in the warrant account. This is $1,836,263 higher than last year. Cash level (less outstanding warrants of $816,766) is 3.76 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

   Mr. Scott added to his written report that the Commission agreed to keep the tax rates the same and review the budget next year.

4. **Old Business**

A. Center Update

Director Ford discussed her written report, which outlines the contracts and agreements, along with budget, policy and procedure, operations, and staffing. She remarks that there are a few notes she wishes to make. The Eventide Recorder's final quotes are in. The review process is pending Cindy Stein's return from Jeff City to make sure that it will be okay to ask for five years in advance for maintenance and to also pay that up front. The cost of which would be a little over $200,000, and may take out some of the reserves. The furniture replacement quote has also been submitted and is pending acceptance. The quote is also in for the new radio consoles that will replace the Motorola MCC 7500, which is pending final numbers and County Commission approval.

At the last meeting, she was tasked with researching neighboring PSAPs and jurisdictions that are funded with sales tax to determine what they keep in reserves. She is still gathering information and will present that report at the next board meeting.

Mission Critical Partners, the consulting firm, has begun the staffing and efficiency study. They are currently holding work sessions with field units, governance, and frontline telecommunicators. City Human Resources has been involved in almost every session. They are also studying several areas that may align with recommendations from Mission Critical Partners.

Staffing is at 74 full-time employees, with 10 currently in active cross-training. The Center is asking HR for consideration in allowing for promotions of trainers within the department to reduce some of the training process delays.

B. Budget Update

The budget is preparing to go through the County approval process. At the last meeting, there was a request to speak with Finance about the agreement and how bill payments are processed. She reviewed the current process with Collin Quigley, Chris Coulter, and David Holtmann. While some items were consistent with the agreement, others were not. She will prepare a proposal to amend that agreement.

C. P1CAD and Statistics Update

There is a plan to upgrade the CAD software version. When testing was conducted, a few issues were identified in the new software version. The upgrade has been

pushed back until mid-October for resolution to those issues. Motorola expects to have those blocking issues resolved before the new upgrade date.

The fire station alerting system is being configured and finalized for installation.

The Center is also working on connecting the CAD system to Axon Fusus and its associated software for the Police Department and 9-1-1.

9-1-1 call volume remains steady compared with the previous year. More than 90% of calls are answered within 15 seconds. The area that could use improvement is the time required to dispatch calls. There is currently a lag in dispatch response time. Several procedures are being considered to improve processing times. When MACH and the radio interface are fully operational, fire dispatch times are expected to improve significantly. Since the transition to NextGen 9-1-1, the total number of abandoned calls is below 1000. Month-to month comparisons show that the summer is busy but call volume decreases after school starts.

5. New Business

None to report.

6. Adjournment

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

The next meeting is scheduled for **Wednesday, October 21, 2026, at 3:00 p.m.** for a virtual conference.

Attachment 1

Present

David Pennington	Greene County Fire Department Representative
Chris Coulter	Greene County Commission Representative
Jamie Kilburn	Greene County Fire District Representative
*Paul Williams	Springfield Police Department Representative
Larry Woods	Greene County Municipality Representative
Chris Coulter	Greene County Commission Representative
Melanie Bach	Springfield Business Representative
Jason Johnson	Greene County Sheriff's Representative

*Proxy Major Tad Peters

Absent

Gene Smith	Member-at-Large Representative
Collin Quigley	City of Springfield Representative

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 2026	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**	6	8	1	2	-	0
Jim Arnott	**1**	**A**		**1**	**P**		**P**	**P**	**x**	**P**	**A**	**A**	5	2	1	4	3	4
Jason Johnson									**1**				1					
Melanie Bach	**1**	**1**		**1**	**1**		**1**	**1**	**1**	**A**	**1**	**1**	7	8	-	2	-	0
Gene Smith	**A**	**A**		**1**	**A**		**1**	**A**	**A**	**1**	**A**	**1**	2	6	4	4	-	0
Larry Woods	**1**	**1**		**1**	**1**		**1**	**1**	**1**	**1**	**1**	**1**	7	10	-	0	-	0
Jamie Kilburn	**A**	**1**		**1**	**1**		**1**	**1**	**1**	**1**	**1**	**1**	6	10	1	0	-	0
Collin Quigley	**1**	**1**		**1**	**1**		**1**	**1**	**A**	**1**	**1**	**A**	6	8	-	2	-	0
Chris Coulter	**1**	**1**		**A**	**1**		**1**	**1**	**1**	**1**	**1**	**1**	6	7	1	3	-	0
Paul Williams	**1**	**1**		**P**	**P**		**P**	**1**	**P**	**1**	**1**	**1**	7	7	3	1	-	2