**Emergency Communications Community Advisory Board**

**April 17, 2025**

**Members present:** Greg Kalkwarf, David Thorne, Sharon VanHorn, Randy Reynard, Daniel Alderson, Melissa Webb, and Hunter Hill.

**Also, present:** Director Elora Forshee, Deputy Director Alayna Moreno, and Lieutenant Jackie Blackwell.

1. **Call to Order Greg Kalkwarf**
2. **Approval of 02-20-2025 Meeting minutes Approved by the Board**
3. **911 Updates – Director Forshee**
4. **Jensen Hughes Dashboard Updates – Director Forshee** – Handouts provided from the Jensen Hughes Report – Nothing really to go over or review.
5. **2026 Budget** – What has been requested –
   * 1. 20 Call Taker Positions
     2. Accreditation Manager
     3. Issues Tracking System
     4. Funds for Public Education and Job Recruitment
     5. Funds requested for additional phone consoles, $18,000 per system
6. **Report from Tulsa 911 Networking trip (Non-emergency number discussion)** – Similar sized community. Brought back a lot of training ideas and different ideas that we are looking into implementing. They hold graduations for their 911 Academies and we will be doing that beginning with our current class that started on March 24th; and our first Graduation will be on May 2nd. Discussed the release process for on-the-job training, and similar struggles that we are both working through. They have a Real Time information Center (RTIC) which is also something that WPD is starting; and we will be partnering with Chief Sullivan that to be a part of that process. Tulsa will be coming to Wichita to visit in June 2025. Tulsa does not have a “311” non-emergency number.
7. **911 Data Dashboard** - Working on a 911 Data Dashboard with IT. Reviewed the EMS website and their dashboard. Implementing calls answered, calls dispatched, staffing levels (how fully staffed we are or not), information that the public would be interested in knowing without providing any personal or critical information that shouldn’t be made public, like crime data or arrests.

1. **PR/Public Education Update – Lt. Blackwell**
   1. Met with Sedgwick CountyCommunications Team – Will be doing a couple different initiatives with their team. One will be a “Day in the life of a Dispatcher” to give the community a face to the voice; and then we will be doing some short videos of why we do what we do; informational videos.
   2. Career Fairs attended recently: Butler County Community College, WSU-Criminal Justice, Veterans Administration, and South High School CSI Day. In addition to the career fairs, Jackie met with the Citizens Police Academy, Hispanic Citizens Police Academy, Wichita Fire Academy, and Clearwater Senior Center. Jackie and her Recruitment Team also had a booth at ICT Open Streets with a good turnout. They will also be attending NOMAR coming up in May, as well as Maize’s Career Day.
   3. The survey questions for the website feedback form with AXON and WPD are still in the process.
   4. Sedgwick County Human Resources posted another job opportunity for Call Takers as of Tuesday, evening April 15, and so far we have received 40 applications. This academy will begin May 27, 2025.
2. **Community Feedback – Greg Kalkwarf**
   1. **Text system for immediate**: status on pilot scope and timing with Axon WPD’s vendor. – Jackie addressed in Item 4.
   2. **Community engagement into call center**: status on invites observations, and feedback. – Jackie addressed in Item 4.
   3. **External community engagement**: status and feedback on recent presentations, future scheduled presentations. – Director Forshee – Once the PR videos get completed and distributed out there for the public to see/hear it will help in educating the public. That will re-vamp our push to the neighborhood association meetings that we can to get our information out there to them and they can pass it along to others within their communities. Possibly adding/refreshing to the PR videos about TEXT 911; and to suggest it be added to police vehicles “CALL OR TEXT 911”.

1. **311/non-emergency line: status on ramping up, training and staffing**
2. **Non-Emergency Line** – Director Forshee – Not sure that “311” is what Sedgwick County should use for our Communication Center. Traditionally, “311” is for potholes, tree limbs, non-injury accidents. For instance, in Tulsa they have two non-emergency numbers city wide, one used M-F 8am-5pm, the other used weekends and after hours. However, some of their non-emergent calls can be on hold for up to 30 minutes. For Sedgwick County, it has been discussed to use the same non-emergent number that is used during Fourth of July, and New Year’s Eve; which is, 316-290-1011. We would like to wait until after this summer to roll this out in the fall, but nothing is final on this.
3. **Data request: status of KORA** – Information has been provided, waiting for further review from Mr. Thorne.
4. **Revisit 2025 goals from October 2024 meeting** - **Revised** – **No clarification on all updates to goals**
   1. Non-Emergent phone number for the public to use
   2. Gathering input from the community on their experience calling 911
   3. Survey sent from the 911 Advisory Board to 911 Emergency Communications employees. Inquiring their needs, wants, and what is lacking; notifying the employees this will be anonymous, so openness and honesty is welcomed. Also that the information provided to the board can be trusted. As well as ensuring what the Advisory Board was created to help in doing.
   4. How to engage the community?
   5. Employment recruiting in different language communities
5. **New Business**
6. Board members still needed – Two spots - Class 3 cities and Youth Class
7. Translation for 911 Calls – Director Forshee discussed the two organizations that assist with our Non-English speaking callers.
8. **Next Meeting – June 26, 2025 / 4:00pm – 6:00pm**
9. **Adjournment @ 6:00pm**