



June 2009

Issue 36

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**Save the date:
 Professional
 Development Series**

*Iowa Floods and the Impact
 on 9-1-1*

Thursday, July 16, 2009
 MARC Board Room
 11:30 a.m.—1:00 p.m.

**Upcoming training
 opportunities**

- June 16: 9-1-1 Crisis Calls
- June 17: PlantCML Equipment
- June 17: TTY
- June 22-26: Basic Telecommunicator Training
- July 2: 9-1-1 Customer Service
- July 14-15: Instructor Development
- July 21: PlantCML Equipment
- July 21: Refresher TTY
- July 23-24: Negotiations for Telecommunicators

For details and registration, visit www.marc.org/publicsafety, call 816/701-8330 or e-mail e911@marc.org.

2009 Telecommunicators Appreciation Celebration Annual event included award presentation for the first time

Each April, MARC’s Public Safety Program honors the work of more than 600 telecommunicators in the Kansas City Region during National Public Safety Telecommunicator Week. The 2009 Telecommunicators Appreciation Celebration was held on April 17 at Harrah’s Hotel, North Kansas City, Mo.

The celebration included dinner, speeches by public safety communication professionals and entertainment provided by Comedy City and the Shawnee Mission North High School Strolling Strings. For the first time in event history, the program also included awards to deserving individuals and teams in predetermined categories.

The Outstanding Performance Awards (OPAs) were created to honor telecommunicators in the Kansas City region. Awards were presented in two categories: Outstanding Individual Performance in a Critical Incident and Outstanding Team Performance in a Critical Incident.



Platte County Presiding Commissioner Betty Knight presents Tayon Jackson, Kansas City, Mo., Police Department with the Outstanding Individual Performance Award in a Critical Incident.

Recipients of the Outstanding Individual Performance in a Critical Incident award were:

- **Tayon Jackson**, Kansas City, Mo., Police Department
- **Melissa McKiddy**, Kansas City, Mo., Fire Department
- **Lora Shireman**, Raytown Police Department

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Free TTY training now available to the MARC region

MARC’s Public Safety Program offers two courses that meet the needs of the U.S. Department of Justice (DOJ) standards for compliance with the Americans with Disabilities Act. All PSAP personnel must be trained on how to handle TTY calls from people who are deaf or nonverbal, and must complete refresher courses at least once every six months.

The recent *9-1-1 Security, Redundancy and Diversity Analysis* conducted by GeoComm, strongly recommends that all PSAPs in the region comply with DOJ’s requirements for TTY-trained personnel.

In an effort to increase compliance in the region, MARC’s TTY Training and Refresher TTY courses will no longer have a registration fee for MARC PSAPs. Each course takes place in MARC’s 9-1-1 training center located at 600 Broadway, Kansas City, Mo.

The first course, TTY Training, presents participants with the basic information they need to understand how a TTY works and exposes them to the culture shared by the deaf and nonverbal communities. Also included are commonly used abbreviations and terms.

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Mid-America Regional Council

Study evaluates 9-1-1 system's ability to withstand disaster

The *9-1-1 Security, Redundancy and Diversity Analysis* conducted by GeoComm was presented to the Public Safety Communications Board at its April meeting.

The study was conducted as part of the Public Safety Communications Board's Disaster Recovery Plan for the regional 9-1-1 system. This initial analysis was deemed appropriate in order to determine the security of the regional 9-1-1 system and whether it could withstand natural, technological and man-made disaster events.

In May 2008, GeoComm, a public safety consulting, GIS and software company, was selected to complete the study. After the scope of work was approved in August 2008, GeoComm conducted meetings with PSAP representatives, vendors and MARC public safety staff. Each of the PSAPs completed a capability criteria matrix and questionnaire. An extensive review of the 9-1-1 network and Regional Area Multi-Band Integrated System (RAMBIS) was also completed.

Critical and timely questions addressed by this study included:

- How prepared are the PSAPs within the MARC region to maintain effective emergency communications amidst any type of disaster?
- What actions can be taken to improve PSAP readiness and maintain the highest level of public

safety communication services within the region during a crisis event?

- How robust is the overall regional 9-1-1 network?
- What vulnerabilities exist and what steps could be taken to improve the operational integrity of the system?
- How does the installation of RAMBIS support the security and survivability goals and objectives facing the region's public safety officials?

Overall, GeoComm found both the need for and opportunities to make improvements to the level of preparedness of PSAPs and 9-1-1 network survivability, as well as the potential for additional use of RAMBIS within the region.

The next step in developing the Disaster Recovery Plan for the regional 9-1-1 system includes working with a committee to review the recommendations outlined in the study. MARC staff is also working on coordination, design and implementation of appropriate training awareness, and opportunities for telecommunicators.

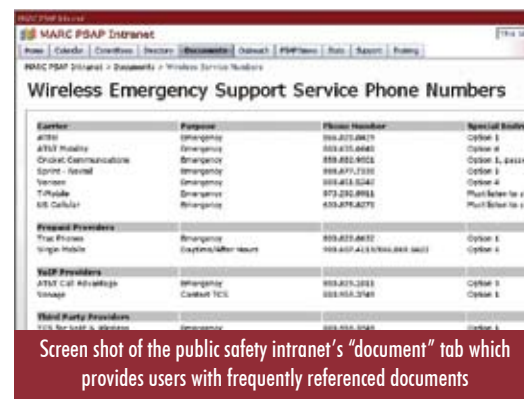
To obtain copies of the complete GeoComm study, contact Christy Hayes at 816/701-8262 or chayes@marc.org.

Public safety intranet Providing an additional source for important 9-1-1 related information

In February 2009, MARC launched the public safety intranet as the go-to information source for telecommunicators in the region.

An intranet, by definition, is a privately maintained computer network that can be accessed only by authorized persons. MARC's Public Safety intranet was designed to serve telecommunicators who don't have Internet access at their workstations, providing them with a quick and easy way to locate information while working. The intranet provides details on upcoming trainings, important news stories, special events, PSAP activities, 9-1-1 related fact sheets and other commonly requested materials. Secure documents that can't be posted on the MARC Public Safety Web site are housed here as well.

Currently over 30 PSAPs have access to the intranet, and by July 2009 all PSAPs should be able to log on. To view the intranet from a 9-1-1 workstation, click the shortcut on the computer's desktop or use the address www.911.int.



MARC's public safety staff is actively exploring new ideas for the intranet. Recent discussions have included the concept of online training for required courses and an online discussion board to network with peers. Additional suggestions for content are welcome and may be submitted to Gina Seibel at gseibel@marc.org.

The intranet is and will continue to be constantly changing; users should log on at least once a week to stay current with the latest 9-1-1 regional news.

Regional trail mapping moves forward

Pilot program in Lenexa, Kan., complete

Users of Black Hoof Trail, which surrounds Lake Lenexa in Lenexa, Kan., now have reason to feel a little safer while out and about. As part of a pilot program for the Kansas City Regional Trails Project, the trail now contains strategically placed signs that can help callers accurately describe their location when emergency services are needed.

To begin trail marking, the MARC trails working group first created a region-wide trail addressing grid. The grid's design serves each municipality's trail addressing needs by providing full coverage for the Kansas City region. The grid contains a simple numbering system along with the city's two-letter city code.

Local jurisdictions are asked to build or obtain trail data and assign marker placements. Once completed, this data should be shared with MARC's Public Safety staff to load into the GeoLynx mapping system. Now when a caller provides the sign address shown on the nearest trail sign, a dispatcher will have a more exact location of the caller.

The mapping of Black Hoof trail was a multi-step process that included gathering trail data, completing a wireless cell study, determining sign placement locations and mapping those locations. Each sign cost approximately \$74 which includes hardware, software and labor. A group of Boy Scouts working towards Eagle Scout honors helped install



Strategically placed trail signs on Lenexa's Black Hoof Trail help callers clearly identify their location when placing a 9-1-1 call.

the signs, saving the city the cost of installation labor. The region is researching possible grant opportunities to help fund the project.

To learn more about initiating trail mapping in your jurisdiction, contact Saralyn Hayes at 816/701-8314 or shayes@marc.org.

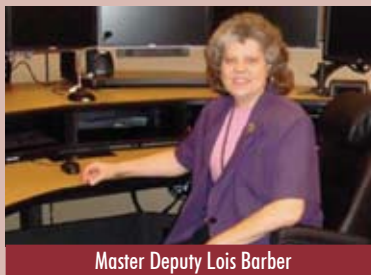
People in the news

Public Safety Communications Board:

The board would like to thank outgoing Gladstone, Mo., councilmember **Wayne Beer** for his service on MARC's Public Safety Communications Board.

Johnson County Sheriff's Office:

Master Deputy Lois Barber is retiring after 31 years of service at the Johnson County Kan., Sheriff's Office. She started her career with the sheriff's office



Master Deputy Lois Barber

as a secretary in the detective division in 1978. She was hired as a deputy in December 1982. Barber worked in the jail, warrants and communications departments. She spent her entire career with the sheriff's office and will be greatly missed by her coworkers and friends.

Platte County Sheriff's Office:

Joseph King was appointed to director of communications in February 2009. King began his law enforcement career in 1992 as a telecommunications officer for the St. Joseph Communications Center. Throughout the years he has held various positions including detention deputy, patrol deputy, traffic officer, administrative sergeant and patrol sergeant.

Independence Police Department:

Anna Brown was promoted to the position of shift supervisor. Brown has worked in the communications unit since 2004 as both a telecommunicator I and telecommunicator II. In those roles she worked as a calltaker, dispatcher, trainer and assistant supervisor.

Lori Y. Veach was recently promoted to the position of dispatcher. Veach started in the department as a calltaker in 2008.



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www.marc.org/publicsafety

2009 TAC . . . (continued from page 1)

Recipients of the Outstanding Team Performance in a Critical Incident were:

- **Kansas City, Mo., Fire Dept.:**
Robert Carlson, Melissa McKiddy, James Millican and William Murphy
- **Kansas City, Mo., Police Dept.:**
Carrie Brown, Dawn Deterding and Jane Hill
- **Metropolitan Ambulance Services Trust (MAST) & Platte County Sheriff's Office:**
Scott Wolf and Pamela Pike

point locations in the Kansas City region. A selection committee of area public safety communications managers and supervisors evaluated the nominations to ensure each recipient met the category criteria.

Additional categories for 2010 include: Outstanding Supervisory Performer, The Everyday Hero and Legacy Award. Award criteria and nomination forms for the 2010 OPAs are available online at www.marc.org/publicsafety/opa.htm.

MARC solicited nominations from over 40 regional public safety answer

TTY Training . . . (continued from page 1)

Refresher TTY features hands-on exercises using PlantCML 9-1-1 Intelligent Workstations and live telephone lines. This course reviews basic TTY protocols and accepted practices as well as an overview of the ADA requirements that pertain to the 9-1-1 center.

Both courses include videos, simulations and other activities to help participants meet training objectives. Enrolling

in MARC's TTY classes will help area PSAPs better protect the community and ensure compliance with ADA requirements.

To view upcoming TTY training dates or to enroll, visit www.marc.org/publicsafety. For questions about this or any other training opportunities contact Greg Hook at 816/701-8272 or ghook@marc.org.

Reminder: Submit error reports through Info Manager

Have you answered a call that returned incorrect information, was misrouted or displayed a "no record found" message? If so, please remember to promptly submit an error report using Info Manager directly from your PlantCML workstation.

This helps the MARC Public Safety staff improve the quality of ALI records in the regional 9-1-1 database. If you have questions about error reports, contact Saralyn Hayes at 816/701-8314 or shayes@marc.org.



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Save the Date: Saturday, August 22 9-1-1 Day at the Ballpark!

Join us for our annual 9-1-1 Day at the Ballpark on August 22 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 Joliet JackHammers and fireworks at the conclusion of the evening. Tickets are \$10 and include a ticket to the game, a pass to the buffet and a t-shirt if you register by Sunday, August 2. To register contact Jen Houston at 816/701-8330 or www.marc.org/publicsafety/t-bones2009.htm.