

Emergency Communications Advisory Board

October 9, 2025

Members present: Sheriff Jeff Easter, CIO Scott Wagner, Firefighter Brian Finan, Chief Kevin Lanterman, Asst. City Manager Donte Martin, Chief Brandon Russell, Chief Tammy Snow, Chief John Turner, and Chief Jeff Whitfield.

Alternate Board Members: Deputy Chief Lem Moore, Deputy Chief Ray Hensley, and Greg Gann.

Also, present: Director Elora Forshee, Jackie Blackwell, Shannon Reed, and Rusty Leeds.

1. Call to Order – Chief John Turner called the Meeting to order with a quorum present.

2. Minutes from June 12, 2025 – Approved

3. Director's Report – Director Forshee

- a. Strategic Plan** – Six Goals that we want to accomplish over the next two years (2025 thru 2027):
 - i. Public trust and confidence** – Making sure calls are getting answered quickly, not an issue as it was several years ago; be sure KPI's are out there, dashboards are working. Purchasing additional phone consoles to accommodate the additional positions. Pursuing accreditation is also part of this goal.
 - ii. Work environment** – Ensuring the equipment is in working order and providing the staff with what they need to feel comfortable in this environment. Leadership training to help foster the desired culture. And pushing toward alternative scheduling.
 - iii. Providing Reliable Technology** – In soliciting feedback from staff for the strategic plan, one main theme was ensuring that technology is reliable, specifically the CAD system, which has not been as reliable as anticipated. Currently experiencing the CAD crashing for no reason. Beginning to collect information with potential of going back to the Commission and asking for another CAD system. The 911 Tech Coordinator position will be working on an field-user Technology Group, that Connor beginning to work on and his successor will follow through with this group more actively. Budget authority has been given to us with the 2026 budget for a reporting platform so that those in the field, when they have problems with CAD, radios, or operational issues, have a clear way to report those issues and how it will get reported and resolved.
 - iv. Efficiency within Emergency Communications** – Making sure we have things running smoothly as possible. Going into the 2026 budget request we asked for 20 new positions to separate out the Call Taking and Dispatching; and to monitor fire tac channels when we have a structure fire. Beyond that, creating efficiency through making sure we have some messaging and clear communication over who to call if not 911, in different situations. There has been some dialogue about a non-emergency line (311). Someone has to staff that unsure if anyone has the infrastructure or if it is needed. We will be working with the City of Wichita and City of Derby on how we do collaboratively message this to give people that information for things that they don't need to call 911 for.
 - v. Training and Professional Development** – Remains as a focus on the department. Separation of the Call Taking and Dispatching is already listed within the other goal. Discipline specific dispatching – Fire and EMS being a part of this training, as well as Sheriff's office and Wichita PD working with the academy for training dispatchers.

- vi. **Collaborate with Public Safety** – Work with partnering agencies to help in providing support and better serve each other to help in better understanding the needs of the community.
- b. **EFD (Emergency Fire Dispatch) Protocol** – This EFD protocol system, is from the same company and similar to the emergency medical dispatch; there are scripted questions specifically designed to what is going on and geared more towards refined response plans to the fire side. All staff is being trained on this two-day training; a ½ day training on the software, and then an internal training system specific to our area.
- c. **Radio Consultants** – Meeting notices sent out for the Radio Consultant that will be in Market around the 3rd week in October. Questions sent out ahead of time to go over with your team. Meetings with EMS, Fire, LE, Radio Shop, Public Works, and Dispatch. They will be going around to tower sites and start auditing our equipment. When we get to 2028 and Motorola will no longer support our system the goal of this Consultant is also to provide recommendations and other things about what our next step is, whether to start all over with Motorola, Harris, or Tate.
- d. **Encryption Update** – Pending receipt of the new recording system from EXACOM

4. Subcommittee Reports

- a. **LE Subcommittee –Director Forshee / (Deputy Director Moreno attending another training on this day)** – No new info since last meeting, still working through report Call Types. Next meeting TBD.
- b. **EMS Subcommittee – Colonel Reed** – At their last meeting they discussed determinant codes and changes they made with our committee as well as discussed acuity levels on some of their transfers for billing.
- c. **Fire Subcommittee – Chief Snow** – Director Forshee discussed the EFD Protocol, additional discussion on fire agencies, terminology, radio consultant, and included discussion on the other agencies (LE, EMS), and the resignation of Connor Murphy.

5. Staffing Report – Lt. Blackwell

- a. The department hired eight call takers that begin on October 14. Those positions are double fills. The seven call takers currently in training will begin the OJT at the end of the week, to be released November 9. That adds an additional three weeks to their initial training providing extra support once out on the floor. After that they will meet with our Employee Development Team for an additional six weeks. This is all part of the Phase II process recently implemented.

6. Off Agenda Items – No Off Agenda Items.

Next Meeting December 11, 2025 @ 1400

Motion to Adjourn @ 1423