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[www.marc.org/emergency](http://www.marc.org/emergency)

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## NEW COURSE ADDED TO MARC 9-1-1 TRAINING PROGRAM

As a result of the Homeland Security Presidential Directive 5, National Incident Management System (NIMS) training is required for all public safety personnel, including telecommunicators.

NIMS provides a consistent approach to prepare for, prevent, respond to, and recover from various incidents that can occur nationwide. Telecommunicators must take the Federal Emergency Management Agency (FEMA) Independent Study (IS) 700 course and pass the accompanying test in order to meet the federal mandate.

MARC, in cooperation with SEMA, has developed a four-hour course focusing on the telecommunicators' role in NIMS incorporating the required IS 700 course. This course will be offered bimonthly at the MARC 9-1-1 Training Center and is free for consortium members and \$49 for non-consortium members. Missouri Telecommunicator Certification pending. Currently the course content is being finalized, and instructors are being recruited.

For further information about the NIMS course or if you are interested in instructing the course, contact Robin Tieman at [rtieman@marc.org](mailto:rtieman@marc.org) or 816-701-8334.

## UPDATE ON TACTICAL INTEROPERABILITY COMMUNICATIONS PLAN

On May 6, the Regional Interoperability Committee met and discussed the Tactical Interoperability Communications (TIC) Plan. This plan is required by the Office of Domestic Preparedness (ODP) to be completed by each identified Urban Area Working Group.

At the May meeting, representatives from Interoperable Communications Technical Assistance Program (ICTAP) and SEARCH, The National Consortium for Justice Information and Statistics, were present and assisted with the development of this vital plan.

The plan documents what interoperable communications resources are available within the urban area, who controls each resource, and what rules of use or operational procedures exist for the activation and deactivation of each resource.

ODP initially required this plan be completed September 2005, but has now changed the date to May 2006. The MARC region has made significant progress towards the completion of this plan by the September 2005 date.

For further information about this plan, contact Kevin Whittaker, [kwhittaker@marc.org](mailto:kwhittaker@marc.org) or 816-701-8323.

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### UPCOMING EVENTS:

- June 7-10: Tactical Operations Plan Workshop at the Lenexa Police Department
- July 6-8: Tactical Operations Plan Workshop at the Mid-America Regional Council
- July 21: Professional Development Series at the Royals Stadium Club
- July 25 and August 1: MARC Public Safety Strategic Planning Workshops
- For more information about upcoming events, contact [e911@marc.org](mailto:e911@marc.org) or 816-701-8330

## VOIP COMPANIES TO PROVIDE E911 SERVICE

In May, the Federal Communications Commission (FCC) ordered Internet telephone companies to supply enhanced 9-1-1 to their customers as a standard feature. Providers will have 120 days to comply after the order is published in the Federal Register.

MARC and regional PSAP personnel have been aware of the problems Voice over Internet Protocol (VoIP) customers are having when making 9-1-1 calls. Many times when a 9-1-1 call is received by a PSAP, the dispatcher is not provided with a callback telephone number and/or location information. In addition, there are many cases of the call not being routed to the correct 9-1-1 center or being routed to a 10-digit administrative line.

"The Regional 9-1-1 System is very pleased with the FCC order to require VoIP providers to offer full E9-1-1 services to all of their customers," said MARC's Director of Public Safety, Greg Ballentine. "We expect providers to easily connect through the MARC selective router."

VoIP providers also must inform their customers of capabilities and limitations of the 9-1-1 service that is provided to them. Connection to a 9-1-1 operator, for example, would not be possible for a VoIP customer in the event of a power failure or loss of Internet connection.

A major problem in providing 9-1-1 service to VoIP customers is that calls can be made anywhere there is an Internet connection, making it difficult for 9-1-1 operators to identify a caller's location. While customers will have to provide their location to the provider, the FCC order requires that VoIP providers give their customers a way to update their location and callback numbers.

VoIP providers are encouraged to contact the MARC Public Safety program and inquire about interconnecting with the regional 9-1-1 system. Currently, there are millions of VoIP users, and that the number will reach 26 million by 2008. For further information, contact Saralyn Hayes at [shayes@marc.org](mailto:shayes@marc.org) or 816-701-8314.

**For the most recent 9-1-1 Training Program information visit:**

<http://www.marc.org/emergency/9-1-1courselisting.htm>

Register online or call 816-701-8330



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## REGIONAL 9-1-1 PROGRAM HONORS LOCAL 9-1-1 YOUTH HEROES

The Kansas City Regional 9-1-1 System honored three area children during a 9-1-1 Heroes award ceremony on April 18. The primary purposes of the Kansas City Regional 9-1-1 Hero Award program are to recognize and reward youth who demonstrate knowledge of the proper use of 9-1-1 by performing some heroic action during the course of the emergency/call and to promote public education and awareness of 9-1-1. In order to receive the award the heroes must have initiated the 9-1-1 call and performed some heroic action during the course of the emergency that resulted in saving a life, significantly reducing property loss, or stopping a crime.

During the ceremony, a 9-1-1 Heroes award was given to Austin Ayers Winn, who was waiting for his kindergarten bus when his older sister, who was also babysitting an infant, had a seizure. Austin dialed 9-1-1. Leavenworth County Dispatchers Perry Carter and Doug Davis took his call. When the first responders arrived on the scene, they found the infant under the patient who was having the seizure. Austin's quick thinking may have saved both his sister and the infant.



The title of 9-1-1 Hero was also awarded to Gerren Watson and Noah Love, who were at their grandmother's home, when she suffered a severe epileptic seizure. Ten-year-old Gerren dialed 9-1-1, and MAST Dispatcher Tom Elwood coached Gerren to help his grandmother breathe until paramedics arrived. In his conversation with Gerren, Elwood also learned that food was cooking at the time, and he instructed Gerren to turn off the stove to prevent a fire. Noah, Gerren's five-year-old brother, assisted by waving down the ambulance as it arrived.

The youth were presented with 9-1-1 Heroes t-shirts, plaques, medals, and prizes from local companies. Dispatchers Carter, Davis, and Elwood were also recognized at the event for their efforts during the emergency calls.

To nominate a 9-1-1 Hero or for further information about the program, visit <http://www.marc.org/emergency/heroes.htm> or contact Annie Akehurst, [aakehurst@marc.org](mailto:aakehurst@marc.org) or 816-701-8242.

## 9-1-1 ERROR REPORTING CONTEST - WIN A PORTABLE DVD PLAYER!

MARC and the public safety agencies in the region continue to diligently improve the quality of all records in the regional 9-1-1 database. The most effective tool for locating errors is reports received from 9-1-1 personnel when the proper location or call-back number does not display upon receipt of a 9-1-1 call. To have some fun, and encourage the timely submission of 9-1-1 error reports, MARC's public safety program is having a 9-1-1 error reporting contest for area PSAP personnel. The contest will run for the months of June, July and August.

The public safety professional submitting the most 9-1-1 error reports based on percentage of call volume for their respective PSAP location will win a portable DVD player! The winner will be notified in September and announced in the *Metro Communicator*. Questions? Contact Saralyn Hayes, [shayes@marc.org](mailto:shayes@marc.org) or 816-701-8314.

### Rules:

- Error reports must be submitted through Info Manager.
- Error reports must be legitimate (misroutes, record not found, incorrect ANI or ALI).
- Error reports must be submitted within 24 hours of the 9-1-1 call.
- Error reports must include the calltaker's name.

## 2006 9-1-1 TRAINING CALENDAR CONTEST ANNOUNCED

Each year the Mid-America Regional Council Public Safety Department publishes a calendar of upcoming training classes and events. A very special calendar is planned for 2006, and here is your chance to be part of this calendar!

The theme for the 2006 public safety training calendar is "Working in a Public Safety Communications Center." Each month of the 2006 calendar will feature a drawing by local youth of what communications center personnel do for their jobs. Invite your children, nieces, nephews, neighbors, etc; ages 4-16, to submit a drawing for the 2006 calendar.

Drawings must be submitted to MARC by August 1, 2005. All submissions must be drawn on 8 1/2 by 11" white, multi-purpose copy paper. Winners will be notified by MARC Public Safety staff of the month their drawing will be featured on the calendar. Drawings can be created using marker, color pencil, or crayon. On the back of each drawing please include the following information: name of artist, age and grade of artist, artist connection to PSAP, address, phone number, and email address.

Once submitted to MARC, drawings become the property of the MARC Public Safety Department and will not be returned. If you have any questions or wish to submit a drawing for consideration, contact, Annie Akehurst, [aakehurst@marc.org](mailto:aakehurst@marc.org), 816-701-8330, 600 Broadway, Suite 300, Kansas City, MO 64105-1554. We look forward to receiving creative drawings from local youth!

## OVER 300 ATTEND 8TH ANNUAL TELECOMMUNCIATOR APPRECIATION CELEBRATION

The Kansas City Regional 9-1-1 system honored the region's public safety communications professionals at a celebration held April 16 at the Westin Crown Center hotel. MARC hosts the celebration each year as part of National Public Safety Telecommunicators' Week — a time set aside to honor the unsung heroes who staff the nation's 9-1-1 centers and other emergency dispatch locations.

Over 300 public safety personnel from nearly 50 public safety answering points (PSAPS) attended the celebration. Fox 4 TV anchor, Loren Halifax, served as emcee for the event. Welcoming remarks were made by Greg Ballentine, MARC's director of public safety and president of the Association of Public Safety Communications Officials. Comedian Mark Mayfield and musical performer John Berry provided entertainment. Many area businesses donated valuable prizes and appreciation gifts. Thank you, public safety personnel, for keeping our community safe!

## NARROW BANDING DEADLINE

For Public Safety Radio Pool licensees operating in the 150-174 MHz and 421-512 MHz bands, the Federal Communications Commission (FCC) has established a January 1, 2013, deadline for mandatory migration to 12.5 kHz technology.

12.5 kHz technology achieves the narrowband equivalent of one channel per 12.5 kHz of channel bandwidth (voice) communication. Most manufacturers are preparing to provide public safety radio equipment well in advance of the deadline.

For further information, visit [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-04-292A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-04-292A1.pdf) or contact Kevin Whittaker, [kwhittaker@marc.org](mailto:kwhittaker@marc.org) or 816-701-8323.