The view has changed, but not the latitude or longitude.

Can you find it now?

Contest and course details inside»
Can you identify where this picture was taken?

Clue: This structure was originally built in 1891. A new structure, serving the same purpose, was built in 1952.

Featured Course:

Leadership in the Communications Center

This full-day class will look at the 21 Laws of Leadership and how they can be used in the communications center to improve morale, attitudes and the environment. Attend this session to learn why leadership is important to the communications center and how to take practical steps to apply the laws.

Jan. 5, 8:30 a.m.–5:30 p.m.

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current building at the specified location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Jan. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Coordinates

Longitude(X): -94.820611
Latitude(Y): 38.882156

See last page of calendar for photo identification contest rules.®
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.

www.marc.org/publicsafety
Featured Course:

Negotiations Training for Telecommunicators

This 16-hour course, conducted by an FBI special agent, is similar to the hostage negotiation training offered to law enforcement. Training will cover the fundamentals of negotiation, stress, active-listening skills, crisis and suicide intervention, legal issues, case studies, and role-playing exercises. This course will not certify participants as trained negotiators.

Feb. 17–18, 8:30 a.m.–5:30 p.m.

Can you identify where this picture was taken?

Clue: This location is the site of a yearly festival commemorating three historic pioneer trails.

Coordinates
Longitude(X): -94.4167
Latitude(Y): 39.092768

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Feb. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

See last page of calendar for photo identification contest rules.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.

www.marc.org/publicsafety
Can you identify where this picture was taken?

Clue: This intersection now features a convention center and a facility for early childhood education.

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current street address, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by March 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

March

Coordinates
Longitude (X): -94.621367
Latitude(Y): 39.115485

Featured Course:

Communications Unit Leader Training (COML)

The All-Hazards Type III Communications Unit Leader (COML) four-day class provides NIMS-compliant COML instruction to ensure that jurisdictions have trained personnel capable of coordinating on-scene emergency communications during a multi-jurisdictional response. Participants should be familiar with the regional Tactical Interoperable Communications Plan (TICP) and their local and state communications plans and assets.

March 23–26, 8:30 a.m.–5:30 p.m.
**See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.**

### Missouri Public Safety Communications Conference, March 28–April 1, St. Louis, Missouri

- **March 23–26:**
  - Communications Unit Leader Training (COML), 8:30 a.m.–5:30 p.m.
  - Resolve Conflicts with C.L.A.S.S., 8:30 a.m.–noon
  - Serving the Internal Customer, 1–4:30 p.m.

- **March 25:**
  - Superior Staff Selection, 8:30 a.m.–noon

- **March 28:**
  - Missouri Public Safety Communications Conference

- **April 1:**
  - GTI Courses
  - Featured Courses
  - 9-1-1 Courses

### Course Details

- **9-1-1 Courses**
  - 9-1-1 Customer Service, 8:30 a.m.–5:30 p.m.
  - 9-1-1 HazMat, 8:30 a.m.–12:30 p.m.
  - 9-1-1 Crisis Calls, 8:30 a.m.–5:30 p.m.
  - 9-1-1 Equipment and TTY Training, 8:30 a.m.–5:30 p.m.
  - 9-1-1 HazMat, 8:30 a.m.–12:30 p.m.

- **GTI Courses**
  - GTI Courses

- **Featured Courses**
  - GTI Courses
  - Featured Courses
  - 9-1-1 Courses

- **March 28–April 1:**
  - Missouri Public Safety Communications Conference, March 28–April 1, St. Louis, Missouri

- **April 1:**
  - GTI Courses
  - Featured Courses
  - 9-1-1 Courses
Can you identify where this picture was taken?

Clue: Spanish explorers such as Francisco Vásquez de Coronado in 1541 and French missionary explorers in 1673 lived and traveled throughout this area.

Coordinates
Longitude(X): -94.878799
Latitude(Y): 38.571849

Can't identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current location, you'll be on your way to finding out what is in this month's picture. Please email your answer to e911@marc.org by April 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

**Active Shooter**

Active-shooter incidents pose several unique concerns for all facets of public safety communications. During this eight-hour course, participants will learn about the many intricate issues and challenges telecommunicators face when handling an active-shooter incident.

April 28, 8:30 a.m.–5:30 p.m.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.
Can you identify where this picture was taken?

Clue: The facility now located on this site was the first federal hospital and domiciliary ever established for the nation’s volunteer forces.

Coordinates
Longitude(X): -94.893854
Latitude(Y): 39.279457

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current building at the specified location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by May 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:
Bomb Threats and Explosives Response

This four-hour class will provide an overview of explosives and important questions to ask when dealing with a bomb threat. By having a better understanding of explosives, you can help reduce risks to emergency personnel who respond to these types of incidents.

May 26, 8:30 a.m.–12:30 p.m.

See last page of calendar for photo identification contest rules»
### Month of May

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
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<td>Refresher B 8:30 a.m.–5:30 p.m.</td>
<td>Time Mastery 8:30 a.m.–noon</td>
<td>Workplace Boundaries 1–4:30 p.m.</td>
<td>9-1-1 Equipment Training 8:30 a.m.–12:30 p.m.</td>
<td>Motivational Management 8:30 a.m.–noon</td>
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<td>TTY Training 8:30 a.m.–12:30 p.m.</td>
<td>Effective Business Writing 8:30 a.m.–4:30 p.m.</td>
<td>9-1-1 Technology 8:30 a.m.–12:30 p.m.</td>
<td>Managing Conflict 8:30 a.m.–noon</td>
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<td>Advanced Fire Communications May 19–20, 8:30 a.m.–5:30 p.m.</td>
<td>Unbeatable Customer Service, 8:30 a.m.–noon</td>
<td>Fantastic Fixers, 1–4:30 p.m.</td>
<td>Legal Aspects of Supervision 8:30 a.m.–4:30 p.m.</td>
<td>Professional Development Series 11:30 a.m.–1 p.m.</td>
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<td>Memorial Day MARC Offices Closed</td>
<td>Bomb Threats and Explosives Response 8:30 a.m.–12:30 p.m.</td>
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<td>TIC Plan Orientation 8:30 a.m.–12:30 p.m.</td>
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<td>A Positive Approach to Corrective Action 8:30 a.m.–noon</td>
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See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.
Can you identify where this picture was taken?

Clue: Most of the buildings shown are no longer standing due to an extensive fire in 1934.

Coordinates
Longitude(X): -94.419432
Latitude(Y): 39.246093

Can't identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current location, you'll be on your way to finding out what is in this month's picture. Please email your answer to e911@marc.org by June 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

*Officer Down and Firefighter Maydays*

This four-hour training session will explore the issues and challenges of handling an incident when an officer is incapacitated in the line of duty. Telecommunicators will learn what resources are needed to handle officer-down incidents and what information they need to relay to other responding officers and agencies.

June 11, 8:30 a.m.–12:30 p.m.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.

www.marc.org/publicsafety
Can you identify where this picture was taken?

Clue: A unit of the Union cavalry took possession of this building and used it to stable horses during the Civil War.

Coordinates
Longitude(X): -94.3491899
Latitude(Y): 38.652823

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current building at the specified location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by July 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

*Interoperable Communications*

This training program will make students aware of radio communications options when interacting with other agencies. This class will explore the radio systems, interoperable assets and interoperable solutions that can be used to communicate with other agencies.

July 23, 8:30 a.m.–5:30 p.m.
<table>
<thead>
<tr>
<th>SUNDAY</th>
<th>MONDAY</th>
<th>TUESDAY</th>
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<td>Independence Day (Observed)</td>
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<td>9-1-1 Customer Service 8:30 a.m.–5:30 p.m.</td>
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<td>Personal Strengths &amp; Leadership Styles 8:30 a.m.–noon</td>
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<td>9-1-1 Equipment Training 8:30 a.m.–12:30 p.m.</td>
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<td>Effective Business Writing 8:30 a.m.–4:30 p.m.</td>
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<td>TTY Training 8:30 a.m.–12:30 p.m.</td>
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<td>Interoperable Communications 8:30 a.m.–5:30 p.m.</td>
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<td>Lost Art of Listening 8:30 a.m.–noon</td>
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<td>9-1-1 Liability 8:30 a.m.–5:30 p.m.</td>
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See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.

www.marc.org/publicsafety
Can you identify where this picture was taken?

Clue: This theater was opened in 1901, and was originally named the Dougherty Auditorium. It is still open under a different name and used as a movie theater, as well as a venue for concerts and live performances.

Coordinates
Longitude(X): -93.979275
Latitude(Y): 39.278435

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current building at the specified location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Aug. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

When Communications Fail

This course will illustrate the causes of communication breakdowns for 9-1-1, computer aided dispatch and radio systems. Students will learn what to do when these systems fail and how to use outside sources — including backup PSAPs, mutual aid, a communication van, regional assets and amateur radio.

Aug. 20, 8:30 a.m.–12:30 p.m.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.
Can you identify where this picture was taken?

Clue: This structure was finished in 1908, and served as a dormitory for 70 years, until 1978, when a disastrous fire gutted the building.

Coordinates
Longitude(X): -94.680978
Latitude(Y): 39.1947

Can't identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the spot where this building was located, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Sept. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

Transportation Accidents

This course will teach telecommunicators how to identify hazards during a transportation accident and multi-casualty event. This course will also cover available resources and how they can be deployed. Students will be able to identify regional talkgroups used during large events.

Sept. 1, 8:30 a.m.–5:30 p.m.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.
Can you identify where this picture was taken?

Clue: This building operated as a social center, a clearinghouse for engagements, and as a vehicle for grievances against unfair practices by booking agents and band leaders.

Coordinates

Longitude(X): -94.561938  
Latitude(Y): 39.090236

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current building at the specified location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Oct. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

**Tactical Dispatch**

This eight-hour class will introduce the telecommunicator to tactical police operations and potential communications needs during an incident involving a SWAT team. Learn about rescuing hostages, officers and citizens captured or endangered by gunfire; resolving situations with barricaded subjects; and providing assistance on drug raids, arrest warrants and search warrants.

Oct. 20, 8:30 a.m.–5:30 p.m.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.

www.marc.org/publicsafety
Can you identify where this picture was taken?

Clue: This city traces its roots back to 1905 with the arrival of its founder, William B. Strang Jr., who plotted subdivisions along a military roadway on 600 acres he purchased that are now part of the old downtown area.

Coordinates
Longitude(X): -94.672324
Latitude(Y): 38.983467

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Nov. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

Managing Negativity in the Workplace

This course helps participants understand, through the use of behavioral models, why negativity exists and how it can perpetuate and permeate an organization if left unchecked. Participants learn techniques that help to minimize, abate and divert negative attitudes and expressions.

Nov. 3, 8:30 a.m.–12:30 p.m.
See inside back of calendar for course details. Unless otherwise noted, all courses and meetings will be held at the MARC offices, 600 Broadway, Kansas City, MO 64105.
Can you identify where this picture was taken?

Clue: In 1919, a temporary arch was constructed on this street to celebrate America’s WWI soldiers.

Coordinates
Longitude(X): -94.580839
Latitude(Y): 39.101018

Can’t identify where the picture was taken? Enter the longitude and latitude into GeoLynx. Once you have identified the current location, you’ll be on your way to finding out what is in this month’s picture. Please email your answer to e911@marc.org by Dec. 10. Participants with the correct answer will be entered into a drawing to win a $15 Starbucks gift card.

Featured Course:

*Refresher GeoLynx*

In this three-hour session, participants will receive hands-on experience with the GeoLynx mapping software in our state-of-the-art 9-1-1 training center. The GeoLynx application displays and manages 9-1-1 calls and emergency incidents and helps calltakers and dispatchers quickly locate incidents by automatically plotting wireline, VoIP and phase I and II wireless 9-1-1 calls.

Dec. 22, 8:30–11:30 a.m.
In this three-hour session, participants will receive hands-on experience with the GeoLynx mapping software in our state-of-the-art 9-1-1 training center. The GeoLynx application displays and manages all 9-1-1 calls, helping dispatchers quickly locate incidents by automatically plotting wireline, VoIP and phase I and II wireless 9-1-1 calls.

Dec. 22, 8:30–11:30 a.m.

9-1-1 Courses

GTI Courses

Featured Courses

www.marc.org/publicsafety
9-1-1 Crisis Calls  
**March 17, June 9, Oct. 1** ................................................................. $89*
This eight-hour seminar will help public safety communications professionals enhance their ability to effectively respond to domestic violence calls, suicidal callers and calls regarding hostage situations.

9-1-1 Customer Service  
**March 3, July 9, Oct. 29** ................................................................. $89*
Participants will learn the roles and responsibilities of public safety communications professionals in providing quality customer service to 9-1-1 callers during this eight-hour course. Learn how to better identify who your customers are and what you can do to provide outstanding customer service in the 9-1-1 environment.

9-1-1 Equipment Training  
This four-hour training is designed to familiarize 9-1-1 calltakers with the functions and features of Cassidian 9-1-1 workstations. This hands-on training is conducted in our state-of-the-art training facility using operating 9-1-1 trunks and answering equipment identical to those installed in the PSAPs of our region.

9-1-1 Stress Management  
**Jan. 6, Aug. 4** .................................................................................... $89*
This eight-hour course will provide an overview of what causes burnout in public safety communications personnel. Telecommunicators will learn how to recognize sources of stress and develop strategies to cope more effectively.

9-1-1 Technology  
**May 14** ..........................................................Free to MARC Region and Training Consortium Members, $49 out of region.
This four-hour course will help telecommunicators understand the twists and turns a 9-1-1 call takes from the moment 9-1-1 is dialed to the time it is answered at the PSAP. You will learn about call routing for wireless 9-1-1, VoIP and telematics calls; information databases; and discuss current 9-1-1 issues.

Active Shooter  
**April 28** ............................................................................ $89*
Active-shooter incidents pose several unique concerns for all facets of public safety communications. During this eight-hour course, participants will learn about the many intricate issues and challenges telecommunicators face when handling an active-shooter incident.

Bomb Threats and Explosives Response  
**May 26, Sept. 8** ........................................................................... $49*
This four-hour class will provide an overview of explosives and important questions to ask when dealing with a bomb threat. By having a better understanding of explosives, you can help reduce risks to emergency personnel who respond to these types of incidents.

Bullying in the PSAP  
**Feb. 12** .......................................................... $49*
This four-hour workshop will define workplace bullying; the difference between harassment and bullying; why bullying is a serious threat to jobs, organizations, health and safety; who is likely to be bullied; who are the bullies; and why they abuse.

Call Interrogation  
**July 28** ............................................................................ $49*
This four-hour course will use audio recordings of actual 9-1-1 calls combined with an instructor-directed discussion to focus specifically on the interrogation or questioning process of call handling. This course will provide useful tips to improve your ability to correctly obtain vital information during a 9-1-1 call.

Register online at www.marc.org/publicsafety/training or call 816-701-8330
<table>
<thead>
<tr>
<th>Course Title</th>
<th>Dates</th>
<th>Fee (£)</th>
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</thead>
<tbody>
<tr>
<td>9-1-1 Equipment and TTY Training</td>
<td>March 19, April 23 and Aug. 27</td>
<td>Free to MARC Region and Training Consortium Members, £89 out of region.</td>
</tr>
<tr>
<td>Designed for new telecommunicators, this eight-hour course combines the 9-1-1 equipment and TTY trainings into one full-day course. Telecommunicators will learn to operate the Cassidian 9-1-1 answering equipment and its built-in TTY features. Participants also simulate a TTY call using abbreviations and terms commonly used by deaf and speech-impaired persons. This training meets the Americans with Disabilities Act (ADA) requirements for telecommunicators.</td>
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<tr>
<td>9-1-1 HazMat</td>
<td>March 10</td>
<td>£49*</td>
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<td>Presented in a four-hour format, this course will familiarize the 9-1-1 communications professional with various types of hazardous materials including the laws, regulations and medical issues involved in a HazMat incident. Learn how to effectively question a caller to help determine if hazardous materials are present before first responders arrive.</td>
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<tr>
<td>9-1-1 Liability</td>
<td>Jan. 20, July 30, Oct. 22</td>
<td>£89*</td>
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<td>This eight-hour session will provide participants with a clear understanding of the potential liability exposure involved in receiving and processing emergency and routine calls for assistance. Participants will review case studies and current events to learn how to reduce the possibility of costly lawsuits.</td>
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<td>Advanced Communications Training Officer (CTO)</td>
<td>Jan. 27–28</td>
<td>£189*</td>
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<td>This two-day course will help experienced CTOs become more effective in their role as a CTO. The Advanced CTO class provides students with additional information about adult learning and how to make training fun. This is an advanced class recommended for CTOs who have one year of successfully training employees for their agency.</td>
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<tr>
<td>Advanced Fire Communications</td>
<td>May 19–20</td>
<td>£189*</td>
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<td>This two-day training is entirely focused on fire service for the experienced telecommunicator. Learn about the origin of fire service acronyms and terminology, the various types of equipment, how each is used and its importance to the safety of responders. This session also covers some of the tactics used to attack and defeat residential and commercial fires.</td>
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<tr>
<td>Basic Fire Communications</td>
<td>Feb. 24–25</td>
<td>£189*</td>
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<tr>
<td>Learn terms, techniques and protocols to become a better fire service telecommunicator. This two-day course meets all associated NFPA standards and state of Missouri requirements for public safety communications personnel.</td>
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<tr>
<td>Communications Training Officer (CTO)</td>
<td>June 15–18</td>
<td>£229*</td>
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<tr>
<td>This four-day course will provide participants with the knowledge, skills and abilities to effectively train and evaluate new public safety communications center employees in the performance of their duties. Active participation in individual and group exercises and discussions is required. This seminar will cover the role of the communications training officer (CTO) in training the adult learner, the instructional process, trainer liability and the evaluation process.</td>
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<tr>
<td>Communications Unit Leader (COML)</td>
<td>March 23–26</td>
<td>No Charge</td>
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<tr>
<td>The All-Hazards Type III Communications Unit Leader (COML) four-day class provides NIMS-compliant COML instruction to ensure that jurisdictions have trained personnel capable of coordinating on-scene emergency communications during a multi-jurisdictional response. Participants should be familiar with the regional Tactical Interoperable Communications Plan (TICP) and their local and state communications plans and assets.</td>
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<tr>
<td>Visit <a href="http://www.marc.org/publicsafety">www.marc.org/publicsafety</a> for course prerequisites.</td>
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<tr>
<td>Dealing with Death and Trauma</td>
<td>Sept. 3</td>
<td>£49*</td>
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<td>This four-hour course, designed specifically for 9-1-1 telecommunicators, explores how the stress of death and trauma may affect them personally and professionally. Those who routinely handle critical incidents reported via 9-1-1 or by public safety radio are sometimes overwhelmed when they encounter the death of a family member, a responder in the field or a co-worker. This presentation will teach participants how to recognize when they or others in their communications center may need help dealing with difficult circumstances.</td>
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*9-1-1 Training Consortium members: Class fees are prepaid through your organization’s membership dues.*
Dispatcher's Role in Homeland Security

Oct. 27 ................................................................................................. $89*

This one-day course will provide an overview of current threats and other local, national and international intelligence information. You will learn about the roles of telecommunicators and field responders in a weapons of mass destruction (WMD) incident and will leave with a better understanding of regional preparedness efforts.

Handling Vehicle Pursuits

April 21, Sept. 24 ................................................................. $49*

Using audio and video recordings of actual incidents, this four-hour course will explore the inherent dangers of vehicle pursuits, the roles and responsibilities of dispatchers and officers, and what actions you can take to decrease risk to those involved in the pursuit.

Interoperable Communications

Jan. 22, July 23 ................................................................. No Charge

This training program will make students aware of radio communications options when interacting with other agencies. This class will explore the radio systems, interoperable assets and interoperable solutions that can be used to communicate with other agencies.

Leadership in the Communications Center

Jan. 5 ................................................................................................. $89*

This full-day class will look at the 21 Laws of Leadership and how they can be used in the communications center to improve morale, attitudes and the environment. These laws are the foundation of leadership and carry consequences. Attend this session to learn why leadership is important to the communications center and how to take practical steps to apply the laws.

Public Safety Leadership: A to Z

Aug. 6................................................................................................. $89*

Too often, new supervisors go into the job with the best of intentions, but very little training to back them up. This special eight-hour course will examine every aspect of the communication center supervisor's job and will give participants valuable tools to cope with everyday situations as well as those once-in-a-career tragedies. Whether you are a new supervisor, a seasoned veteran or would like to be a supervisor, this course will help you navigate the maze of issues you may encounter.

Refresher for Experienced Telecommunicators

RET A topics: 9-1-1 Liability, 9-1-1 Customer Service, Tactical Interoperable Communications (TIC) Plan, TTY and GeoLynx

Jan. 29 ................................................................................................. $89*

RET B topics: 9-1-1 Stress Management, 9-1-1 Crisis Calls, Radio Verbalization, TTY and GeoLynx

May 5 ................................................................................................. $89*

RET C topics: 9-1-1 Technology, RAMBIS, TTY and GeoLynx

Sept. 17 ................................................................................................. $89*

Refresher GeoLynx

Feb. 10, Sept. 29, Dec. 22 ..................... Free to MARC Region and Training Consortium Members, $49 out of region.

In this three-hour session, participants will receive hands-on experience with the GeoLynx mapping software in our state-of-the-art 9-1-1 training center. The GeoLynx application displays and manages 9-1-1 calls and emergency incidents and helps calltakers and dispatchers quickly locate incidents by automatically plotting wireline, VoIP and phase I and II wireless 9-1-1 calls.

TIC Plan Orientation

May 28, Nov. 10 ................................................................. No Charge

The Tactical Interoperable Communications (TIC) Plan provides operational direction and technical data regarding the use of regional interoperable communications systems and resources. During this four-hour workshop, participants will learn about the various interoperability assets in the region, how they can be used to provide seamless communications and how to obtain these assets at the local level. Participants will also learn about the operation and use of the Regional Area Multi-Band Integrated System (RAMBIS) and the Metropolitan Area Regional Radio System (MARRS).

Transportation Accidents

Sept. 1 ................................................................................................. $89*

This course will teach telecommunicators how to identify hazards during a transportation accident and multi-casualty event. This course will also cover available resources and how they can be deployed. Students will be able to identify regional talkgroups used during large events.

TTY Training


This four-hour session meets the Americans with Disabilities Act requirement for continued education for telecommunicators. Find out how a TTY device works and learn about the unique culture shared by the deaf community. Participants will simulate a TTY call using abbreviations and terms commonly used by deaf and speech-impaired persons.
Managing Negativity in the Workplace
July 7, Nov. 3 ......................................................... $49*
This course helps participants understand, through the use of behavioral models, why negativity exists and how it can perpetuate and permeate an organization if left unchecked. Participants learn techniques that help to minimize, abate and divert negative attitudes and expressions.

MARRS User Training
March 12, June 25, Sept. 15, Dec. 3 ................. No Charge
This three-hour course will provide an overview of the Metropolitan Area Regional Radio System (MARRS). The discussion will focus on how the system works; who is on the system; how to communicate on the system; and assets available to achieve interoperable communications within the region. Participants will learn to identify special interoperability channels using the RAMBIS, MARRS, Kansas MOTOBRIDGE and Missouri MOSWIN networks.

Negotiation Training for Telecommunicators
Feb. 17–18, Aug. 25–26................................. $189*
This 16-hour course, conducted by an FBI special agent, is similar to the hostage negotiation training offered to law enforcement. Training will cover the fundamentals of negotiation, stress, active-listening skills, crisis and suicide intervention, legal issues, case studies, and role-playing exercises. This course will not certify participants as trained negotiators.

Officer Down and Firefighter Maydays!
June 11 ......................................................... $49*
This four-hour training session will explore the issues and challenges of handling an incident when an officer is incapacitated in the line of duty. Telecommunicators will learn what resources are needed to handle officer-down incidents and what information they need to relay to other responding officers and agencies.

*9-1-1 Training Consortium members: Class fees are prepaid through your organization’s membership dues.
A Positive Approach to Corrective Action

Feb. 5, May 28, Oct. 8 .................................$163*/$192**

Employee problems can be difficult to handle, especially when informal feedback and coaching have not been successful. This course discusses the differences in performance and conduct issues, and focuses on how to counsel employees with conduct problems. Learn approaches for improving employee behavior and building motivation for continuous improvement.

Guiding Principles of Public Sector Leadership

Jan. 8, April 9, June 25, Sept. 24 ..........................$163*/$192**

Strong leadership is necessary in local government and public safety agencies — today, more than ever. With emerging trends such as privatization, constant restructuring and budget cuts, cities and counties need strong leadership at every level. Leaders must be visionary while being practical enough to get the job done. Learn how organizations count on leadership to improve productivity and offer quality customer service.

Personal Accountability

Feb. 3, June 2, Aug. 18, Dec. 1 ..........................$123*/$145**

Personal accountability is missing in many organizations. Accepting responsibility and stepping up to the plate with positive energy can improve work and personal lives. Learn to accept responsibility through actions; be solution focused; improve team-player skills; and give, receive and solicit feedback for self-improvement.

Assertiveness and Self-Confidence

Feb. 3, June 2, Aug. 18, Dec. 1 ..........................$123*/$145**

Self-confidence and assertiveness are skills crucial for success in life. If you don't feel worthy or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to you in your professional and personal life. In this workshop, we will set goals for assertive behavior and practice strategies for gaining positive outcomes in difficult situations.

Individual Development Planning

March 5, Oct. 22 .................................$163*/$192**

The key to individual growth is a sense of personal responsibility for development. Supervisors must plan for each employee's unique developmental needs and include ways to receive feedback. Learn why an individual development plan (IDP) should be a component of the performance-appraisal process, the importance of having an IDP to solicit constructive feedback from a supervisor and how to set a course of action that will enable individual development.

Providing Coaching and Feedback

March 12, June 11, Dec. 10 ..........................$163*/$192**

Learn basic coaching techniques to help employees build the skills and experience they need to grow in their careers and meet the challenges of effective public service. Key content areas include understanding what coaches do, recognizing coaching opportunities, using feedback and building a coaching plan.

Customers from %\*!

Apr. 28, July 21, Nov. 17 .................................$123*/$145**

Customers under stress may lack self-confidence. A true professional will help calm the customer and work to solve the issues at hand. Learn proven techniques to resolve problems and handle difficult customers.

Lost Art of Listening

March 24, Sept. 15 .................................$163*/$192**

Conflict is a fact of life. Great companies allow for spirited disagreements and constructively use conflict to help them thrive. Learn to work with employees to build key skills and competencies.

Customers from %\*!

April 28, July 21, Nov. 17 .................................$123*/$145**

Customers under stress may lack self-confidence. A true professional will help calm the customer and work to solve the issues at hand. Learn proven techniques to resolve problems and handle difficult customers.

Legal Aspects of Supervision

May 21, Oct. 28 .................................$183*/$215**

New and experienced supervisors, managers and human resources professionals will learn basic guidelines for compliance with important federal employment laws. The goal of this interactive workshop is to become accurate and confident in all your decisions that affect employees and how they are protected under these laws. Recent changes in the Americans with Disabilities Act, the Family Medical Leave Act and Fair Labor Standards Act will be covered.

U.S. and world demographics are changing rapidly. Front-line employees now work with people who are diverse in many ways, yet many supervisors are not prepared to deal with such diversity. Learn how diversity impacts a customer base and how to improve customer service with people of different backgrounds.

Motivational Management

Jan. 15, April 16, July 9, Oct. 1 ..........................$163*/$192**

Shows that employees don't leave companies as much as they leave their supervisors or managers. Find out how you can create an environment that builds trust and increases employee commitment. Plus, get ideas for low-cost or no-cost rewards and recognition.

Riding the Rollercoaster of Change

Dynamic Delegation

Creative leadership is increasingly valued in today's workplace. With revenue shortages, service cuts, privatization and contracts, supervisors must make difficult decisions. Learn strategies for coping with change on a personal level and strategies for leading your staff through changes.

Managing Performance

Jan. 22, April 2, Aug. 20, Dec. 3 ..........................$163*/$192**

Difficult responsibilities. Learn best practices and get resources.
Developing & Communicating Performance Standards

March 19, Nov. 5 .......................... $163*/$192**

Setting performance standards and clarifying performance measures are among the most important and challenging parts of a manager or supervisor's job. This course provides a hands-on, step-by-step process to help managers link individual performance to the organization's mission and strategic objectives. You will learn to communicate clear performance goals, work with employees to establish measures and guidelines for successful performance, and work with employees to build key skills and competencies.

Dynamic Delegation

Feb. 12, June 18, Sept. 10 .......................... $163*/$192**

One of the most important traits for successful members of a management team is the ability to develop an effective and productive staff. Learn delegation tips and techniques that will help free up the supervisor's time for other tasks while providing staff with personal development opportunities.

Effective Business Writing

Feb. 11, May 13, July 15, Nov. 12 .......................... $183*/$215**

In this fast-paced workshop, you will learn practical approaches to writing business letters and memos that effectively communicate your ideas. Clarity, conciseness, accuracy and organization are a few of the writing skills you will fine-tune during this course.

Fantastic Fixers

Feb. 24, May 19, Oct. 13 .......................... $123*/$145**

Mistakes happen in every organization. But how the organization recovers from mistakes is the difference between sinking and swimming. Learn to identify what customers want and expect when a service breakdown occurs, work with the customer to develop a plan of service recovery, and identify opportunities to add value to the service-recovery process.

Lost Art of Listening

Feb. 26, July 23 .......................... $163*/$192**

Employees frequently complain that no one listens to them, and sometimes they are right. Listening is a powerful employee-retention and process-improvement tool. Learn practical tips on how to improve your listening skills.

Managing Conflict

Feb. 19, May 14, Aug. 13, Nov. 19 .......................... $163*/$192**

Learn and practice a step-by-step model of dealing with conflict that emphasizes a positive outcome for everyone. Because conflict is inevitable in some situations and avoidable in others, it is important to know the different strategies that can be applied in particular situations.

Managing Performance

Jan. 22, April 2, Aug. 20, Dec. 3 .......................... $163*/$192**

Managing employee performance is one of a manager's most difficult responsibilities. Learn best practices and get resources to deliver performance appraisals and lay the foundation for effective, year-round performance management.

Motivational Management

Jan. 29, May 7, Sept. 3 .......................... $163*/$192**

Employee turnover reduces morale and productivity. Research shows that employees don't leave companies as much as they leave their supervisors or managers. Find out how you can develop a motivational work environment that builds trust and increases employee commitment. Plus, get ideas for low-cost or no-cost rewards and recognition.

Resolving Conflicts with C.L.A.S.S.

March 24, Sept. 15 .......................... $123*/$145**

Conflict is a fact of life. Great companies allow for spirited disagreements and constructively use conflict to help them move ahead, improve processes and simplify systems without damaging relationships. While this sounds great, it is not easy. Learn how to put issues on the table in a non-threatening manner and how to discuss them without getting personal, with the ultimate goal of achieving a win-win resolution of your company's conflicts.

Riding the Rollercoaster of Change

April 23, Oct. 15 .......................... $163*/$192**

Creative leadership is increasingly valued in today's workplace. With revenue shortages, service cuts, privatization and outsourcing, local agencies need leaders with entrepreneurial spirits that drive change. Teams count on quality leadership to help them achieve their best in an ever-changing environment. Leave with concrete ideas for coping with change on a personal level and strategies for leading your staff through changes.

Serving Diverse Customers

Jan. 27, April 14, Sept. 22 .......................... $123*/$145**

U.S. and world demographics are changing rapidly. Frontline employees now work with people who are diverse in many ways, including gender, race, ethnicity, educational background, socioeconomic status and more. Language and customs may vary, but everyone wants to be treated with respect. Learn how diversity impacts a customer base and how to improve customer service with people of different backgrounds.

*Cost for GTI Members  **Cost for Nonmembers

For 9-1-1 Training Consortium members, class fees are prepaid through your organization’s membership dues.

Agencies that are not 9-1-1 Training Consortium members but are GTI members pay the GTI member rate.

If your agency is neither a 9-1-1 Training Consortium member nor a GTI member, nonmember rates will apply to enroll in courses.
Serving the Internal Customer
March 24, Sept. 15 ..............................................$123*/$145**
Poor internal customer service directly and negatively impacts customer service overall. Learn to use a six-step process to develop a customer focus, define your moments of truth, and work with co-workers to develop streamlined processes and increase quality. You will also learn how to create solid, collaborative relationships with co-workers.

Stress Survival Skills
April 28, July 21, Nov. 17 .................................$123*/$145**
Without good stress-survival skills, you may be prone to illness or injury. Learn why stress is necessary, some common reactions to stress, the underlying root causes and numerous ways to protect yourself against the harmful effects of stress. This course provides 20 specific stress-busting and energizing techniques that can easily be incorporated into your life.

Superior Staff Selection
March 26, Aug. 27 ...........................................$163*/$192**
Regardless of the size of the organization or the nature of the job, successful day-to-day operations depend on good recruitment, selection and placement. This workshop will provide the participant with practical ways to plan and conduct interviews to get the staff-selection process started on the right path. Ensure organizational success by selecting the right person for the job.

Teamwork in Action
April 30, Dec. 17 ..............................................$163*/$192**
We often find ourselves on both sides of the team process. Sometimes we are the team leader while other times we are expected to be a good team player. This session looks at both sides of the equation. Learn how to define what makes a good team player and how to set up any team for success.

Time Mastery
May 5, Oct. 27 ....................................................$123*/$145**
From time to time, everyone struggles with the demands of work and impending deadlines. Learn to write results-oriented goals, prioritize tasks, make the most of a schedule, organize a space for optimum efficiency, control interruptions effectively and deal with piles of paperwork. This course will provide more than 50 specific tips for improving time management.

Tools for Problem Solving
June 4, Sept. 17 ..............................................$163*/$192**
Some problems seem insurmountable, but realigning how you approach a problem can provide efficiencies for everyday tasks and create new opportunities for future success. This course will teach you how to problem solve with time-tested techniques, strategies and tools designed to improve processes for your organization, department or team.

Unbeatable Customer Service
Feb. 24, May 19, Oct. 13 .................................$123*/$145**
Customer service is what sets one organization apart from another. Participants share ideas, experiences and techniques for more effective interactions with internal and external customers. Whether you provide service face-to-face, via the phone or by email, you will learn to provide award-winning service and leave with specific tips that you can immediately apply to increase customer satisfaction.

Understanding Yourself & Others
Jan. 27, April 14, Sept. 22 .................................$123*/$145**
It can be a challenge for co-workers to improve working relationships if their work styles vary significantly. In today's fast-paced work environment, it is important to maximize relationships quickly. This course helps participants learn how to listen and manage various work behavioral styles. You will develop an appreciation of others’ work styles, determine what style a co-worker or customer has, and learn to work with people more effectively.

Workplace Boundaries
May 5, Oct. 27 ....................................................$123*/$145**
Often, the dual relationships that are at play in work environments can cause challenges. You might be both a supervisor and friend, colleague or significant other. This course explores workplace boundaries and defines what physical contact and sexual relationships are and are not appropriate for the workplace.

*Cost for GTI Members  **Cost for Nonmembers

For 9-1-1 Training Consortium members, class fees are prepaid through your organization’s membership dues. Agencies that are not 9-1-1 Training Consortium members but are GTI members pay the GTI member rate. If your agency is neither a 9-1-1 Training Consortium member nor a GTI member, nonmember rates will apply to enroll in courses.
9-1-1 TRAINING CONSORTIUM BENEFITS INCLUDE:

- Access to all public safety courses, many of which are not available from any other source in the region.
- Specialized five-day training for new employees.
- One-day refresher courses for experienced telecommunicators.
- Additional courses focusing on hot topics related to public safety communications.
- Free enrollment in Government Training Institute (GTI) courses focused on supervisory skills and customer service.
- Better budget control because you know exactly what your training costs will be for the year, regardless of employee turnover.
- Convenient downtown Kansas City location with free, all-day visitor parking.

The fee for 9-1-1 Training Consortium membership is $195 per allocated public safety communications position for agencies in the nine-county MARC region, and $230 per position for other agencies. There is no limit for the number of courses that may be taken in a year.

The 9-1-1 Training Consortium is the most cost-effective way for your agency to access our training program; however, membership is not required for your agency to participate in our training courses. To enroll as a nonmember, register your personnel online and pay the listed fee for the course for each attendee.

CERTIFICATE PROGRAM SAVINGS:

As a consortium member, you’ll also save on the Government Training Institute’s Customer Service and Supervision Certificate Programs.

Customer Service Certificate Program

Working in the field of public safety communications, you may not serve traditional customers, but the quality of service you provide to both callers and co-workers is critical to your professional success. The Customer Service Certificate Program is individually tailored to each participant’s strengths and areas for improvement.

The average cost to complete the Customer Service Certificate Program is $772. For members of the 9-1-1 Training Consortium, the individual course fees are waived and you only pay a $25 administrative fee.

Supervision Certificate Program

Were you recently promoted but don’t have any supervisory experience? Or, are you looking to expand your knowledge so that you qualify for a supervisory position? As a participant in the Supervision Certificate Program, you’ll undergo an initial assessment that will lead to a completely personalized individual development plan (IDP). Using the IDP, we’ll customize a course curriculum to meet your specific development needs.

The average cost to complete the Supervision Certificate Program is between $1,250 and $1,600. As a member of the 9-1-1 Training Consortium, the individual course fees are waived. You will pay only $500, which covers the program’s initial and final assessments.

Contact the Government Training Institute at gti@marc.org or 816/701-8234 for full details regarding the Supervision Certificate Program or the Customer Service Certificate Program.

For more information visit www.marc.org/publicsafety/training
Outstanding Performance Awards

MARC Public Safety Communications program presents the annual Outstanding Performance Awards to acknowledge the exceptional work telecommunicators do for first responders and for the public. A selection committee, made up of PSAP managers and supervisors from across the region, reviews nominations and selects winners using the awards criteria. The nomination deadline is Monday, Feb. 2, 2015.

**Outstanding Supervisory Performance**
Nominees must be responsible for the daily shift operations of a PSAP (one per PSAP). A qualifying nominee:

- Is a PSAP supervisor or manager.
- Demonstrates the highest level of commitment to the employees on his or her shift.
- Leads by example and exhibits integrity and fairness.
- Coaches and encourages the skills and abilities that help each dispatcher/calltaker achieve his/her personal best.
- Offers and accepts constructive criticism.
- Enhances the operation and morale of his or her PSAP.
- Maintains a positive rapport with others in the MARC Public Safety system.
- Demonstrates adaptability while maintaining control in difficult situations.
- Demonstrates initiative and creativity in the enforcement and implementation of policies, procedures, training and new programs.

**Outstanding Individual Performance in a Critical Incident**
Nominees must have handled a major incident while doing one or more of the following:

- Demonstrating innovative or quick thinking.
- Using knowledge and skills seldom drawn upon.
- Maintaining a calm and controlled presence of mind.
- Continuing to provide excellent customer service.

**Outstanding Training Performance**
Nominees must have demonstrated a willingness and desire to effectively train dispatchers and calltakers to perform their jobs to the highest standard. The nominee must be a dispatcher or calltaker, though not necessarily a trainer in any official capacity (one nominee per PSAP who):

- Plans, develops, schedules and conducts on-the-job and/or classroom training for 9-1-1 and public safety communications calltakers and dispatchers.
- Evaluates trainees' skills and job performance.
- Consistently demonstrates an ability and willingness to be the "go-to" trainer for new employees in the dispatch center.

**Outstanding Team Performance in a Critical Incident**
Nominees must have demonstrated an extraordinary team performance during a critical incident. A qualifying team:

- Consisted of two or more telecommunicators whose teamwork was the key to successfully handling a critical incident.
- Maintained a calm and controlled center during the incident.

**Lifetime Achievement Award**
Nominations must be submitted by the head of the agency (e.g. chief, director, CEO or mayor). Please include an expected retirement date. A qualifying nominee:

- Has worked in public safety communications for at least 25 years (could be with multiple agencies).
- Always demonstrates professionalism and takes pride in his or her work.
- Has earned and maintained the respect of his or her co-workers and representatives of other regional agencies.
- Maintains composure under stressful and extreme situations.
- Has a history of performing above and beyond the call of duty.
- Continually contributes to the overall improvement and success of his/her PSAP.
- Provides quality service consistently and without bias.
- Has demonstrated flexibility and has adapted well to the advancements and changes in public safety communications.
- Consistently displays courage, foresight, faithfulness and perseverance in the highest tradition of public safety service.

**Everyday Hero**
Nominees must demonstrate a positive attitude toward all aspects of their career (one nominee per PSAP). A qualifying nominee:

- Demonstrates professionalism.
- Takes pride in his or her work.
- Is a team player.
- Earns and maintains the respect of his or her co-workers and representatives of other regional agencies.
- Maintains composure under stressful and extreme situations.
- Performs above and beyond the call of duty.
- Contributes to the overall improvement and success of his/her PSAP.
- Provides quality service consistently and without bias.
- Accepts constructive criticism and demonstrates a willingness to improve personal knowledge of the profession.
- Is flexible and adapts well to change.
- Displays exceptional courage, foresight, faithfulness and perseverance in the highest tradition of public safety service.

Visit www.marc.org/publicsafety for more information
The 2015 9-1-1 Training Calendar not only informs public safety communications professionals about upcoming trainings and events, it also provides a fun opportunity to learn more about the history of Kansas City region through the use of GeoLynx.

GeoLynx is the 9-1-1 geographic information system (GIS) software solution that can be accessed from your 9-1-1 answering equipment. The functions of this program include 9-1-1 call plotting and GIS data searches. When a 9-1-1 call is received, GeoLynx will identify the location of the caller. You can also search for locations based on the longitude and latitude, address or other features.

Each month of the 2015 Training Calendar includes a picture of a historical site or location in the region. Between the first and 10th of each month, MARC will accept contest submissions identifying the location of the historical photo. Please email your answer to e911@marc.org. Some locations will be of historical buildings and others will be of street intersections. In order to help you identify the location, MARC has included clues and the coordinates with the corresponding picture in each month of the calendar. The clue will provide you with more historical information. Put the coordinates into GeoLynx to see a map of the area corresponding with that month’s picture. Seeing the modern day map may help you identify the location of the historical photo!

After the 10th of each month, MARC will stop accepting submission for that month. All participants who submitted the correct answer will be entered into a drawing and MARC staff will draw the name of a winner. The winner will be announced on the 20th of each month in an email with a modern day picture of the current month’s historical site. The winner of the monthly competition will receive a $15 Starbucks gift card.

COMPETITION RULES:

Outstanding Supervisory Performance
- Nominees must be responsible for the daily shift operations of a PSAP (one per PSAP).
- A qualifying nominee:
  - Is a PSAP supervisor or manager.
  - Demonstrates the highest level of commitment to the employees on his or her shift.
  - Leads by example and exhibits integrity and fairness.
  - Coaches and encourages the skills and abilities that help each dispatcher/calltaker achieve his/her personal best.
  - Offers and accepts constructive criticism.
  - Enhances the operation and morale of his or her PSAP.
  - Maintains a positive rapport with others in the MARC Public Safety system.
  - Demonstrates adaptability while maintaining control in difficult situations.
  - Demonstrates initiative and creativity in the enforcement and implementation of policies, procedures, training and new programs.

Outstanding Individual Performance in a Critical Incident
- The nominee must have handled a major incident while doing one or more of the following:
  - Demonstrating innovative or quick thinking.
  - Using knowledge and skills seldom drawn upon.
  - Maintaining a calm and controlled presence of mind.
  - Continuing to provide excellent customer service.

Visit www.marc.org/publicsafety for more information.
2014 TRAINING CALENDAR

Photos courtesy of:

January: Johnson County Museum of History
February: The Kansas City Star
March: The Kansas City Star
April: Miami County Historical Society
May: First City Photo, Leavenworth, Kansas
June: Clay County Archives and Historical Library
July: The Kansas City Public Library
August: Ray County Museum and Genealogical Library
September: The Kansas City Public Library
October: University of Missouri-Kansas City Libraries
November: Overland Park Historical Society
December: The Kansas City Star

Photos courtesy of:

Johnson County Museum of History
The Kansas City Star
Miami County Historical Society
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