



Status of the **Kansas City** **Regional 911 System**



A model 911 system

MARC's regional 911 model has been acclaimed and adapted by both Kansas and Missouri. Our region's public safety answering points (PSAPs) are interconnected to improve 911 services and efficiencies.

The benefits of this regional approach are numerous, including:

- ◆ One-click call transfers across 11 participating counties.
- ◆ Improved interoperability among telecommunicators and first responders.
- ◆ Consistent and standardized training for telecommunicators.
- ◆ Reduced cost by sharing 911 equipment and technologies.
- ◆ Same level of high-quality service for all jurisdictions.
- ◆ 24/7 technical maintenance and monitoring of the system.
- ◆ Increased ability for PSAPs to focus on enhancing public safety.
- ◆ In the event PSAP operations are compromised, standardized equipment allows for the efficient transfer of operations to another PSAP location.
- ◆ Seamless communication between Kansas and Missouri PSAPs served by MARC.
- ◆ Central point of contact for 911 phone company interactions, including billing, contracts and auditing.

Forefront of innovation

The goal of the Public Safety Communications Board is to maintain a state-of-the-art regional interoperable communications system for metropolitan Kansas City region.

The following advancements are in progress:

- ◆ Location-based call routing to more accurately route 911 calls.
- ◆ Ability for PSAPs to accept multi-media (video, photos and data from smart devices).
- ◆ Updated mapping software to help telecommunicators locate 911 callers.
- ◆ Enhanced cybersecurity and disaster recovery capabilities.
- ◆ Connection to Kansas and Missouri 911 systems to allow for seamless call transfers.
- ◆ Customized solutions in response to individual jurisdiction's needs.

Status of the Kansas City Regional 911 System Continued

Urgent staffing challenges

PSAPs throughout the region are facing urgent staffing challenges. Our top regional priority is to support local jurisdictions in attracting and retaining qualified staff.

Under the oversight of the Public Safety Communications Board, here's what MARC is doing:

- ◆ Standardized academic training for 911 telecommunicators within the region.
- ◆ Organizing recognition events.
- ◆ Providing award-winning peer support programs.
- ◆ Making comparative salary data available to PSAP management to assist with compensation decisions.
- ◆ Coordinating public education about when and how to call 911 to reduce the number of non-emergency calls to 911.
- ◆ Leading a study in partnership with PSAPs in Jackson County to evaluate collaborative solutions to workforce challenges.

Kansas City, Missouri, resolution

The Kansas City, Missouri, City Council adopted a resolution on Aug. 3 to direct the city manager to solicit proposals for an in-house 911 call center and to report back in 30 days.

- ◆ It is too early to speculate about the implications for the Regional 911 System without more information.
- ◆ MARC has offered to assist Kansas City, Missouri, with its evaluation.
- ◆ MARC will continue to monitor and update the Public Safety Communications Board and MARC Board of Directors as needed, including recommended actions as appropriate.