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**NEW STAFF JOIN PUBLIC SAFETY PROGRAM**

Two new public safety staff have recently joined the regional program. Linda Sadler is a Public Safety Program Assistant. She provides support to the program primarily in the training and outreach areas. She also worked at MARC several years ago in the Research Data Center. For the past four years, Linda worked as a Community Relations Assistant for Clay County. She has degrees in Environmental Studies and Geography from KU and is also the author of several party books for children.



Elaine Neumann has also joined the public safety program as a Public Safety Database Technician. In this position, she works closely with local governments, phone companies and PSAPs to ensure 9-1-1 database information is accurate. She attended Houston Automation Institute and San Jacinto College in Texas. Prior to joining MARC, Elaine worked for the Kansas City Neighborhood Alliance/Entrepreneur Project, Inc., as coordinator performing administrative support for the Neighborhood Preservation Initiative.



**REGION CONTINUES TO WORK TO IMPROVE 9-1-1 ERROR REPORTING**

The MARC public safety program and public safety agencies continue to improve the quality of ALI records in the regional 9-1-1 database.

Every CML workstation in the region has software called Info Manager. This software allows telecommunicators to submit error reports electronically from their CML workstations.

It is very important that all error reports are submitted using this software, as other methods have been phased out. Examples of when error reports should be submitted include incorrect information, misrouted calls, and no record found displayed upon receipt of a 9-1-1 call.

Questions? Contact Saralyn Hayes, at 816-701-8314 or shayes@marc.org.

**Steps for using Info Manager:**

1. Bring the 9-1-1 call that was an error (misroute, no record found, incorrect data, etc.) back in service.
2. Select Info Manager at the bottom of the screen and the "ALI Screen Display" field will be populated from the call.
3. Insert the correct information in the "Correct Customer Data" column.
4. Insert the agency name and calltaker name.
5. Click on the white envelope icon on the tool bar and an e-mail with the error report attached will be generated.
6. Send the e-mail. The information will be delivered directly to the MARC office for processing.



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**UPCOMING EVENTS:**

- Feb. 7, 20 and March 6: POC Training for Tactical Interoperable Communications
- Feb. 9: 9-1-1 HazMat training
- March 7: *Managing Workplace Negativity*, Professional Development Series presentation at the Royals Stadium Club
- For more information on public safety meetings, training and special events, visit [www.marc.org/publicsafety](http://www.marc.org/publicsafety), contact e911@marc.org or 816-701-8330

**REGION TO UPGRADE 9-1-1 WORKSTATIONS**

During the first six-months of 2007, an upgrade will occur to the 9-1-1 workstations at the region's 45 PSAPs. The upgrade consists of software updates and hardware replacement.

The Public Safety Communications Board approved the upgrade during the October 31, 2006 meeting. A full list of features and functionality has been provided to PSAP and technical managers.

The last upgrade was completed in 2001-2002 when the current agency-owned system was installed. The previous upgrade provided state-of-the-art CML intelligent workstation equipment at each agency in the region.



Platte County telecommunicator at 9-1-1 workstation

upgrade will be very beneficial to the regional 9-1-1 system."

MARC public safety and Commenco technicians will coordinate the 2007 upgrade.

"These workstations run 24 hours per day, seven day a week, 365 days a year," said Bill Whitmer, MARC public safety technical manager. "The

For more information, contact Bill Whitmer at [bwhitmer@marc.org](mailto:bwhitmer@marc.org) or 816-701-8251.

**INTEROPERABILITY TRAINING AVAILABLE FOR TELECOMMUNICATORS**

Telecommunicators can now register for a new four-hour, train-the-trainer course on the topic of public safety interoperability. The Mid-America Regional Council is offering the training.

This course will provide individuals with the tools and knowledge necessary to familiarize themselves and their agency personnel with the region's Tactical Interoperability Communication Plan (TICP) and available communications resources. The TICP provides operational direction and technical data for the use of regional interoperable communications systems and resources.

*Continued, please see Interoperability Training page 2...*



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**INTEROPERABILITY TRAINING, CONT.**

*Continued from page 1:* The Regional Interoperability Committee requests that at least one representative from each of the region's public safety agencies (and emergency services agencies that manage radio systems) attend this training.

Attendees may be police chiefs, fire chiefs, EMS directors, emergency management directors, communications managers/supervisors, telecommunicators or public safety trainers.

The course material will be guided by group discussion and facilitated by the region's Communications Coordinators (COMCs.) The training covers interoperability solutions, regional resources, procedures for requesting regional resources, responsibilities and future solutions.

The course is offered free of charge. To register, visit [www.marc.org/publicsafety](http://www.marc.org/publicsafety) or call 816-701-8330.

**PUBLIC SAFETY COMMUNICATIONS BOARD TO REVIEW WIRELESS POSITION STATEMENT**

This past year, MARC has worked with select associations and public safety groups in Missouri to draft legislation that would enact a dedicated 9-1-1 funding source from wireless and VoIP subscribers. The Governor's Committee for 9-1-1 Oversight recently endorsed and recommended for passage by the Missouri General Assembly a legislative proposal to address this funding. The 9-1-1 Oversight Committee has also recommended that the Governor's office support the legislation.

The proposal includes changes to the current 9-1-1 statutes and is not 100 percent consistent with the existing position statement approved by the Public Safety Communications Board.

Additional funding is necessary for the operation of the Regional 9-1-1 System. Although Kansas has enacted a 9-1-1 funding mechanism for wireless and VoIP service, the region so far has been unsuccessful in achieving a funding mechanism in Missouri.

Currently, the wireline surcharge is supporting the entire system, and in several areas, wireline revenue is rapidly decreasing. The revenue is decreasing because more people are moving from wireline to wireless. In the Kansas City region, wireless calls to 9-1-1 are at 46 percent overall with some areas of the region experiencing much higher rates. This situation is creating a financial strain on several counties and has the potential to threaten the financial stability of the emergency telephone system.

The MARC public safety staff scheduled a meeting with elected officials from the Public Safety Communications Board representing Missouri jurisdictions to discuss the proposed legislation. The group met in mid-January and discussed the 9-1-1 statute revisions and any necessary changes to the current position statement. The board will consider recommendations from the group at the January 30 board meeting.

For more information, contact Annie Akehurst, MARC's public safety outreach coordinator, at 816-701-8242 or [aakehurst@marc.org](mailto:aakehurst@marc.org).

**To read more about 9-1-1 legislative and other regional public safety program activity:**

- Visit <http://www.marc.org/publicsafety/2007workplan.pdf>
- Contact the MARC public safety staff at 816-701-8330 or [e911@marc.org](mailto:e911@marc.org)

**PROFESSIONAL DEVELOPMENT SERIES PROVIDES LEARNING OPPORTUNITIES FOR REGION'S MANAGERS AND SUPERVISORS**

Next Generation 9-1-1, Critical Incident Stress Management, and Federal Grant Funding are just a few of the topics planned for upcoming Professional Development Series sessions.

Public safety experts from across the nation share their experiences and expertise on current, relevant topics in these bimonthly sessions. The sessions are ideal for PSAP managers, police chiefs, fire chiefs, emergency managers, supervisors and administrators.

The next session will be held on March 7 in the Royals Stadium Club at Kauffman Stadium, Kansas City, Mo., from 11:30 a.m. to 1:00 p.m. The fee for the series of presentations is \$175.00. Individual sessions are \$35.00 each. Lunch is included.

Myra Dillingham with Arym Consulting, LLC, will lead the March session and discuss "Managing Workplace Negativity." She will discuss how supervisors and managers can respond positively to conflicts in the workplace and how to recognize when conflict is beneficial and how to use it to everyone's benefit. Dillingham has more than 25 years of corporate skills training, platform delivery and

consulting experience. Her extensive training expertise includes strategic planning, diversity, executive coaching, performance systems assessment, empowerment, Seven Habits of Highly Effective People, Situational Leadership, team effectiveness, and motivational speaking. She holds a Master of Education degree in

counseling from the University of Pittsburgh, and doctoral credits in Africology from Temple University.

For more information or to register for the series, visit the Professional Development Series Web page at [www.marc.org/publicsafety](http://www.marc.org/publicsafety), e-mail [e911@marc.org](mailto:e911@marc.org) or call 816-701-8330.



Attendees visit with presenter following a Professional Development Series presentation

**SAVE THE DATE: TELECOMMUNICATORS APPRECIATION CELEBRATION**

The MARC Public Safety Program is planning the 10th Annual Telecommunicators Celebration for April 13 at the Downtown Marriott in Kansas City, Mo. 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 event will include dinner, entertainment, prizes and more. Further registration details and entertainment announcements will be coming soon.

**VOIP AND WIRELESS PROVIDERS CONNECT TO REGIONAL 9-1-1 SYSTEM**

MARC continues to work with several VoIP providers in the region to help connect them to the 9-1-1 system. Vonage and Intrado are the latest companies to start routing 9-1-1 calls through MARC's selective routers and providing full 9-1-1 service to their customers.

Cricket, a new wireless company in the Kansas City area, has recently connected to the regional 9-1-1

system and is also providing 9-1-1 service to its customers.

For more information, contact Saralyn Hayes, MARC's 9-1-1 database manager at 816-701-8314 or [shayes@marc.org](mailto:shayes@marc.org).