



October 2007

Issue 33

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**Save the date:
 Professional
 Development Series**

**Critical Incident Stress
 Management**

Wednesday, November 14, 2007
 Royals Stadium Club
 11:30 a.m.–1:00 p.m.

**Upcoming training
 opportunities**

- October 8: TTY Training and Radio Verbalization
- October 9: CML Equipment and CML/GC Supervisor Training
- October 10: NIMS for Telecommunicators
- October 11-12: Police Communications IV
- October 15-17: Survival Communications
- October 18-19: Basic Fire Communications
- October 22-26: Basic Telecommunicator Training

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

Breaking ground in Johnson County

The vision of a new, cutting-edge communications center in Johnson County took one more step toward reality as Walt Way dug his gold shovel into the warm Olathe soil. Way, director of the county’s Emergency Communications Center (ECC), joined several other members of the Johnson County Board of Commissioners at a ceremonial groundbreaking for the new \$20.9 million County Communications Center on August 15.



Conceptual drawing of Johnson County’s new County Communications Center on display at the groundbreaking.

“This new center will be built upon the thoughts and contributions of many people in different county and city organizations who share the goal of providing a very accessible ‘front door’ to government safety services,” said Way in his address to those attending the groundbreaking.

The Johnson County Board of Commissioners awarded the project contract to McCownGordon Construction to construct the 46,000-square-foot, two-story facility. Once built, the communications center will be equipped with specialized communications equipment. In

addition, the building will be “hardened” with 12-inch walls, able to withstand an F-4 tornado. The county is also seeking a LEED (Leadership in Energy and Environmental Design) certification from the United States Green Building Council for the facility’s green design, which includes a vegetation-covered roof.

Telecommunicators from the ECC will be joined by members of several other groups of public safety personnel in the new facility including the Emergency Communications Center

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2008 training opportunities for telecommunicators

MARC’s public safety staff constantly strives to improve the quality of training available to telecommunicators, PSAP managers and others working with the regional 9-1-1 system. Greg Hook, MARC’s emergency services training and exercise coordinator, recently assumed responsibility for planning the schedule of 9-1-1 courses (See “People in the News” on page 3). One new course is already planned for 2008, and Hook expects new classes to arise as the needs of telecommunicators are identified throughout the year.

“We are very interested in hearing from those on the front lines taking calls about what kind of help they need in doing their jobs.”

Members of the MARC Training Consortium are also able to take seminars offered through the Government Training Institute (GTI) at no cost. These courses cover a wide variety of topics with several focused on public safety, customer service and technical/safety issues.

See page 4 of this issue of *The Metro Communicator* for the newest 9-1-1 course description and a sampling of GTI classes available for 2008. A complete listing of GTI courses is available at www.marc.org/gti.

“Having been a dispatcher myself, I understand how crucial effective training is,” said Hook.



9-1-1 Day at the Ballpark a home run with telecommunicators

September 1 was “Heroes Night” at the Kansas City T-Bone’s CommunityAmerica Ballpark. Color guards of men and women in uniform filled the infield. Honorary first pitches were thrown by individuals who preserve the safety of the Kansas City area, Missouri, Kansas and the entire nation. The all-American baseball game was a fitting venue to celebrate these dedicated heroes.

Among those honored at the game were nearly 600 men and women who respond to 9-1-1 emergency calls and their families. This year’s 9-1-1 Day at the Ballpark was organized by the Regional Public Safety Communications Program as a special way to say “thank you” for the time given and sacrifices made by the telecommunicators who serve the Kansas City region.

Other groups recognized at the game included the military, law enforcement officers, firefighters and EMS workers. Their contributions, along with the dedication of 9-1-1 responders, provide citizens with the freedoms and safety they enjoy every day.

Traditionally, September 11, 9-1-1 Day, has been set aside to recognize 9-1-1 accomplishments and the role of the public safety professionals who make the system a success.

Before the game, those in attendance had the opportunity to explore military transports, including several Humvees and a Chinook helicopter, and emergency vehicles provided by local public safety agencies. Children especially were delighted by the F-18 flyover before the start of the game. Red E. Fox welcomed telecommunicators and their families to a center field party and buffet.

The weather encouraged a big turnout at this Labor Day weekend game. In fact, the crowd ended up being the second largest in the T-Bones’ team history. Thanks go out to the event’s sponsors,

Commenco and PlantCML, and to the telecommunicators, elected officials, MARC staff and families who came out to enjoy the day.



Above: Donning blue 9-1-1 shirts, a vast group of telecommunicators fill the T-Bones’ stadium on “Heroes Night.” Bottom Left: A number of telecommunicators and their family members participate in a pre-game flag ceremony. Bottom Right: Red E. Fox greets a shy new friend.



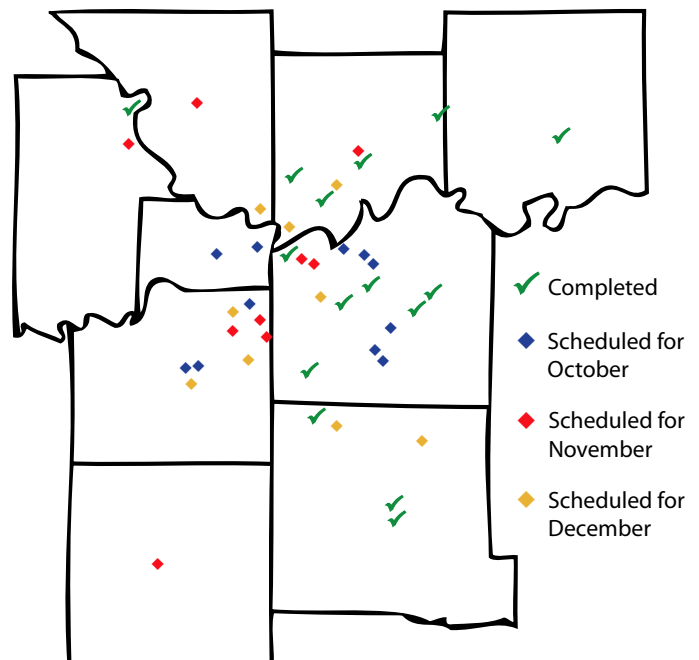
PSAP workstation upgrade update

MARC maintenance personnel and Commenco representatives began upgrading the region’s public safety answering points (PSAPs) in early September with new, state-of-the-art equipment. All 45 agencies are on schedule to be completed before the end of the year. Each workstation will receive a new computer, a 19-inch touch-screen monitor and the latest version of PlantCML operating software. In addition, every PSAP will receive a new 17-inch LCD-SMART monitor.



ALL conversions

An Automatic Location Identification (ALI) conversion was completed ahead of schedule in all PSAPs in the region. The change replaced the AT&T ALI circuits at the PSAPs. This will significantly lower ALI circuit costs paid to AT&T as well as reduce the number of ALI circuits that need to be maintained.



Scheduled PSAP Upgrades

9-1-1 legislation in Missouri: What you need to know

The move away from traditional wireline communications and current 9-1-1 funding in Missouri have created a serious situation. Even though a high percentage of 9-1-1 calls comes from wireless devices, currently only landline phone customers pay for 9-1-1 services. As fewer individuals are using landlines, fewer funds are available to support 9-1-1 calls coming from wireless, VoIP and other devices as there is no mechanism in place in Missouri to support such 9-1-1 services. Missouri is the only state in the nation not to enact such a system, with voters twice rejecting a raise in taxes to support wireless 9-1-1 service.

In response to the 9-1-1 system’s needs, the Missouri House formed the Interim Committee to Evaluate the 9-1-1 System. This committee is assessing 9-1-1 capabilities across the state, including evaluating shortfalls within the current system and addressing possible solutions for these deficiencies. Testimony has been presented to the committee in Jefferson City and in venues throughout the state, most recently at St. Joseph’s City Hall. There Keith Faddis, MARC’s public safety program director, and Yucel Ors, director of legislative affairs for APCO International, presented testimony and answered questions for the committee. Ors was in town as a guest of MARC’s public safety program.

Options for solutions

Kansas City local officials have identified two options for addressing this funding challenge to maintain quality enhanced 9-1-1 services. These options are:

- **Allow a statewide surcharge** on all communications devices, including VoIP and wireless devices, to provide stable, ongoing funding to local communities with 9-1-1 systems to maintain and enhance their system operations and allow for a state grant fund to assist small communities and rural parts of the state.
- **Enable counties and cities to levy a surcharge** on all communication devices operated by customers in their jurisdictions, similar to the 9-1-1 surcharge on landline phones. This approach would allow those communities willing to tax themselves to raise needed revenues to maintain quality 9-1-1 services as communication technologies continue to move away from landline phone services.

People in the news

Ray County:

In June Sgt. **Scott Enss** of the Ray County Sheriff’s Department was selected to serve as the county’s 9-1-1 Director. He has served as a Ray County deputy since 1995.

Johnson County:

Dean Cochran recently retired from Johnson County’s Emergency Communications Center (ECC) in July after 37 years in public safety, 26 of those as an operations supervisor at the ECC. Cochran also served as a volunteer firefighter/emergency medical technician for the Merriam Fire Department for 20 years.



Dean Cochran working as a dispatcher in 1978.

Overland Park Police Department:

Capt. Dave Moore has been assigned to the communications division as a dispatch center manager. Prior to being assigned to communications, he served in the patrol division.

Lt. Mike Billquist left his position as a technical manager to take a position in training with a spatial information management software company.

MARC Staff:

Keith Faddis joined the MARC staff in early August as the director of the Regional Public Safety Communications Program. He will oversee MARC’s administration of the regional 9-1-1 system, communications interoperability, public safety training, outreach and other related issues. Faddis joined the Overland Park Police Department as a patrol officer in 1976 and moved up through the ranks, earning the title of deputy chief in 1998. Faddis first became involved with MARC in the early 1990s while in charge of Overland Park’s communications unit and has been involved with many MARC public safety projects since then.

Since early September **Greg Hook**, MARC’s emergency services training and exercise coordinator, has taken charge of scheduling and coordinating courses for 9-1-1 telecommunicators. Hook has 20 years of training and adult education experience. Before coming to MARC he was a training officer with Central Jackson County Fire District and served as a dispatcher in Blue Springs.

MARC’s newest public affair specialist **D’Arcy Haeusser** will serve the public safety program and the Government Training Institute. Haeusser is a new Kansas City area resident, having most recently worked for the University of Missouri College of Business in Columbia.



Visit our Web site!
www.marc.org/publicsafety

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New 9-1-1 training course for 2008

■ **Incident Dispatcher Team (IDT) Training**

This course is designed to train PSAP management and staff to develop and position a rapid-deployment local Incident Dispatcher Team into the field to support local and regional emergencies. This new concept will bring dispatchers to the command post to help information flow more smoothly.

GTI seminars of interest for telecommunicators

■ **Hot Topics for Law Enforcement Administrators**

A knowledgeable instructor with litigation experience discusses the pressing administrative issue of selecting, managing and retaining employees. From hiring standards to termination issues, this is a topic that has many civil liability implications for law enforcement agencies.

■ **Laws of Leadership: Challenging Organizational Culture**

This seminar will discuss how law enforcement leaders can promote a culture within their organization that emphasizes integrity, honesty, accountability and professionalism. Strategies to develop skills such as self-management, effective communications and confronting marginal and problem behaviors will also be discussed.

■ **Stress Survival Skills**

Stress can result in illness and injury without good stress survival skills. This course will explain why stress is necessary, explore common reactions to stress, identify the underlying causes and provide you with techniques to protect yourself from the detrimental effects of stress. *This class focuses on typical, everyday stress and is unique from the 9-1-1 stress management course.*

Breaking ground . . . (continued from page 1)

Sheriff's Dispatch Unit, County Information Technology disaster recovery systems and the Back-up Emergency Operations Center for Johnson County Department of Homeland Security and Emergency Management. Construction will wrap up in fall 2008 with the installation and testing of the equipment running through winter 2008.

The Johnson County Communications Center represents just one of the public safety answering points (PSAPs) in the area moving into a new location recently. Two other PSAPs that have moved into new facilities in

recent years include the Riverside and Cass County Sheriff's Office agencies.

The new Riverside facility was completed in July 2004, greatly expanding the amount of space for dispatchers. Riverside police and fire departments along with emergency management and 9-1-1 communications are housed there. In 2003, Cass County completed its new Justice Center, a 205,000-square-foot, \$37.5 million building. The center is home to a number of county services including 9-1-1 dispatch, the Cass County Sheriff's Department and juvenile office.

New 9-1-1 tech support e-mail

In non-emergency situations, you may submit your tech requests to 911techs@marc.org. However, if in doubt, please call **816/421-2911** any time day or night. Calls on this line go directly to Communications Technicians Adam Geffert and Hassan Al-Rubaie during MARC office hours and to Commenco technicians after hours.