Public Safety Communications Board Meeting

Date: Tuesday, April 4th, 2017
Time: 10:00 a.m.
Location: Westview Room

Agenda

1) Call to Order and Introductions
2) Approval of December 7, 2016 Meeting Summary
3) Proposed Communications Board Bylaw Changes
4) GeoComm Presentation and GeoLynx Server Purchase Approval
5) Backup Center Discussion
6) Capital Projects Update
7) Approval of MOU for United Way 2-1-1
8) 9-1-1 Legislation Update
9) PSAP Upgrade Status Report
10) Interoperability Update
   a) Network Update
   b) Regional Interoperability Communications Committee
   c) MARRS Update
11) 9-1-1 System Report
    a. Database
    b. 9-1-1 Training Program Update
    c. Public Outreach Update
    d. Financial Update
12) Other Business
13) Adjournment
Public Safety Communications Board Meeting

December 7th, 2016
Meeting Summary

Agencies Present:
Tony Avery, Platte County Sheriff’s Office
Jon Bazzano, Clay County Emergency Management
Vince Boucher, Kansas City Fire Department
Scott Boden, Johnson County Sheriff’s Office
Michael Curry, Jackson County Emergency Management
Steve Davidson, Johnson County Sheriff’s Office
Wendy Dedeke, Leavenworth County Sheriff’s Office
Simon Happer, Overland Park Police Department
Robert Hays (for Mike Hasty), Gladstone Public Safety
Patty Higgins, Kansas City Missouri Police Department
Ken Hobbs, Heart of America Fire Chiefs
Steve Hoskins, Kansas City Missouri Police Department
Andy Huckaba, Lenexa City Council
Chuck Magaha, Leavenworth County Emergency Management
Matt May, Wyandotte County Emergency Management
Jody Prothe, Johnson County Sheriff’s Office
Rance Quinn, Kansas City Kansas Police Department
Vicki Simpson, Johnson County Sheriff’s Office
Robin Tieman, Cass County ESB
Kris Turnbow, City of Raymore
Walt Way, Johnson County, KS
Eric Winebrenner, Kansas City Missouri Police Department
Ellen Wernicke, Johnson County Emergency Management and Communications
Mark Whelan, Johnson County Emergency Management and Communications
Sonta Wilburn, Overland Park Police Department

MARC Staff: Marlene Nagel, Chris Allen-Hunter, Hassan Al-Rubaie, Terry Bradshaw, Ben Chlapek, Adam Geffert, Saralyn Hayes, Nikki Thomas

1. Call to order and Introductions

Walt Way called the meeting to order. Introductions were made.
Marlene Nagel announced that Major Eric Winebrenner of the Kansas City Missouri Police Department had been offered the Public Safety Director position at MARC and had accepted. Nagel provided some of Winebrenner’s background and welcomed him to MARC.

2. Approval of October 5th Meeting Summary

   A motion was made by Ken Hobbs to approve the summary, and seconded by Steve Davidson. The meeting summary was approved with no opposition.

3. Approval of Capital Projects Plan

   Marlene Nagel provided an outline of the three capital projects and the cost for each, noting that this outline showed a two-year completion plan, with the routers being replaced one at a time.

   Nagel noted that the Public Safety Communications Users Committee made a recommendation to approve contributions for the capital projects fund be set up for a one-year completion plan in the recommended order. Steve Hoskins added that the group made this recommendation due to concerns about aging equipment, but did not have issues with a two-year plan if the PSAP equipment upgrades could also continue to be done.

   After discussion, Hoskins recommended approving the proposed capital project plan as described to be implemented over a two-year period with costs covered through the equipment replacement fund, with the understanding that PSAP equipment upgrades will continue on a five-year replacement plan. The board will further discuss funding options, such as debt service, at its meeting in March. The motion was seconded by Tony Avery, and passed with no opposition.

4. Approval of 2017 Workplan and Budget

   Adam Geffert shared a PowerPoint that outlined the 2017 workplan and budget items that were summarized by public safety staff and Steve Hoskins.

   Saralyn Hayes
   - Each year, MARC audits approximately 30% - 33% of the cell tower sectors in the region. In 2016, AT&T and US Cellular were audited. From this, database staff review each cell tower sector, and to which PSAP each is configured to route. 124 PSAP changes were made to ensure routing is more accurate. Also, in the AT&T audit, a number of duplicate cell towers and sectors were consolidated. The region currently has 7,900 cell sectors, and 617 were added this year. In 2017, work will be done with T-Mobile and Verizon. Steve Davidson asked how frequently the carriers were delivering phase 2 call information. Hayes shared that Hassan Al-Rubaie had been working with the carriers and doing reports on accuracy. Al-Rubaie added that the industry is not putting as much funding into phase 2 call delivery right now, as carriers focus more on delivering Z-axis elevation data.

   Terry Bradshaw
   - Central Office Isolation Plan
     Bradshaw stated that isolation plans are presently being updated in conjunction with AT&T and other carriers within the MARC region. Should an isolation occur, it is critical to ensure that 9-1-1 calls in the isolated area are sent to a pre-determined agency. Meetings with carriers are underway; when completed, the information gained will be shared with appropriate PSAPs. This is an ongoing process that will be completed with the help of each county, starting with Johnson County. Bradshaw hopes to have this work completed before the end of the year.
Hassan Al-Rubaie
- Al Rubaie noted that MARC technicians handled 654 service calls through Oct. 18th, the majority of which were speed dial changes.
- In 2016, a third technician, Bill Walker joined the maintenance team.
- Some security changes were made with the installation of USB locks on all workstations and servers. At MARC, security will be enhanced through the installation of card readers to open doors to the 9-1-1 lab and maintenance office.
- In 2017, Ethernet port blocks will be installed on all switches and any PCs that have open Ethernet ports.
- A new password policy, mainly affecting MARC and Commenco staff, has been created and will be implemented in 2017. Also, all personnel authorized to work on 9-1-1 equipment will be issued ID badges. When a technician arrives, they will be expected to show their ID. Al-Rubaie asked that IDs be authenticated by PSAP personnel by comparing them to data that is on the Intranet. If information is missing or is not exactly the same, PSAP staff will ask the technician to contact Al-Rubaie before they are allowed touch anything.
- Anti-virus software will also be installed on all workstations in 2017.

Saralyn Hayes
- GIS – The public safety program has continued to have an agreement with MARC GIS to maintain map data layers. In 2016, staff added a number of different layers. Staff members also continue to work with GeoComm to update and load data to mapping servers. A flyer on railroad training was included in meeting packets, and will also be emailed out and placed on the Intranet. Work is continuing on trail markers.
- KS GIS Project – Hayes is a part of this project. The project group has worked heavily with Leavenworth and Wyandotte counties to upload data to the state, and has a huge clean-up project underway to fulfill state requirements. The national standard is a 98% match rate; these counties are at 100%.

Hassan Al-Rubaie
- **NextGen 9-1-1** – Al-Rubaie listed the PSAPs which would be upgraded in the first quarter of 2017. He noted that Overland Park would be upgraded during its remodel, which may occur later in the year.

Terry Bradshaw
- Microwave – Bradshaw stated that once microwave PTP links are installed, T-1 circuits are disconnected. Research is also done to find alternate paths when necessary, to ensure that PSAPs always have two connections to the network.

Nikki Thomas
- **Texting** – Thomas stated that text-to-9-1-1 has been available region-wide since February, 2016.
- Registration certification has been done with the FCC, and because of this, requests from smaller carriers, such as U.S. Cellular, are being received. Staff will continue to watch for these additional requests and schedule testing when needed.
- A text to 9-1-1 subcommittee was formed. It will establish policies and best practices for the region and meet on an as-needed basis.
- Texting materials have been created and distributed.
- Thomas asked that all PSAPs perform continual testing and noted that doing so would also keep them compliant with TTY testing requirements.
Anyone with text to 9-1-1 success stories was asked to share this information with MARC staff.
Since going live, texts comprise less than 1% of all 9-1-1 calls.

Adam Geffert
- **Collaboration** – Geffert mentioned that KC Scout has offered the use of two strands of dark fiber at no cost for regional public safety purposes. There is still some splicing to be done by MoDOT for the Missouri side to connect to the Kansas side. When this is finished and the proof of concept has been completed, work will be done to link the CAD systems in Johnson County and Kansas City.
- **Regional Dispatch** – Since 9-1-1 legislation did not pass in Missouri this year, very little progress has been made at this time.
- **MARRS**
  - This year, with the help of Tusa Consulting, a new five-year cost model was developed, and work is now being done on a NextGen sustainment plan. It is hoped that a recommendation will be forthcoming in early 2017.
  - Also in 2016, the MARRS system was successfully connected to the MoSWIN network.
  - MARRS continues to grow with 29,000 radios connected to it. The City of Lee’s Summit will be joining this system in 2017.

Terry Bradshaw
- **RAMBIS**
  - All sites are monitored 24/7, 365 days per year.
  - Staff will continue performing annual maintenance.
  - UPS batteries are replaced every three years, or as needed.
  - Staff will be working Nokia/Alcatel-Lucent on the proposed microwave overlay capital project.

Nikki Thomas
- **TICP** – Thomas noted that work was done in 2016 to develop a mobile app in order to make the TICFOG portable. The RIC co-chairs have been very helpful in working with the developer. Testing on this product will be completed to make sure it is user friendly. Hard copies of the TICP are still available, as well. The plan is utilized regularly in trainings and exercises.

Steve Hoskins
- **Missouri and Kansas Legislation**
  - Kansas did not have any 9-1-1 related legislation in 2016.
  - In Missouri, the wireless funding bill did not pass, so it will be refiled in 2017. Work will be done to educate the new Governor and new legislators. Hoskins asked representatives from the Missouri side to send letters to their legislators to help educate them, and to invite them to visit PSAPs (especially newer ones) to share and show them what is done in a PSAP. Keith Faddis has agreed to continue to help with this project.

Ben Chlapek
- **Training**
  - Chlapek noted that offsite training was increased in 2016 and will be continued in 2017.
  - A trial Internet-based training will be developed in 2017.
  - HTMLs for the 2017 Professional Development Series and January trainings were provided in the meeting packets.
Adam Geffert

- **Education and Outreach to the Public**
  - Geffert stated that the 9-1-1 outreach program was very successful again in 2016. More than 8,000 students in over forty area schools were reached through Cell Phone Sally (CPS) presentations by PSAP representatives. There were two 9-1-1 Hero presentations, and two more nominations have been received recently. Also, materials were provided for numerous community events, including the Missouri State Fair.
  - Next year, staff will have outreach orientations as needed. Work is also being done with the AT&T Pioneers, who provide education presentations on the Kansas side of the region.

- **Outreach Materials**
  - In 2016, the English 9-1-1 brochure was updated with text to 9-1-1 information.
  - Spanish 9-1-1 brochures were also updated.
  - A new CPS mascot has been included in the 2017 budget.

- **Budget**
  - Geffert said that the increase to the equipment replacement fund to pay for capital projects is the biggest budget change. A budget based on the two-year plan was presented, which included both coordination and allocation budget estimates. Geffert does expect there to be some carryover this year, which can be rolled into the equipment replacement fund if approved by the board.

The Public Safety Communications Users Committee previously made a recommendation to approve the 2017 Budget and Workplan. Steve Davidson made a motion to approve the 2017 Budget and Workplan as presented. The motion was seconded by Ken Hobbs, and approved with no opposition.

5. **Approval of 2017 Commenco 9-1-1 and RAMBIS Maintenance Contracts**

Adam Geffert shared that both contracts had slight increases in 2017, and discussed specific changes to the agreements.

The Public Safety Communications Users Committee previously made a recommendation to approve the 2017 Commenco 9-1-1 and RAMBIS Maintenance contracts. Steve Hoskins made a motion to approve the 2017 Commenco 9-1-1 and RAMBIS Maintenance contracts. The motion was seconded by Simon Happer, and was approved with no opposition.

6. **Approval of GIS Agreements**

Saralyn Hayes reviewed the 2017 MARC GIS and GeoComm agreements, and noted both had minimal increases.

The Public Safety Communications Users Committee previously made a recommendation to approve the 2017 MARC GIS and GeoComm agreements. Robin Tieman made a motion to approve the 2017 MARC GIS and GeoComm agreements. The motion was seconded by Andy Huckaba, and was approved with no opposition.

7. **Approval of Johnson County Cost Share Request**

Nikki Thomas said that a request had been received from Johnson County Emergency Management and the Johnson County Sheriff’s Office for five additional workstations to serve as backup positions for other agencies. The cost of these positions would be approximately $107,000. The 9-1-1 Technical sub-committee met to review the request and recommended approval.
Ken Hobbs made a motion to approve the Johnson County Cost Share Request. The motion was seconded by Sonta Wilburn, and was approved with no opposition.

8. Approval of MPLS Ethernet Circuits for North Kansas City and Platte County

Hassan Al-Rubaie reported that as PSAPs are migrated to the Vesta platform, they are generally moved from T-1 circuits to microwave point-to-point connections. This has proven to be a problem for the North Kansas City Police Department, as microwave links continue to experience issues. As a result, MARC staff feel it would be beneficial to replace one of these connections with an MPLS circuit. The Platte County Sheriff’s Office only has one viable microwave connection, so an MPLS circuit is proposed to provide a second path.

The Public Safety Communications Users Committee previously made a recommendation to approve the lease of MPLS Ethernet Circuits for North Kansas City and Platte County. Mike Curry made a motion to approve the MPLS Ethernet Circuits for North Kansas City and Platte County. The motion was seconded by Tony Avery, and was approved with no opposition.

9. Approval of KAAZ Tower Lease Plan

Terry Bradshaw reported that to connect successfully via microwave to the Leavenworth County Sheriff’s Office and Police Department PSAP, a tower owned by a private contractor will need to be used. Utilizing this space will cost $100.00 per month.

The Public Safety Communications Users Committee previously made a recommendation to approve KAAZ Tower Lease Plan. Ken Hobbs made a motion to approve the KAAZ Tower Lease Plan. The motion was seconded by Steve Davidson, and was approved with no opposition.

10. Communications Board Vacancies

Adam Geffert noted that there were seven vacancies on the board that needed to be filled. A handout listing all of the board positions showing which seats were vacant was included in meeting packets. Walt Way asked those with potential individuals that could fill these positions to forward that information to Geffert.

Way said that Steve Davidson had agreed to continue as co-chair of the users committee through the transition to the new director.

11. 2017 Meeting Dates

A list of the 2017 meeting dates was shared in the meeting packets.

12. Adjournment

With no further discussion, Walt Way adjourned the meeting.
ISSUE

Proposed Communications Board Bylaw Changes

BACKGROUND

Members of the Public Safety Communications Board have frequently assigned designees to attend board meetings in their place. Although this has been an accepted practice, the bylaws do not allow for designees for some members of the Board. Additionally, the bylaws require that one of the co-chairs be a member of the MARC Board of Directors. This requirement has not been enforced consistently. To allow flexibility in the Board and Board officer assignments, and to allow for past practice, it is recommended that amendments to the Public Safety Communications Board Bylaws be considered.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION:

MARC staff recommends approving the proposed bylaw change, which would officially allow designees to be appointed and the Board to function with members who have a working knowledge of the regional 9-1-1 system. It will be incumbent on designees to keep their home agencies educated on the status of the regional 9-1-1 system, including financial requirements to maintain the system.
The Bylaws for the Public Communications Safety Board state the following regarding membership:

**ARTICLE V: MEMBERSHIP**

The Public Safety Communications Board shall be representative of the cities and counties participating in the regional 9-1-1 system and regional communications system. In accordance with Article XI: Amendments to the Bylaws, the membership of the Board may be changed if the counties participating in the regional 9-1-1 system expands through full membership. Cities and counties participating in the regional 9-1-1 system through a service agreement shall not be represented on the Public Safety Communications Board. The membership of the 9-1-1 Coordinating Committee and Public Safety Communications Board shall include 28 persons, including:

- 8 Presiding Commissioner, Chair of County Commission, or County Executive (or their designee by letter) of Cass, Clay, Jackson, Platte and Ray Counties in Missouri and Leavenworth, Johnson and Wyandotte Counties in Kansas.
- 2 Additional MARC Board members appointed annually by MARC Chair.
- 4 Police Chiefs from the 4 largest cities by population (or their designee by letter) (Per the Census 2000, these cities are Kansas City, MO, Kansas City, KS, Overland Park, KS, and Independence, MO).
- 2 County Sheriffs, one from each side of the state line appointed by the MARC Chair.
- 2 Fire Chiefs appointed annually by the Metro Fire Chiefs Association.
- 2 Co-Chairs of the Public Safety Communications Users Committee.
- 4 Communications Supervisors appointed by Public Safety Communications Users Committee Co-Chairs (2 from each state).
2. Local elected officials appointed by the MARC Board Chair.

**ARTICLE VI: OFFICERS**

**Co-Chairs**

1. The Public Safety Communications Board shall have two co-chairs, one from each side of the state line. At least one of the co-chairs shall be a member of the MARC Board of Directors.

2. Regularly appointed co-chairs shall serve for a period of two years, serving on an alternating annual basis.

3. The co-chairs shall be appointed on an alternating annual basis. The yearly selection of co-chairs will be by the Chair of the MARC Board of Directors. The appointment of co-chairs shall take place to allow the term of office to commence on January 1st of each year.

4. Co-chairs may be re-appointed to serve additional terms.

5. The co-chairs shall preside at all meetings of the Board, appoint committees and their chairs, and perform other duties appropriate to such an office.

**Vacancies**

In the event that one of the co-chairs resigns from his or her position, the Chair of the MARC Board of Directors shall appoint a member of the Board to fill the unexpired term of the vacancy.

It is recommended that the following amendments to the Public Safety Communications Board Bylaws be considered:

**ARTICLE V: MEMBERsHIP**

The Public Safety Communications Board shall be representative of the cities and counties participating in the regional 9-1-1 system and regional communications system. In accordance with Article XI: Amendments to the Bylaws, the membership of the Board may be changed if the counties participating in the regional 9-1-1 system expands through full membership. Cities and counties participating in the regional 9-1-1 system through a service
agreement shall not be represented on the Public Safety Communications Board. The membership of the 9-1-1 Coordinating Committee and Public Safety Communications Board shall include 28 persons, including:

8 Presiding Commissioner, Chair of County Commission, or County Executive (or their designee by letter) of Cass, Clay, Jackson, Platte and Ray Counties in Missouri and Leavenworth, Johnson and Wyandotte Counties in Kansas.

2 Additional MARC Board members appointed annually by MARC Chair.

4 Police Chiefs from the 4 largest cities by population (or their designee by letter) (Per the Census 2000, these cities are Kansas City, MO, Kansas City, KS, Overland Park, KS, and Independence, MO).

2 County Sheriffs, one from each side of the state line appointed by the MARC Chair.

2 Fire Chiefs appointed annually by the Metro Fire Chiefs Association.

2 EMS – Chief Executive Official from MAST and Med Act.

2 Co-Chairs of the Public Safety Communications Users Committee.

4 Communications Supervisors appointed by Public Safety Communications Users Committee Co-Chairs (2 from each state).

2 Local elected officials appointed by the MARC Board Chair.

Each member of the Public Safety Communications Board (PSCB) may appoint a designee to represent them when they cannot attend regular meetings. The MARC Public Safety Director shall be notified in writing (letter or email):

- Name of the member appointed to the PSCB.
- Name of the designee being appointed by the member.
- Employing agency of the designee.
- Contact information for the designee.
Whether the designee be a full-time replacement or appear as needed.

ARTICLE VI: OFFICERS

Co-Chairs

1. The Public Safety Communications Board shall have two co-chairs, one from each side of the state line. At least one of the co-chairs shall be a member of the MARC Board of Directors.

2. The appointed co-chairs may select a designee to serve in their place and to serve as the co-chair of the committee. To serve as the co-chair, the designee must be approved by the Chairperson of the MARC Board of Directors.

3. The MARC Public Safety Director shall be notified in writing (letter or email):
   - Name of the member appointed to the PSCB.
   - Name and title of the designee being appointed by the member.
   - Employing agency of the designee.
   - Contact information for the designee.
   - Whether the designee be a full-time replacement or as needed.

4. Regularly appointed co-chairs shall serve for a period of two years, serving on an alternating annual basis.

5. The co-chairs shall be appointed on an alternating annual basis. The yearly selection of co-chairs will be by the Chair of the MARC Board of Directors. The appointment of co-chairs shall take place to allow the term of office to commence on January 1st of each year.

6. Co-chairs may be re-appointed to serve additional terms.

7. The co-chairs shall preside at all meetings of the Board, appoint committees and their chairs, and perform other duties appropriate to such an office.
ISSUE

GeoComm Presentation and GeoLynx Server Purchase Approval

BACKGROUND

Representatives from GeoComm will give a presentation of the GeoLynx Server software that MARC staff is requesting approval to purchase. This application is server-based and accessed through a web browser. It will replace the existing GeoLynx desktop software currently installed on all 9-1-1 workstations. This is the first of the three large capital projects discussed at previous meetings.

FINANCIAL IMPLICATIONS

The total one-time cost of the GeoLynx Server software is $379,303. Additionally, there will be a yearly support and maintenance cost of $85,600, which is slightly lower than the current maintenance cost for GeoLynx desktop maintenance.

POLICY IMPLICATIONS

None

RECOMMENDATION:

At its March 15th meeting, the Public Safety Communications Users Committee recommended that the Public Safety Communications Board approve the purchase and installation of the GeoLynx Server software, at a cost of $379,303.
ISSUE

Backup Center Discussion

BACKGROUND

An update will be provided regarding the ongoing regional backup plan.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

Capital Projects Update

BACKGROUND

At previous meetings, several capital projects have been reviewed that will need to be completed in order to ensure that the regional 9-1-1 system remains up to date and continues to function at the highest level. At its December meeting, the Public Safety Communications Board asked MARC staff to develop and present a final funding and purchase plan for these projects.

FINANCIAL IMPLICATIONS

The monthly collection amount of the Capital Projects Fund was increased beginning in 2017 based on the approval of the Public Safety Communications Users Committee and Communications Board.

POLICY IMPLICATIONS

None

RECOMMENDATION:

Informational purposes only; no formal action required.
ISSUE

Approval of MOU for United Way 2-1-1

BACKGROUND

As part of United Way 2-1-1’s accreditation process, there is a requirement to have an MOU with 9-1-1. MARC staff was approached by Gary Thurman, director of 2-1-1 with a request to help meet this requirement. Thurman would like for MARC Public Safety to establish the MOU on behalf of the entire region rather than having MOUs with each individual 9-1-1 entity in the region. MARC staff already provides information to dispatchers in training classes regarding the services that United Way 2-1-1 provides, as well as information on the 9-1-1 Intranet.

FINANCIAL IMPLICATIONS

The MOU covers topics such as training, call transfers and contact information.

POLICY IMPLICATIONS

None

RECOMMENDATION

At its March 15th meeting, the Public Safety Communications Users Committee recommended that the Public Safety Communications Board approve this MOU, at no cost to the region.
Memorandum of Understanding

This Memorandum of Understanding (MOU) is entered into this _____ day of __________, 2017 by and between United Way of Greater Kansas City 2-1-1 and the Mid-America Regional Council (MARC), serving as the administrator for the Regional 9-1-1 System.

This MOU defines the working relationship between the MARC Regional Public Safety Communications System (Kansas City Regional 9-1-1 System) and United Way 2-1-1 regarding the handling of emergency or crisis calls and appropriate referral of individuals to health and human services information and resources.

WHEREAS: United Way 2-1-1, an initiative of United Way of Greater Kansas City, is designated and authorized by the Missouri Public Service Commission as the Missouri 2-1-1 Provider of comprehensive and generic health and human services information and referral in a 24/7/365 call center for the following counties in Missouri: Andrew, Bates, Buchanan, Caldwell, Cass, Clay, Clinton, DeKalb, Henry, Jackson, Johnson, Lafayette, Pettis, Platte, Ray and Saline; and in Kansas: Doniphan, Franklin, Johnson, Leavenworth, Linn, Miami and Wyandotte.

WHEREAS: The Kansas City Regional 9-1-1 System is administered by the Mid-America Regional Council on behalf of Johnson, Leavenworth, Miami and Wyandotte counties in Kansas, and Cass, Clay, Jackson, Platte and Ray counties in Missouri. The Mid-America Regional Council serves as the coordinating agency for the Kansas City Regional 9-1-1 System, which handles almost two million emergency calls each year. The regional system is served by 38 primary and secondary public safety answering points (PSAPs) operated by government agencies.

WHEREAS: The Kansas City Regional 9-1-1 System is a valued and trusted partner which refers 9-1-1 callers needing non-emergency health and social services to United Way 2-1-1, and United Way 2-1-1 transfers emergency and appropriate crisis calls to the 9-1-1 centers for the caller’s location.

The Kansas City Regional 9-1-1 System and United Way 2-1-1 agree to the following roles and responsibilities in order to provide the most effective and efficient service to residents in those common counties served:

1) United Way 2-1-1 will assist the Kansas City Regional 9-1-1 System in developing and providing training for emergency services dispatchers on the services provided through 2-1-1 so that dispatchers will know what types of calls can be referred to 2-1-1, thereby providing service to the caller while freeing up emergency lines.

2) The Kansas City Regional 9-1-1 System will assist United Way 2-1-1 in developing and providing training to 2-1-1 call specialists on what types of calls should be referred to 9-1-1, and proper procedures for making these transfers.

3) United Way 2-1-1 will train its call specialists on how to make warm transfers, defined as situations in which the caller is connected and talks directly to a dispatcher before the call is released.
4) United Way 2-1-1 will maintain a complete list of dispatch phone numbers for the agencies in the Kansas City Regional 9-1-1 System so the calls can be transferred directly to them.

5) The Kansas City Regional 9-1-1 System will provide United Way 2-1-1 the current direct phone numbers for the 9-1-1 centers in their coverage area.

6) In the event of a disaster, United Way 2-1-1 will coordinate with the Kansas City Regional 9-1-1 System to determine what calls to 9-1-1 regarding disaster services can be referred to 2-1-1 to reduce calls to emergency service dispatchers.

This MOU shall be effective from the date of signing by both parties and shall be reviewed and updated every two years, on or before the anniversary date. It can be modified at any time if both parties agree to the modifications, and if such modifications are in writing and presented as an addendum to the MOU.

______________________________ ________________________________
Eric Winebrenner               Michelle Hogerty
Director of Public Safety       Chief Operating Officer
Mid-America Regional Council    United Way of Greater Kansas City
Date________________________   Date________________________
Agenda Item 8

ISSUE

9-1-1 Legislation Update

BACKGROUND

An update will be given on the current status of legislation affecting the region.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

PSAP Upgrade Status Report

BACKGROUND

An update will be given on the status of the PSAP upgrade project.

FINANCIAL IMPLICATIONS

None

POLICY IMPLICATIONS

None

RECOMMENDATION:

Informational purposes only; no formal action required.
ISSUE

Interoperability Update

BACKGROUND

Updates will be provided by MARC Public Safety staff at the meeting.

FINANCIAL IMPACT

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.
ISSUE

9-1-1 System Report

BACKGROUND

Updates will be provided by MARC Public Safety staff at the meeting.

FINANCIAL IMPACT

None

POLICY IMPLICATIONS

None

RECOMMENDATION

Informational purposes only; no formal action required.