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www.marc.org/publicsafety

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NEW TRAINING COURSES ADDED TO MARC PUBLIC SAFETY TRAINING PROGRAM

Several new public safety training courses are planned for the 2006 calendar year. Course topics have been added for telecommunicator, supervisor, and technical managers.

One new class for telecommunicators and supervisors is *Dispatcher Performance Enhancement*. Course discussion will include information about how public safety personnel can change habits, attitudes and beliefs that can positively impact performance. The class is scheduled for May 1 in the MARC Conference Center. The course cost is free for consortium members and \$89.00 for non-consortium members.

Other new classes this spring include *Communications Training Officer, Basic Fire Communications, Spanish II for Telecommunicators and Communications Asset Survey and Mapping (CASM) and Communications Asset Mapping (CAM)*.

"I am very excited to bring public safety personnel new and relevant topics during 2006," said Robin Tieman, public safety training coordinator. "Last year we conducted several surveys to analyze the training program offerings, and I am confident those analyses have assisted in developing an even stronger training program."

For further information about public safety training or to join the consortium, visit www.marc.org/publicsafety/training, call 816-701-8330 or email e911@marc.org.

MARC PUBLIC SAFETY PROGRAM PARTICIPATES IN 3-1-1 OVERSIGHT COMMITTEE

In January, the MARC public safety program was asked to represent the region at 3-1-1 oversight committee meetings held by the city of Kansas City, Mo. There have been several meetings, and staff has stated the Public Safety Communications Board's position on 3-1-1 during these meetings, with the hopes that any 3-1-1 system in the region is integrated with 9-1-1 to ensure proper response to emergency calls.

The meetings have included updates from the city of Kansas City on their city's 3-1-1 implementation, United Way's 2-1-1 system information and various possibilities to integrate 3-1-1

and 9-1-1. Kansas City is scheduled to officially launch 3-1-1 in June 2006.

Currently, MARC public safety staff is conducting an informal phone interview with the region's local governments to learn of other areas interested in 3-1-1 implementation. This informal survey will help MARC determine future involvement with 3-1-1 and regional collaboration possibilities.

If you have questions or if your community has plans for a 3-1-1 system, please contact Annie Akehurst at aakehurst@marc.org or 816-701-8242.



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UPCOMING EVENTS:

- April 14: 9-1-1 Telecommunicators Appreciation Celebration at Sheraton Overland Park
- April 18: Public Safety Communications Users Committee Meeting
- April 25: Public Safety Communications Board Meeting
- May 18: Professional Development Series *The New Workplace: How Leaders and Managers Can Cope* at the Royals Stadium Club
- For more information about upcoming events, contact e911@marc.org or 816-701-8330

2006 TELECOMMUNICATORS APPRECIATION CELEBRATION ANNOUNCES ENTERTAINMENT LINEUP

The 9th Annual 9-1-1 Telecommunicators Appreciation Celebration is just around the corner and an evening of first-rate entertainment and excitement is planned. The event is Friday, April 14, 2006, from 6:00 to 10:00 p.m. at the Sheraton Overland Park at the Convention Center and will include dinner, entertainment, prizes and more. The registration fee is \$10.00 per person. This celebration, held during National Telecommunicators Week, honors the nearly 600 professional men and women who answer over 1.75 million 9-1-1 calls in the region.

The feature performance of the evening is recording artist Bryan White. A few of his hits include *Someone Else's Star*, *From This Moment On*, and *So Much for Pretending*. White has had multiple platinum albums and has won numerous awards such as *Top New Male Vocalist*, *Touring Artist of the Year*, and *Male Video Artist of the Year*. He has appeared on *The Tonight Show*, *The Late Show with David Letterman* and *The Bold & The Beautiful* and was named one of *People* magazine's 50 most beautiful people in the world.



Bryan White

Also performing will be Comedian Mary Feeley. She is an award-winning stand-up comedian who has performed in top comedy clubs throughout the United States. Mary Feeley combines experience from the comedy club stage and the business world to make her performances a blend of humor, motivation and message.

The *23rd Street Steppers* from North Kansas City High School will perform at the beginning of the evening. This group of students performs unique routines of stomping steps using hand claps and body slaps in a rhythmic cadence coordinated with vocal chants and songs.

Meredith Hoenes and Brett Anthony, hosts of *Kansas City Live*, will serve as emcees for the Appreciation Celebration. *Kansas City Live* airs on KSHB-TV, the local NBC affiliate. The show is a live television program that focuses on positive stories from around the greater metropolitan area.

Please see *Telecommunicators Appreciation Event Details* continued on page 3...

For the most recent Public Safety Training information visit:

www.marc.org/publicsafety/training
Register online or call 816-701-8330



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MARC SUBMITS 9-1-1 AND INTEROPERABLE COMMUNICATIONS REQUESTS FOR 2006 HOMELAND SECURITY FUNDING

The MARC public safety staff on behalf of the Public Safety Communications Board has been working with the Regional Homeland Security Coordinating Committee, the state of Missouri, and officials from the St. Louis area to complete the application for federal FY2006 homeland security funds. The U.S. Department of Homeland Security (DHS) made major changes to how homeland security grants are allocated this year.

The enhancement plan addresses several aspects of the public safety program including enhancement of the security, redundancy and diversity of 9-1-1 system, continued development of the Regional Area Multi-Band Integrated System (RAMBIS), Tactical Interoperability Communications (TIC) Plan, regional mobile data system, interoperability training, exercising specific components of the TIC Plan, public health communications needs, and upgrades for the emergency management MERS radio system.

In past years, the Kansas City region was awarded Urban Area Security Initiative funds, and then developed a proposed budget. This year, the region has submitted a competitive application for all homeland security grant funds. The application includes a multi-year enhancement plan and detailed investment areas that address DHS national priorities.

The investment information was submitted to the state on February 24. DHS will inform the state of Missouri about funding levels for the state and the Kansas City Urban Area by the end of May. At that time the MARC region will have 60 days to prepare and submit a budget for the available funds. Questions? Contact Annie Akehurst at aakehurst@marc.org or 816-701-8242.

The requested investment includes specific 9-1-1 and interoperability projects that would be accomplished over the next 24 months.

2006-2010 STRATEGIC PLAN APPROVED

The Public Safety Program strategic plan was approved by the Public Safety Communications Board on January 31. The plan is available at www.marc.org/publicsafety.

A strategic planning committee appointed by the Public Safety Communications Board began working on the plan in early 2005. Work included two full-day planning workshops. The workshops were well attended by public safety personnel, elected officials, program staff and other interested parties.

Following the workshops the strategic planning committee examined the discussions to prepare a mission and vision statement for the public safety communications program, which was later validated by several groups. The mission statement and workshop discussions were used to develop the goals and objectives of the strategic plan.

To obtain a copy of the Strategic Plan:

- ◆ Visit www.marc.org/publicsafety
- ◆ Call or email Karey Greenup at 816-701-8 360 or kgreenup@marc.org

The final plan, as adopted by the Public Safety Communications Board, defines objectives and strategies within the regional 9-1-1 system and regional interoperability activities. The 2006-2010 Strategic Plan has been distributed to public safety agencies and other interested individuals.

To request a copy of the plan, please contact Karey Greenup at kgreenup@marc.org or 816-701-8360.

UNITED WAY LAUNCHES 2-1-1 SYSTEM

On March 9, United Way launched a 2-1-1 service, an easy-to-remember number for community members to dial when they need information regarding access to thousands of social service programs and agencies that can help people cope with life's everyday problems. Examples of 2-1-1 related phone calls may include requests for job counseling, suicide prevention, or low-income housing information.

United Way 2-1-1 is available in the extended Kansas City metro area, including 23 counties in Missouri and Kansas. Calls are answered 24 hours a day, 7 days a week by trained professionals. 2-1-1 call specialists ask clarifying questions and help callers determine which services are best equipped to help. The call is free and confidential.

"We congratulate the United Way on this enhancement to customer service," stated Greg Ballentine, MARC director of public safety, "Although the technology is not in place today, we look forward to continuing discussions with all stakeholders to ensure there is a seamless transfer capability between 9-1-1 and 2-1-1 in the near future."

In addition to providing direct access to social service information, United Way 2-1-1 will also serve as a link and coordinating point during emergencies and disasters. United Way 2-1-1 will function as a simple, easy way for people to *get* help or *give* help when clear channels of communications are critical.

In Missouri, United Way 2-1-1 is available in Andrew, Bates, Buchanan, Caldwell, Cass, Clay, Clinton, DeKalb, Henry, Jackson, Johnson, Lafayette, Platte, Pettis, Ray, and Saline counties. In Kansas, residents in Doniphan, Franklin, Johnson, Leavenworth, Linn, Miami and Wyandotte counties have access. 2-1-1 is currently not available in some rural areas or on some cellular phone systems, United Way is working with various telephone companies on coverage. In addition, United Way 2-1-1 Online is available at www.kcunitedway.org/211online.htm.

TELECOMMUNICATORS APPRECIATION EVENT DETAILS

Continued from page 1: In addition to the entertainment, attendees will have the chance to win prizes. Nearly 30 local companies have donated prizes worth over \$1000 to be given away at this year's event. Prizes include movie tickets, comedy club tickets, dinner and room at the Westin Crown Center, Nebraska Furniture Mart Gift Certificates, Town Center Plaza Gift Certificate and much more! All telecommunicators attending the event will have a chance to win the prizes. Winners are announced during the event.



Telecommunicators at the 2005 event

Registration Options:

- ★ Register online at www.marc.org/publicsafety and pay with a credit card
- ★ Print the registration form at www.marc.org/publicsafety and mail form with your payment
- ★ Call Jennifer Smith, 816-701-8330 or email jsmith@marc.org

Thanks to our sponsors for their generous contribution towards the event!