9·1·1

REGIONAL PUBLIC SAFETY
COMMUNICATIONS

KANSAS CITY REGIONAL 911 SYSTEM

- System Overview

  - What is NG911?

    - MARC's Responsibilities

      o Operations
      o Technical Services
      o Data Analysis and Mapping

      - Future 911 Projects

        - NG911 Benchmark

          - 911 Call and Map Demo

Regional 911 Call Center Locations
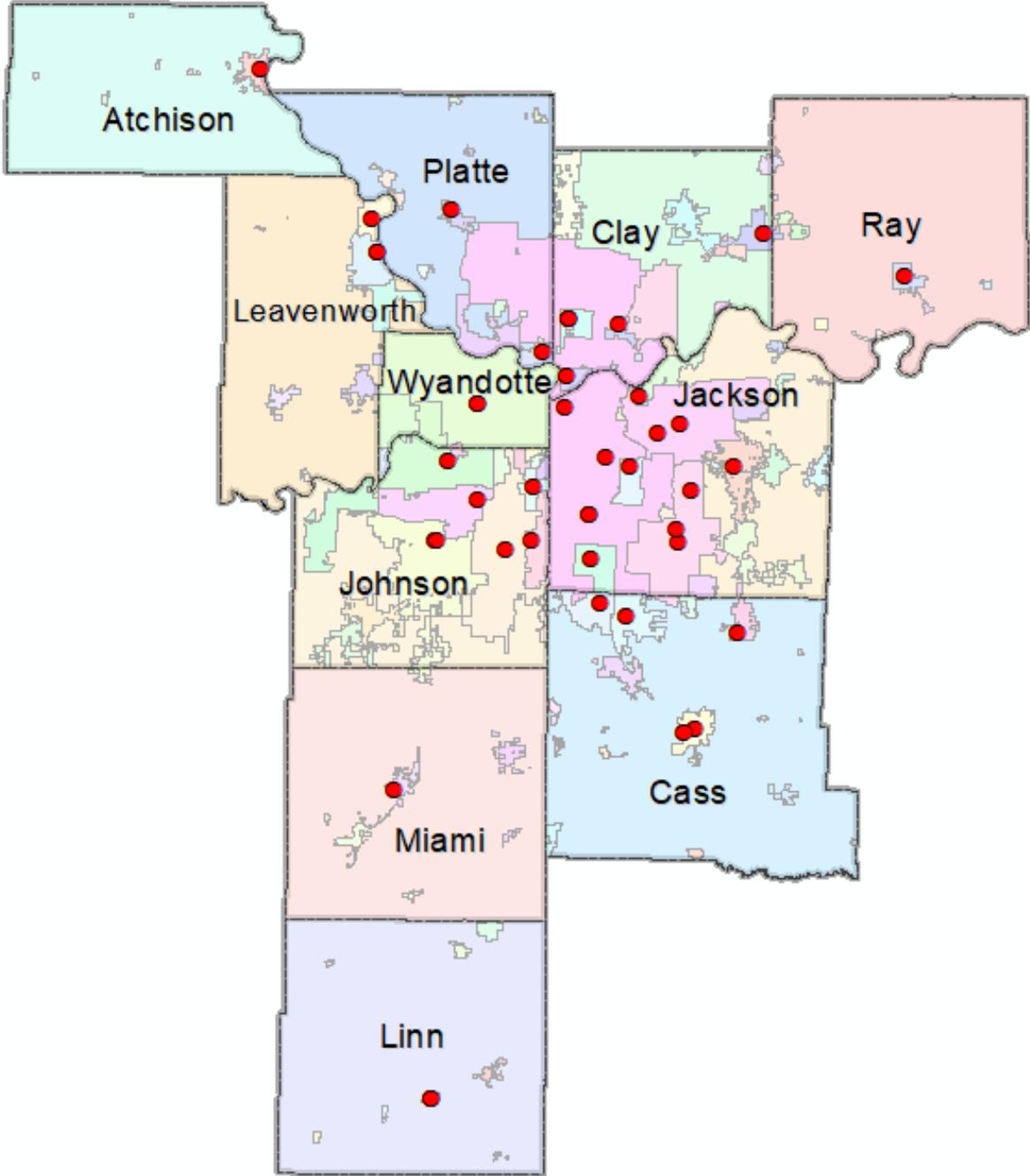
Kansas City Regional 911 System

- Connects all **Public Safety Answering Points (PSAPs)** in the system.

- **Allows transfer of 911 calls and data** to any PSAP in the region.

- All PSAPs have the **same 911 equipment and software**.

- In the event a PSAP must evacuate, **911 calls or personnel can move** to another regional 911 location.

- **Regional backup center locations:**

  - ➢ South Patrol (Kansas City)
  - ➢ Overland Park
  - ➢ Johnson County
  - ➢ Platte County
  - ➢ Independence
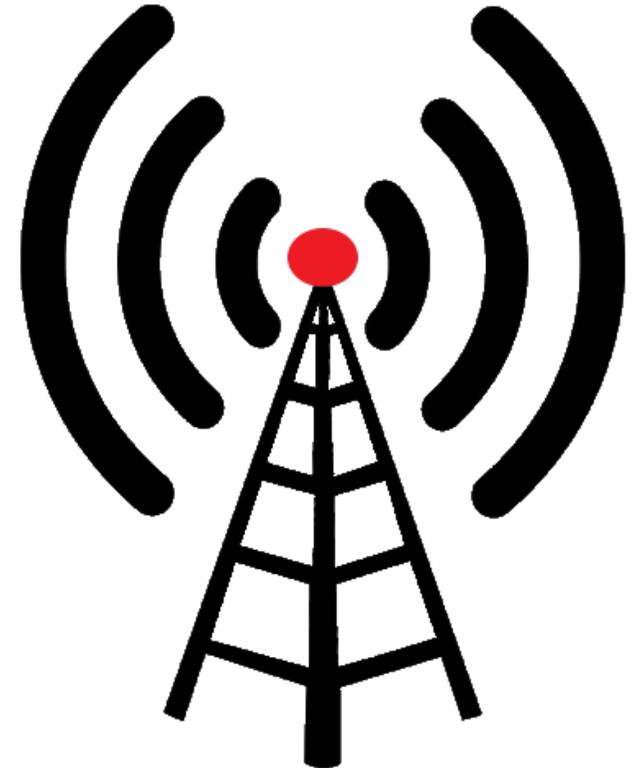
Kansas City Regional 911 System

- Duplicate Digital Selective Routers handle all calls in region.

- One system serves all PSAPs.

- Duplicate connections to all PSAPs.

- All costs for 911 system shared with *11* participating counties:

  ➤ Hardware
  ➤ Software
  ➤ Network
  ➤ Phone Bills

  ➤ Coordination
  ➤ Training
  ➤ Location Data and Mapping

Public Safety Communications Board

MARC Board of Directors authorized the creation of the Interlocal Agreement between MARC and nine counties

Public Safety Communications Board

| Oversees the Regional 911 System | Approves the annual budget |

Network, hardware and software to deliver and answer 911 calls provided

911 regional answering positions = 233

What MARC is responsible for

Operations

- Annual Budget
- All 911 Bills
- Allocation Revenue Collection
- Purchasing
- 911 Outreach
- Training

Technical Services

- Installation of all 911 Hardware and Software
- Network CyberSecurity

Data Analysis and Mapping

- Cell Sector Mapping
- Master Street Guide
- Maps and Map layers
- Carrier Coordination

What MARC is responsible for

- Receive the 911 call from the phone carrier to the region's selective routers.

- 911 call delivery from selective router to PSAP based on call location.

- All network, hardware and software assets that delivers the 911 call to the PSAP.

- All hardware and software installed in the PSAPs to obtain the 911 call and the mapping of the call location.

- Maintenance, repair and lifecycle replace of all 911 assets.

Local 911 call center responsibilities

Once 911 call is delivered to the PSAP, all other actions are the responsibility of the PSAP agency.

- **Staffing to answer call**
- **CAD data entry**
- **Dispatch of resources**
- **Call recording**
- **Facility operations**
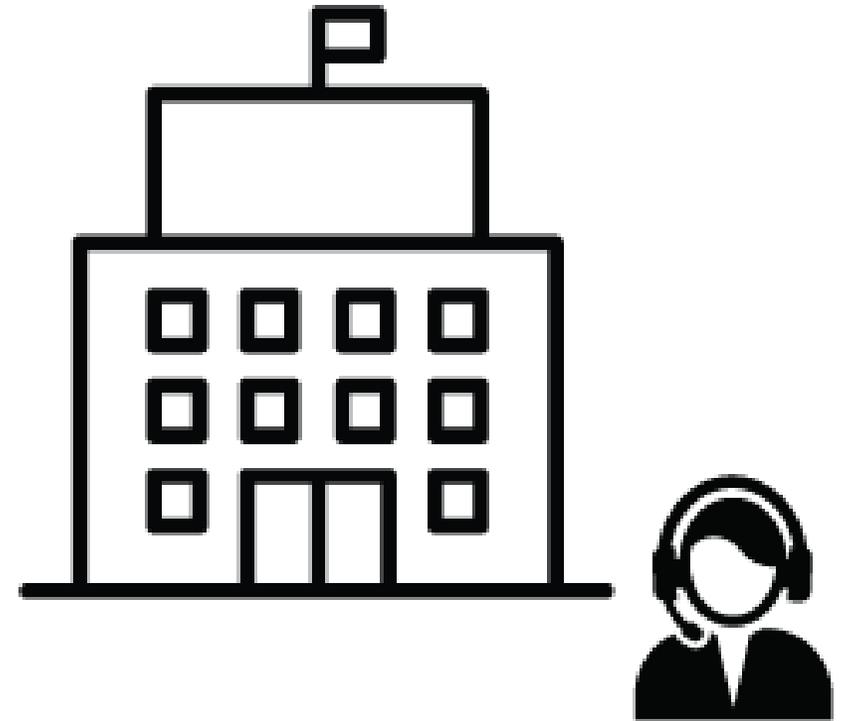
The goal of NG911 is to...

Enable the general public to make a 9-1-1 "call" (any real-time communication – voice, text or video) from any wired, wireless or IP-based device, and allow the emergency services community to take advantage of advanced call delivery and other functions through new internet working technologies based on open standards.

911
EMERGENCY CALL
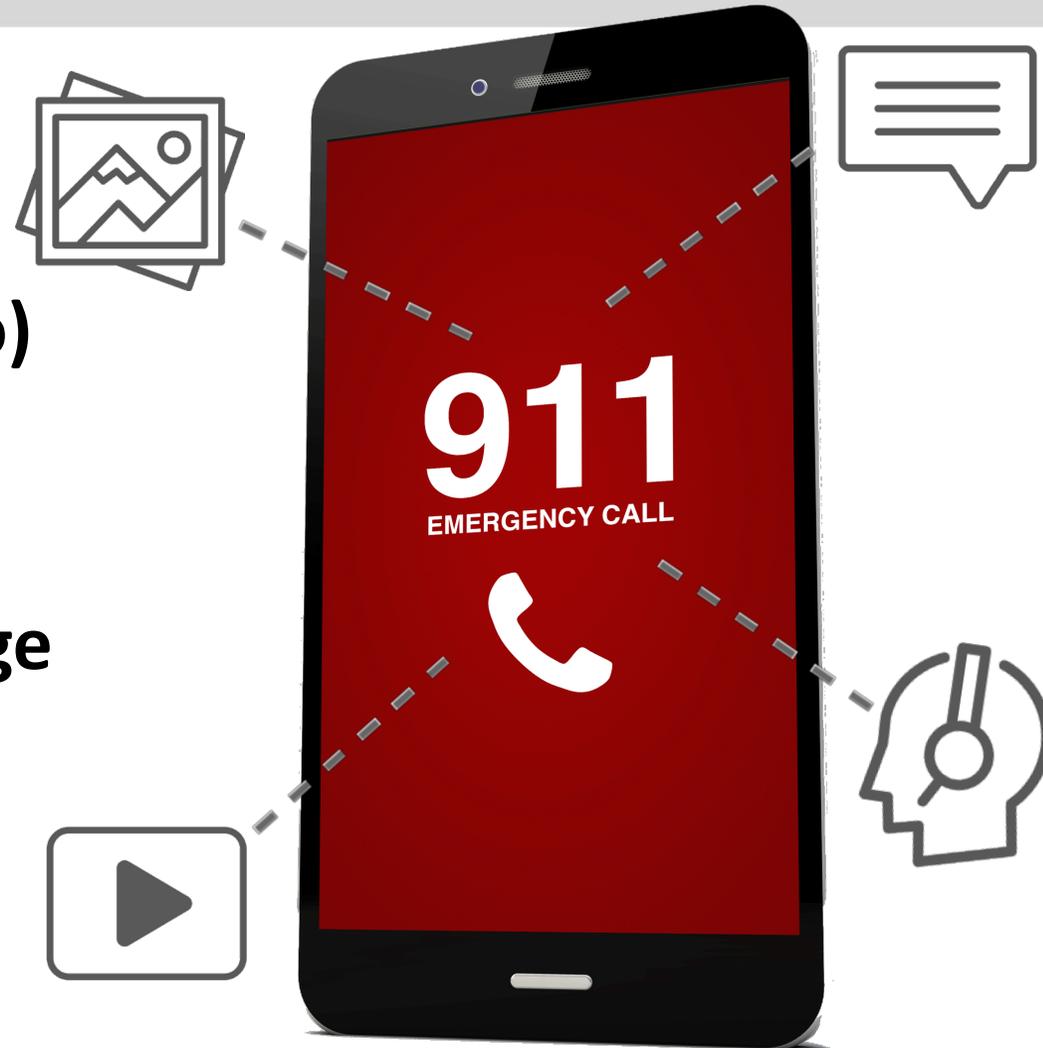
Regional 911 System Technology

Motorola Digital Router Version 1

Motorola Digital Router Version 2

Motorola VESTA 9-1-1 Call Handling Solution

Text to 911 available in region since 2016

ESInet

Maintained by MARC Technical Services 24/7

Regional 911 System Technology

Cybersecurity for the 911 system in place

Closed system

Few connections to the Internet

Firewalls

Always threats and active attempts to hack system

Kansas City Regional 911 Current Projects

- **Motorola Projects**

  o **Automated Abandoned Callback for KCMO PD.**

  o **Motorola Queue Selector (Auto Attendant) for KCMO PD.**

  o **911 Workstation Replacement.**

- **GeoComm Maps**
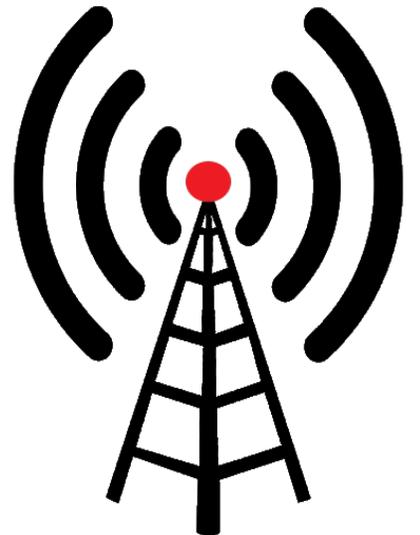
Kansas City Regional 911 Future Projects

- **Motorola Projects**
  - **911 server replacements**
  - **Citizen Input**
  - **Disaster Recovery**
  - **Smart Transcription**
- **RapidDeploy Eclipse Analytics**
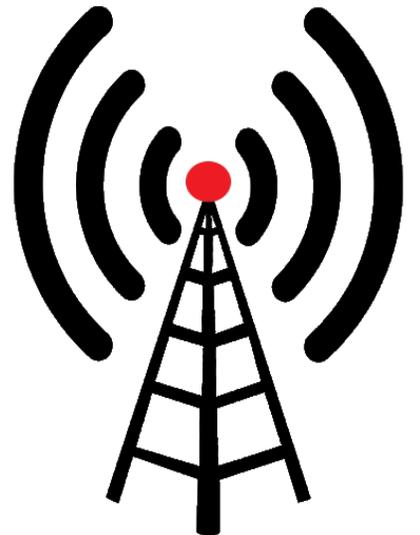
911 Data Analysis and Maps

- **Installed in every PSAP**, on each workstation.

- Installed and maintained by **MARC Technical Services**.

- Work with all city/county address and/or mapping contact.

- Maps **911 call based on location data** provided by the phone carriers.

- **Cellular sector mapping** (23,412).

- Map overlays - 15 data layers.

- **Rapid SOS** - with access to additional data points, can provide supplemental location information for 911 calls.

GeoComm Maps
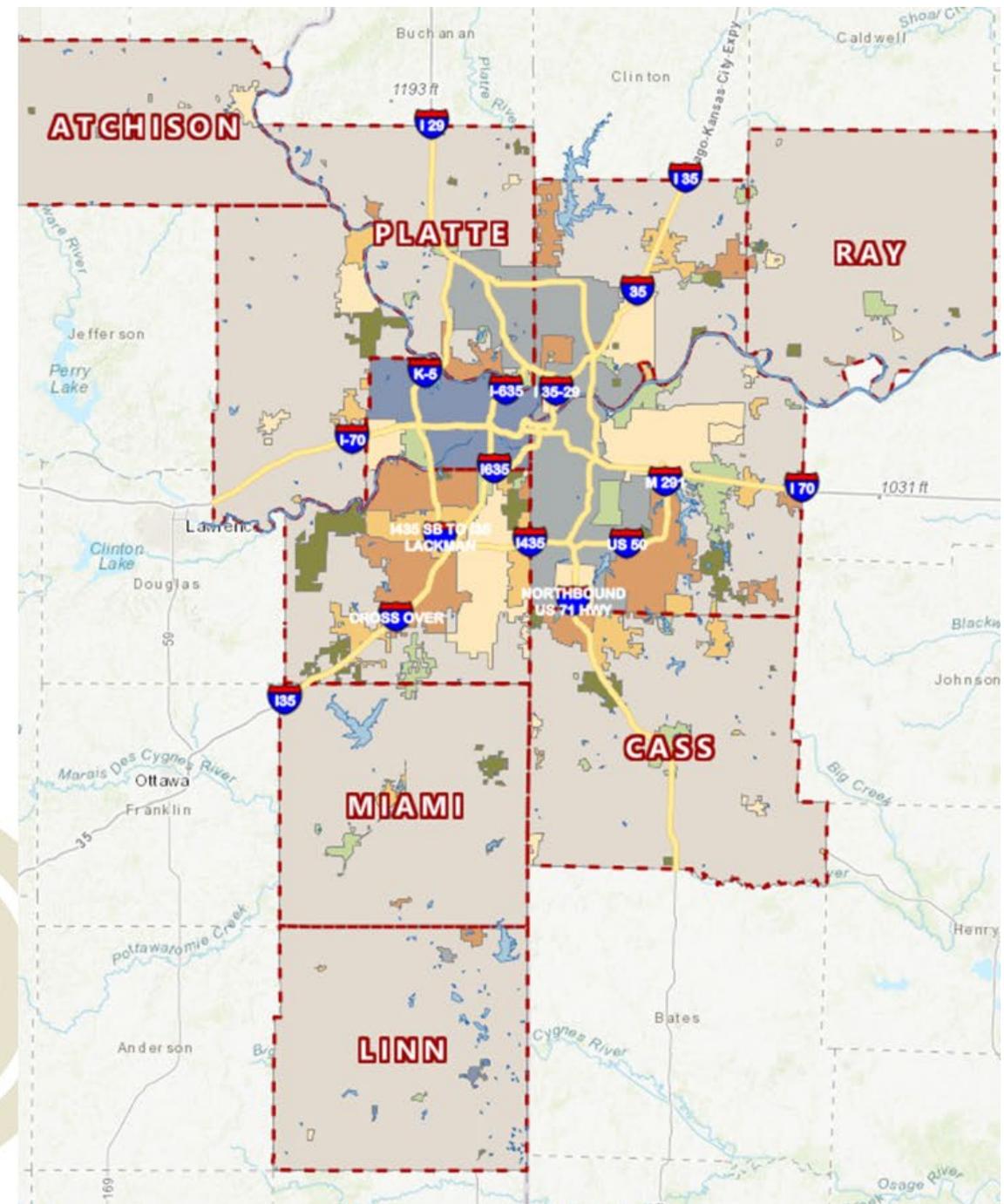
911 Cellular Coverage Map
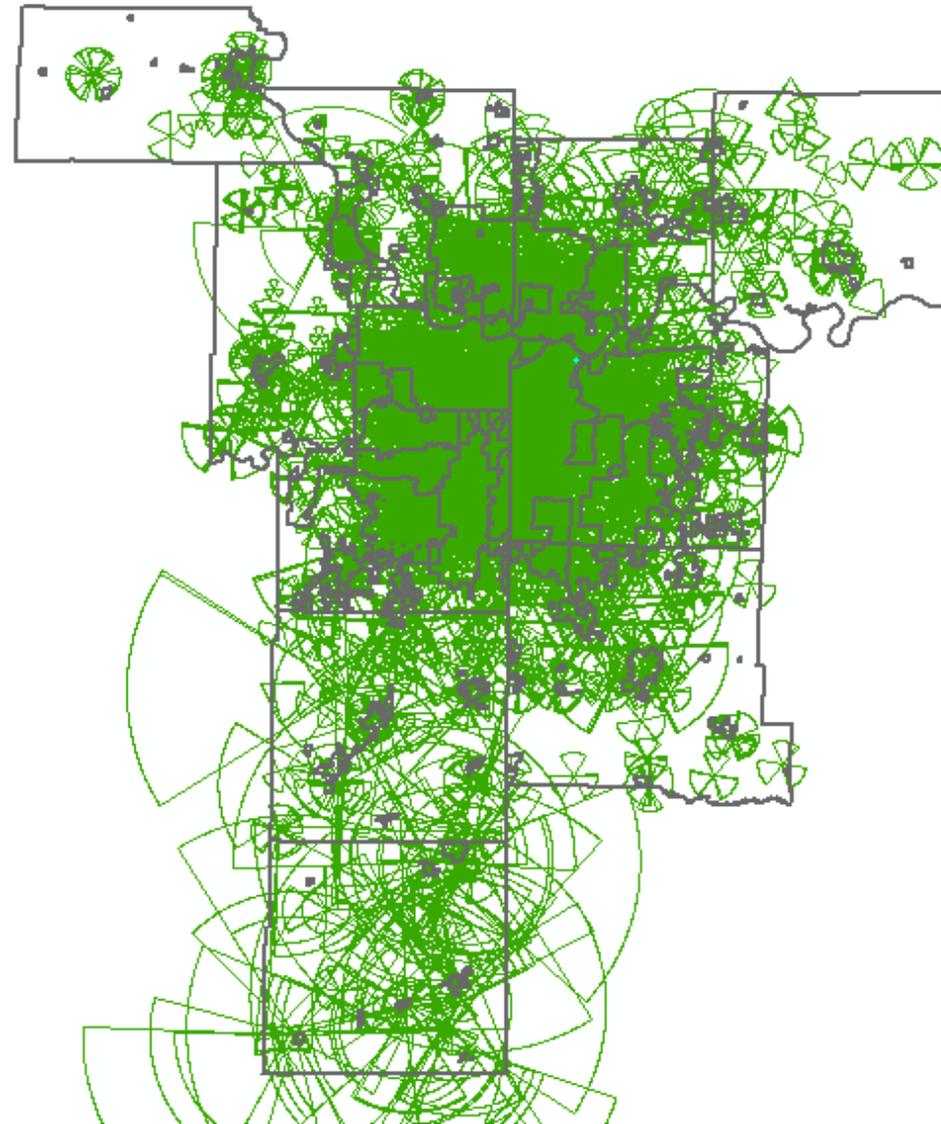
911 Cellular Map
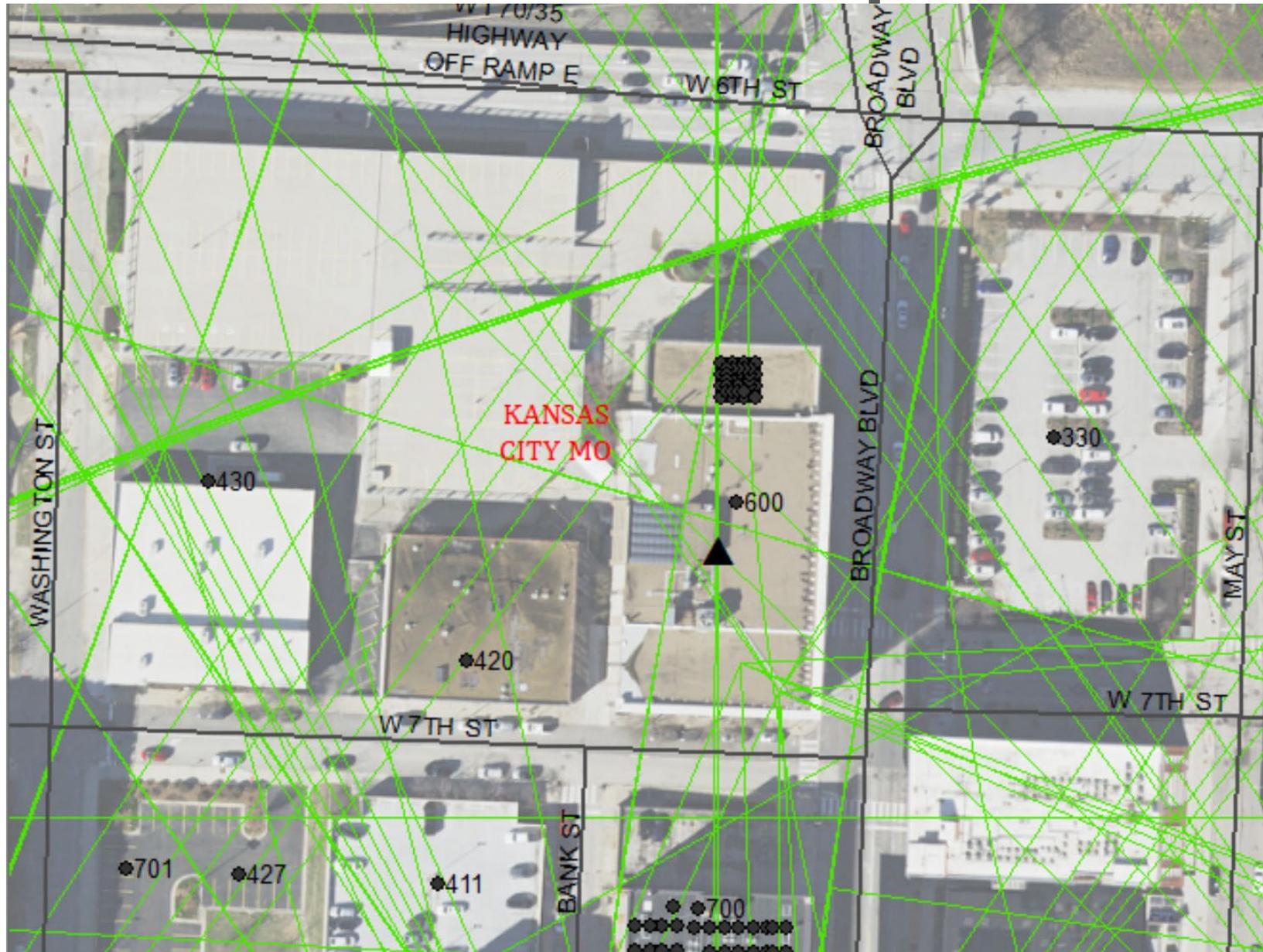
Benchmark for NG911

NG911 is a secure, Internet Protocol (IP)-based, open standards system comprised of hardware, software, data and operational policies and procedures that:

- **Provides standardized interfaces from emergency call and message services to support emergency communications.**

- Processes all types of emergency calls - **voice, text, data and multi-media.**

- **Acquires and integrates call data useful to call routing and handling.**

- **Delivers emergency calls, messages and data to appropriate PSAP.**

- **Supports communications needs for coordinated incident response and management.**

- **Interoperates with services and networks used by first responders (and other 911 systems) to facilitate emergency response.**

911
EMERGENCY CALL
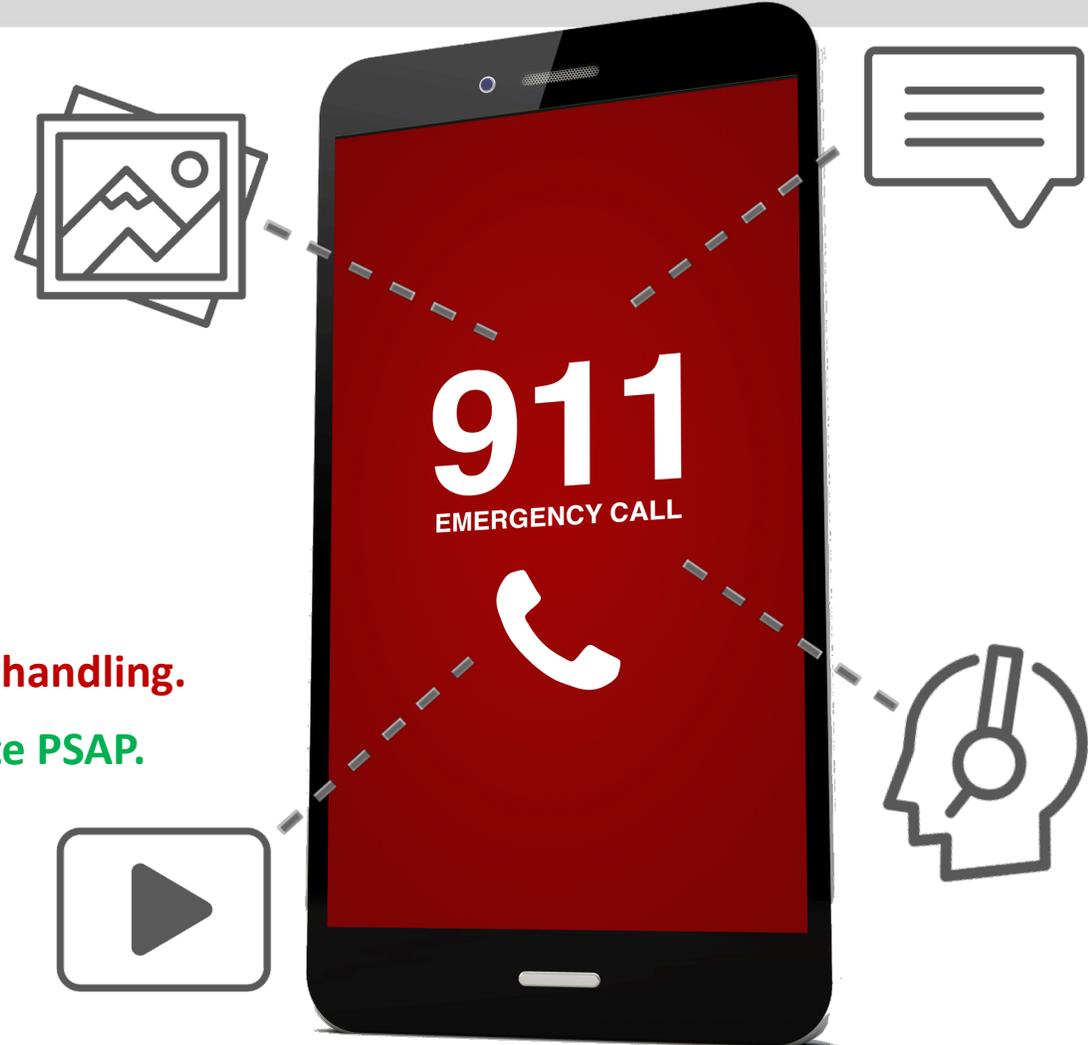
911 Call and Mapping Demo

Live 911 Call from 600 Broadway

Information the call-taker is provided in 911 call handling software

Map showing what the call-taker sees