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Has your jurisdiction done everything it can to maintain accurate map data to serve your citizens?

Maintaining accurate map data is important to citizens and telecommunications because it insures the correct information is displayed during a 9-1-1 call.

MARC's annual Master Street Address Guide (MSAG) review is underway. This review, conducted on a three-year cycle, is straightforward but extremely critical to the citizens of the region.

MARC staff provides data to MSAG coordinators, addressing professionals and, in some cases, PSAP personnel, for review. Check with your MSAG coordinator to make sure the data for your community is accurate and in sync with MARC's database.

For details on the annual MSAG review, contact Saralyn Hayes at 816/701-8314 or shayes@marc.org.

Wireless accuracy testing complete in Kansas City, Mo. Testing will continue throughout region

More than 70 percent of the 9-1-1 test calls placed so far as part of MARC's wireless accuracy testing program met the highest FCC standard regarding location information for wireless emergency calls. The purpose of the wireless accuracy testing program — which is an objective in the current regional public safety communications strategic plan — is to improve the accuracy of location data received from wireless service providers.

MARC's goal is to annually test 30 percent of the more than 5,300 wireless cell sectors in the region. Public safety communications technicians place test calls using cell phones from each of the six major wireless carriers (AT&T, Cricket, Nextel, Sprint, T-Mobile and Verizon) in the region. To date, communications technicians have tested all cell sectors in Kansas City, Mo., and will continue conducting wireless accuracy testing focusing on the Kansas side of the region.



MARC public safety communications technicians make test 9-1-1 calls from each location using phones from six different wireless providers.

Now that a significant sample has been collected, MARC staff will begin reviewing the data with wireless carriers in an effort to assist in improving location information provided during wireless 9-1-1 calls placed in the MARC region.

To view wireless accuracy testing data or to learn more about the program, visit www.marc.org/publicsafety/wat.

The RAMBIS system is live

Are your personnel trained to use this interoperability asset?

The Regional Area Multi-band Integrated System (RAMBIS) — a cross-band, repeated, interoperable radio system consisting of dedicated VHF, UHF and 800 MHz simulcast channels — was developed to improve interoperable communications throughout the MARC region. RAMBIS allows users operating on these frequencies to communicate directly with other responders using interoperable channels.

Agencies that have RAMBIS frequencies programmed into their mobile radios, or plan to do so in the future, should designate at least one representative to attend a RAMBIS train-the-trainer session.

Upon completion of this course, participants receive a kit — complete with a PowerPoint presentation, lesson plan and training DVD — to use while conducting training at their own agencies. Participants should strive to train 70 percent of their agency's personnel within 30 days of completing the course. To date, more than 100 representatives from nearly 40 regional public safety agencies have completed the train-the-trainer course.

To register for an upcoming RAMBIS train-the-trainer session call 816/701-8330 or visit www.marc.org/publicsafety.



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Regional Public Safety Communications Program

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Stakeholders plan for next five years of public safety communications

The 2011-2015 Public Safety Communications Strategic Plan will define the mission and vision and outline goals and objectives for the future of 9-1-1 and interoperable communications systems in the MARC region. The strategic planning process, launched in October 2009, includes the following phases:

- **Conduct surveys** — MARC staff conducts two different surveys. The first is a survey of public safety communications programs in other regions throughout the nation to collect call volume, staffing and funding data. The second is a survey of public safety agencies and elected officials in the MARC region, that identifies the regional public safety communications systems' strengths and areas that need attention.
- **Host workshops** — MARC hosts two workshops where PSAP supervisors and managers, police, fire and EMS chiefs, mayors, and city and county administrators come together to identify the issues, challenges and opportunities facing public safety communications.
- **Outline goals and objectives** — The Strategic Plan Executive Committee identifies goals and objectives for the 2011-2015 Strategic Plan based on the information collected at the workshops.
- **Develop action plans** — MARC staff develops detailed action plans for each of the goals and objectives outlined by the executive committee.
- **Present draft plan** — MARC staff presents a draft plan to the executive committee to be recommended to the Public Safety Communications Board in the summer of 2010.

If you have questions about the 2011-2015 Public Safety Communications Strategic Plan, contact Christy Hayes at 816/701-8262 or chayes@marc.org.

2010 Outstanding Performance Awards recognize excellence Program presents awards in five categories



Platte County Presiding Commissioner Betty Knight presents Cindy Staton and David Gibbs, Miami County Sheriff's Office, with the Outstanding Team Performance in a Critical Incident Award.

The Outstanding Performance Awards recognize the "first" first responders — the dispatchers and calltakers who stay calm, think quickly and problem solve during extremely stressful situations to keep communities safe and make sure help is on the way. The number of nominations submitted for the 2010 awards doubled that of 2009, the program's inaugural year. The selection committee, made up of public safety communications managers and supervisors from around the region, selected recipients in each of this year's five categories.

Congratulations to recipients of the 2010 Outstanding Performance Awards:

Everyday Hero Award

- Greg Damron, Leawood Police Department
- Kent Redford, Leavenworth Police Department
- Betty Taylor, Kansas City, Mo., Fire Department

Outstanding Individual Performance in a Critical Incident:

- Traci Mahlan, Grandview Police Department

Outstanding Team Performance in a Critical Incident:

- David Gibbs and Cindy Staton, Miami County Sheriff's Office
- Kara Kantola and Teresa White, Clay County Sheriff's Office

Outstanding Supervisory Performer

- Ana Martens, Lenexa Police Department

Outstanding Past Performance

- Paul Breece, Overland Park Police Department (Posthumous award)

The awards are presented in April at the annual Telecommunicators Appreciation Celebration. Find criteria and nomination forms for the 2011 Outstanding Performance Awards online at www.marc.org/publicsafety/opa/htm.

MAST merges with Kansas City Fire Department

Communications centers to colocate later this year

In April, the Metropolitan Ambulance Services Trust (MAST) became a functional program of the Kansas City Fire Department (KCFD) as part of the city's effort to achieve the greatest economic efficiency for emergency services. Some components of the merger have already been implemented, but others, especially in the communications unit, will not be complete for years.

To prepare for the integration, the Kansas City Emergency Medical Services Coordinating Committee (EMSCC) created several subcommittees of representatives from both MAST and KCFD to develop and plan for the operational integration of the two agencies. The strategic initiatives formulated and adopted by the communications subcommittee include operating emergency dispatch and communications from a single facility and set of communications technologies.

The KCFD and KCFD EMS communications units are still in separate locations but should begin colocating in the former MAST headquarters later this year after the space

has been remodeled. Despite the colocation, fire and EMS communication operations will remain segregated until the installation of the city's new P25 radio system and the successful migration of the fire communications operation to the CAD system used for EMS operations. Once these tasks are complete, the two communications operations will fully merge.

The department does not anticipate the merger will cause any cuts in communications personnel as the consolidated center is estimated to handle 115,000 incidents annually. Personnel will be divided into three communication sub-operations — call-taking, primary alerting and response notification, and secondary traffic exchange.

For now, MARC PSAPs will continue transferring calls to the appropriate agency, KCFD for fire emergencies or KCFD EMS for medical.

Contact Nikki Thomas at nthomas@marc.org or 816/701-8323 if you have any questions about how the colocation affects your agency or procedures.

People in the news

Cass County Sheriff's Office

J.D. Shrewsbury was promoted to the position of communications supervisor. Shrewsbury also works part-time as a communications officer for the city of Harrisonville and was a part-time EMT for the West Peculiar Fire Protection District in 1997.

Central Jackson Co. Fire Protection District

Grant Oetting began volunteering for the Missouri State Fair Fire Department as a firefighter/EMT 12 years ago and was recently selected to serve as the dispatch supervisor for the fair. Oetting has been dispatching for 15 years and worked for Lafayette County and the Blue Springs Police Department before joining CJC.

Independence Police Department

In Independence, **Sara Green** was promoted to the position of telecommunicator I. Green has been with the department since August 2009.

Johnson County Sheriff's Office

Sergeant John Blair is retiring after 22 years with the Sheriff's office, where he worked in patrol, detention and the communications unit. Blair was a deputy for the Miami County Sheriff's Office for 10 years before joining Johnson County.

Lenexa Police Department

The Lenexa Police Department's Tactical Team selected **Ben Watts**, who has been with the department for four years, to be a tactical dispatcher.

Overland Park Police Department

Major Rita Porter retired after 28 years of service.

Captain David Moore, with 26 years at the department, the past two as the PSAP manager, now works in patrol.

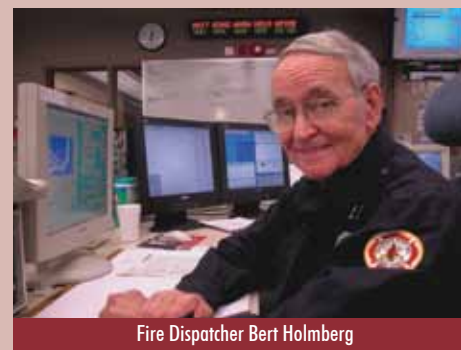
Major Edwin Salazar, who has been with the department for 37 years, is now the dispatch commander.

Captain Allan Sneller, is now the PSAP manager with 24 years of service.

Kansas City Mo., Fire Department

Bert Holmberg is retiring after nearly 65 years of service to the fire department. Holmberg fought fires for more than 30 years and transferred to communications 29 years ago. Holmberg, a World War II veteran, turns 84 this year. In May 2007, he was honored as an outstanding public employee

by the city of Kansas City, Mo., Jackson County, the state of Missouri and the Federal Executive Board.



Fire Dispatcher Bert Holmberg



Visit our website at
www.marc.org/publicsafety

MARC to launch enhanced online course registration **Visit the MARC Public Safety website to create your account**

MARC is implementing a new contact and event management software with enhanced online capabilities. Visit www.marc.org to create your account.

The new software will allow you to:

- Register for one or multiple courses with ease.
- Update your own contact information.

MARC staff is working very hard to make the implementation of the new software as seamless as possible. If you experience any trouble, have questions or need assistance using the new online course registration process, contact MARC Public Safety at 816/701-8330 or e911@marc.org.



Public safety intranet is a resource for dispatchers **9-1-1 news and alerts are at your fingertips**

The public safety intranet is continually updated, so check in regularly for the latest training and special events information, 9-1-1 related news and alerts. The intranet also includes resources such as the Tactical Interoperable Communications Plan, agency POCs, statistical call data, how-to information and more. Look for the shortcut on your 9-1-1 workstation desktop.

For more information about the public safety intranet, contact Hassan Al-Rubaie at 816/701-8377 or hal-rubaie@marc.org.

Submit your ideas for next year's 9-1-1 training calendar!

This is your chance to put your clever, funny and genius ideas to work. Visit the public safety intranet to find out how you can be a part of the 2011 training calendar.

View the public safety intranet on your 9-1-1 workstation desktop or use the address www.911.int.



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Save the Date: Saturday, August 14

MARC regional 9-1-1 telecommunicators and their families are welcome to attend the annual 9-1-1 Day at the Ballpark event on August 14 at the T-Bones CommunityAmerica Ballpark. This year's outing will feature a great ballpark buffet, an exciting game featuring the Kansas City T-Bones taking on the Rockford RiverHawks and fireworks at the conclusion of the evening.

The cost is \$10 and includes a ticket to the game, a pass to the buffet and a t-shirt, if you register by Sunday, July 25. Visit www.marc.org/publicsafety/t-bones2010.htm for registration and more information.