



Regional 911 System

FACT SHEET



A strong system

All of our communities benefit from the Regional 911 System.

The Kansas City Regional 911 System is a state and national leader because of the value and service it provides residents:

- ◆ Cost savings.
- ◆ Redundancy to prevent outages.
- ◆ Emergency backup services.
- ◆ Coordination during large events.
- ◆ Consistency in service.
- ◆ Constant tech improvements.
- ◆ Equal access to advancements across local call centers.

Working together

Public safety leaders work together to create a reliable 911 system.

The Public Safety Communications Board was created by an interlocal agreement of counties and manages the operation and maintenance of the 911 technical infrastructure through MARC. The PSCB addresses issues that arise and ensures current and future reliability of the system. The system handles 1.5 million emergency calls each year, which are dispatched through 43 local 911 call centers. This regional approach also provides consistency in mapping and call-taker training.

- ◆ **Counties** share costs for the Regional 911 System on a per-capita basis.
- ◆ **Local governments** fund, operate and maintain their radios and all local call centers.

Current challenge

Nationwide, hiring enough call-takers is a challenge for local governments. When there is a long wait time for a call to be answered, it's most likely due to staffing levels at local call centers. The PSCB, with MARC's support, is working to find solutions including:

Auto-attendant

- ◆ Implementation of an auto-attendant feature for Kansas City, Missouri, only. Motorola is working on the city's request but has advised it will take time.

Dispatch needs assessment

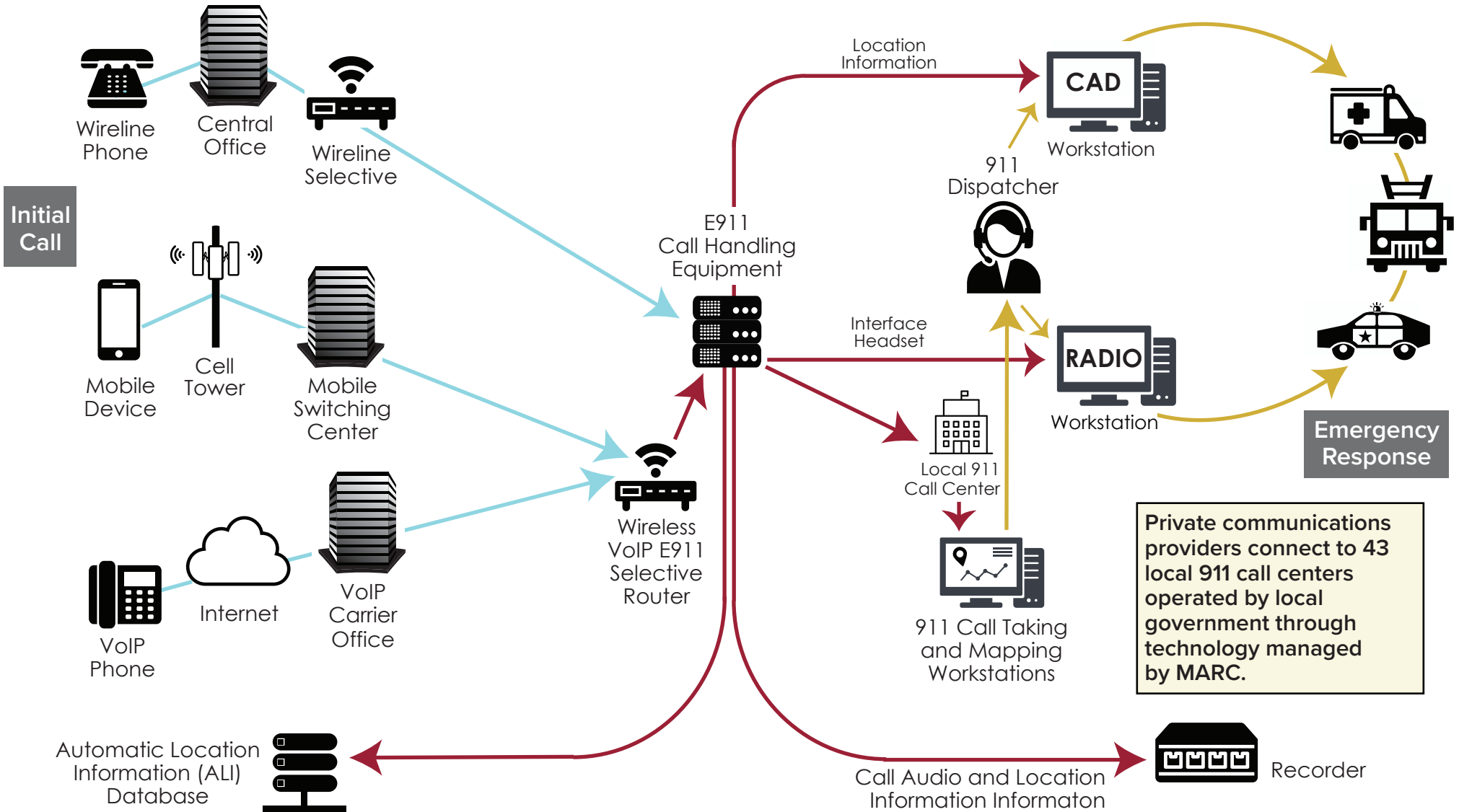
- ◆ MARC is supporting Jackson County; Kansas City, Missouri; and other cities to evaluate the possibility of a regional approach to dispatch services or other solutions to workforce needs. A study will begin in August.

How the Regional 911 System Works: From Call to Response

Communications Carriers

Regional 911 System (Managed by MARC)

Local 911 Call Centers (Managed by Cities and Counties)





Local 911 Call Centers

Below is a list of the local 911 call centers (public safety answering points) in the Regional 911 System. To see a map of the regional 911 call centers, visit marc.org/PSAPmap.



Kansas

- ◆ Atchison County Sheriff's Office
- ◆ Ft. Leavenworth Provost Marshal
- ◆ Johnson County, Kansas, Emergency Communications Center
- ◆ Johnson County, Kansas, Sheriff's Office
- ◆ Kansas City, Kansas, Fire Department
- ◆ Kansas City, Kansas, Police Department
- ◆ Leavenworth County Sheriff's Office
- ◆ Leavenworth Police Department
- ◆ Leawood Police Department
- ◆ Lenexa Police Department
- ◆ Linn County Sheriff's Office
- ◆ Miami County Sheriff's Office
- ◆ Overland Park Police Department
- ◆ Prairie Village Police Department
- ◆ Shawnee Police Department

Missouri

- ◆ American Medical Response
- ◆ Belton Police Department
- ◆ Blue Springs Police Department
- ◆ Cass County Sheriff's Office
- ◆ Clay County Sheriff's Office
- ◆ Excelsior Springs Police Department
- ◆ Gladstone Police Department
- ◆ Grandview Police Department
- ◆ Harrisonville Police Department
- ◆ Independence Police Department
- ◆ Jackson County Sheriff's Office
- ◆ Kansas City, Missouri, Fire Department
- ◆ Kansas City, Missouri, Police Department
- ◆ Lee's Summit Fire Department
- ◆ Lee's Summit Police Department
- ◆ Liberty Police Department
- ◆ North Kansas City Police Department
- ◆ Platte County Sheriff's Office
- ◆ Pleasant Hill Police Department
- ◆ Pleasant Valley Police Department
- ◆ Ray County 9-1-1
- ◆ Raymore Police Department
- ◆ Raytown Police Department
- ◆ Riverside Police Department
- ◆ Sugar Creek Police Department

Please share: Local 911 call centers across the region are hiring. Please visit this link to view these important opportunities and share with your community:

marc.org/PSAPjobs.