

**911 Coordinating Council
Minutes
August 5, 2016**

Council Members in Attendance: Rep. John Alcala, Michele Abbott, Robert Cooper, Jay Coverdale, Keith Faddis, Kathryn Kuenstler, John Fox, Chairman Dick Heitschmidt, Rep. Kyle Hoffman, Mike Leiker, Kerry McCue, Bob McLemore, Josh Michaelis, Ken Nelson, Lance Royer, Jimmy Todd, and Ellen Wernicke.

Council Members Absent: Robert Boyd, David Cowan, Frank Denning, Larry Dexter, Senator Marci Francisco, Rusty Griffin, and Colonel Chris Stratmann.

Others in Attendance: Lori Alexander, Scott Ekberg, Sherry Massey, Julie Pennington, Phill Ryan, Vicki Simpson, Melissa Wangemann, and Randall White.

Chairman Heitschmidt called the meeting to order at 11:03 a.m. He called on the Council to review the minutes from the April 11th meeting, which were not previously adopted because the June meeting was canceled. Lance Royer moved to approve the minutes and Michele Abbott seconded the motion. The motion passed.

Chairman Heitschmidt called on Melissa Wangemann to provide the LCPA report. She reviewed the PSAP distribution chart through July's payment, which reflects receipts through May. The total distributed so far for 2016 is \$8,017,954.49. She also reviewed the Council's budget, explaining the expenditures for the current year. She noted that contracts with vendors are separated out from the Council's budget. Lastly she reviewed the financial documentation prepared for inclusion in the State's Comprehensive Annual Financial Report, noting it was due Sept 30th. There were no questions. She also discussed the status of the 911 audit. She said the CPA firm was wrapping up the audit and hopefully the final audit will be ready in time for the next Council meeting.

Chairman Heitschmidt presented the Executive Committee Report. He noted the vacancies on the Council, and that the senate republican position and the government-IT position are still open seats. He said that Jay Coverdale is working on the IT appointment and Melissa Wangemann is working on the senate republican one.

He discussed the letter from the FCC Bureau of Safety that went to governors saying the states are taking too long in deploying NG911. He noted that Kansas is ahead of everyone on NG911.

Chief Heitschmidt reviewed the text-to-911 project and said there would be more discussion on it later with other committee reports. He said they expect to roll it out in the third quarter of the year.

He said that some PSAPs are considering 911 solutions from standalone alternatives instead of the state network, and he noted that any PSAPS that uses an independent source could become

an island by itself. An independent system will not provide the same level of service or connectivity. Scott Ekberg said this is a communication issue, and he wants the PSAPs to make informed decisions based on good communications. He asked that Council members encourage PSAPs to avoid the standalone option if given the opportunity to discuss the issue. Robert Cooper asked about universities' involvement in the hosted solution. He said some communities have concerns about integrating their systems with the hosted solution. Where would the funding come from for those groups? Scott Ekberg said the definition of PSAP in the 911 Act does not include universities. He said this is a big issue but our hands are tied by the law, so it may be an issue to take to the legislature.

Lance Royer asked whether a document could be created that helps explain the pros and cons for the state solution, which would help PSAP personnel explain the issue to the commissioners and other decision makers at the local level. Scott Ekberg said there was a comparison between hosted solution and standalones, which is available on the website. Chief Heitschmidt indicated that they would consider developing such a document.

Chief Heitschmidt said the contract with the LCPA expires December 31, 2016 and the Division of Purchasing barred their effort to just renew the current contract. The RFP is currently being drafted with the intent that a new contract be signed by December 1.

Chairman Heitschmidt presented an update on the NG 911 business case. He said Randall White, Phill Ryan and Scott Ekberg will create a business case that shows the financial status of projects for the future and it should be ready in the next few months.

Chief Heitschmidt said he would like to add a budget line of \$25,000 for communications and outreach to the public to explain NG911 to the citizenry. Mike Leiker moved to add a line item appropriation of \$25,000 for communications and outreach. Rep Kyle Hoffman seconded the motion. The motion carried.

Chief Heitschmidt said AT&T and another organization met with him, Michele Abbott, Scott Ekberg and Sheriff Walker from Hodgeman to shoot a video about Kansas' NG911 solution, and the video should be available in September.

Michele Abbott provided the Operations Committee Report. She added a discussion on the annual report to the agenda. Michele Abbott discussed the questioned expenditures that were discovered from the PSAP annual report. While 172 expenditures were found allowable, there are 20 instances where the committee is awaiting initial response to questioned expenditures, and there were 30 expenditures that were found to be unallowable. Total questionable expenditures were just over 16%. Total non-allowable expenditures uncovered were .27% of total expenditures.

Michele Abbott discussed the July meeting about the Yoder backup site. She said the Council partnered with the South Central Homeland Security District to create a laboratory to test and evaluation lab, which can test new solutions. In July the Homeland Security District saw a

demonstration of recent upgrade. Partners with AT&T and Airbus attended, along with the executive committee. Attendees from sites coming onto the solution came and saw the demonstration. They also demonstrated the text-to-911 program. She received emails and follow-up questions about the demonstration. The Homeland Security District has asked us to partner with them for a FEMA success story.

Ellen Wernicke provided a training committee report. She said the committee issued an RFP for software for the certification process for training. Vendor demonstrations will take place August 8. Scott Ekberg asked if the Council will need to meet to award that contract before the October meeting. Michele Abbott said the decision would go to the Executive Committee for a recommendation, and the full Council would approve the contract.

Michele Abbott then turned to Josh Michaelis for a report on text-to-911 project. We have a Kansas interim text policy, which is based on the NENA model. It will provide standard guidance but allow modification for individual needs. The executive committee is reviewing the policy, and their review should be completed by the end of August. The committee decided to endorse the NENA text-to-911 slogan and the committee is developing its own logos. Those items will go to the full Operations Committee for consideration. The committee has a team that is creating a brochure to educate the public, and another brochure to educate the public safety and telecommunication industry. Josh said he has developed a timeline for the text-to-911 project.

Michele Abbott said NASNA will hold its fall meeting in Kansas City in October. Sherry Massey will be doing a workshop on the Kansas solution for GIS.

Jay Coverdale provided the Technical Committee Report. He reviewed the program status chart. He first reviewed Technical Support contract with the work done by Mission Critical Partners. The contract is valid through October and will be closed out. He reviewed the infrastructure contract, noting it is on schedule and on budget. He said 33 PSAPS are on the NG911 new solution, plus the Yoder backup site. Barton and Jewell counties will be added. He hopes to have 51 sites by end of the year. Jay Coverdale said the first upgrade of release 6.0 went well. Release 6.1 will roll out in October, which will support text-to-911. Rep Kyle Hoffman asked if the numbers indicate the project is on budget because the actual costs are higher than the budget. Jay Coverdale said it's a multi-year contract but the actual costs are currently higher than this year's allocation.

Jay Coverdale covered the program management contract with Randall White. He skipped past the report on DASC that would be covered by Ken Nelson and Sherry Massey. He discussed the technical work with Phill Ryan. Jay Coverdale reported on GIS remediation, saying 103 out of 105 counties are done on data remediation (98% completed) but we are still waiting on a couple of PSAPs. The data QA contract has been ended for convenience because DASC can finish the project.

Jay Coverdale also discussed the cyber security committee. Debbie Edwards is leading this discussion for the committee. She is reviewing what kind of insight the Council will need for the future to accommodate picture, videos, updates from vehicles, and other apps in development. Debbie Edwards is doing a lot of work on the effort and a plan of action has been developed. The committee is working closely with AT&T and Nex Tech.

Chairman Heitschmidt turned to Ken Nelson for the GIS Committee report. He reviewed the status maps. The first map reviewed was the GIS enhancement status. He discussed Pottawatomie County, which is expected in the next few weeks. He said Montgomery Co will be on the system in September. Ken Nelson said the GIS maintenance status map shows those counties that have moved into maintenance. Maintenance is key because it's necessary to keep all the efforts that have been accomplished. He said the PSAPs will need to update at least quarterly. Two counties in blue on the map are still in remediation. Four counties in white have not submitted data. His goal is 100% participation, and the executive committee may have to get involved if the response is not good, but so far it is promising.

He turned the issues of training and geospatial to Sherry Massey. She discussed the training on maintenance in all regions throughout the state. The class was aimed at GIS stewards who will be responsible for GIS data at the local level. She said they have held six classes with 100 attendees. There are two more classes planned; one at APCO and at the Kansas Association of Mappers conference. There will be rotating basis for the classes going forward.

She said they are actively working with AT&T on geo-spatial call routing. It's a complex technical issue requiring aligning of GIS data with MSAG and ALI data that is stored with the telecommunication provider. The alignment is crucial and is a very big process; these two data sets never worked together in the past. She said they are getting good information from AT&T and that AT&T had to work past their current policies to accommodate this change.

Sherry discussed the data model. She said they have kept track of the changes at the national level and included national models and user feedback in the new version 2.0 of the data model. The committee has used a serious process of vetting those changes. The new model is now available for comment. The committee will review the comments, and finish up the product.

Ken Nelson reviewed the statewide ortho-imagery contract with Surdex. The contract for statewide collection goes through July 2017. The committee is developing a renewal plan and a trade study. That plan will run past the Executive Committee in the near future.

Ken Nelson noted the other projects listed on the handout; the Kansas GIS NAS devices, program portal, call handling solutions, etc. Chief Heitschmidt thanked Ken Nelson, Sherry Massey and Eileen Battles for their work on GIS.

Chairman Heitschmidt called on Scott Ekberg to give his Administrator Report. He discussed the status map of those PSAPs on the NG 911 system, noting 33 PSAPs were on the network with two more to be added in the following week. He explained the prioritization matrix for

choosing which PSAPs to handle. Those PSAPs with no manufacturing support were first (mostly Southwest Kansas) were first on the list. Next consideration was larger PSAPs that are surrounded by smaller ones which have very little backup support for Legacy models. Third priority was systems that were aging out, reaching end-of-life or are no longer supported. Last priority was the PSAPs that had platforms that have support. Fifty-one PSAPs are scheduled to be live by end of the year. The map reflects the status map expected by Dec 31, 2017. He explained the colored counties and each category, whether live on the system, in queue, interested, other system used, or no indication of intent. Orange counties in North Central area are ones that elected to go with AOS hosted solution. The counties noted in red will be creating their own solution, and will be on their own and miss services provided by the hosted solution. Lance Royer asked for clarification whether these PSAPs were using their own vendor, and Scott Ekberg confirmed that they were using their own vendor. Michele Abbott noted that Legacy PSAPs will need an update or system refresh within four years, causing them to duplicate their costs. Scott Ekberg said they will need to invest in IP, which they cannot afford to do. The Legacy environment will cause them lose certain services and functions. Sherry Massy said the PSAPs on a standalone won't get automatic map updates.

Scott Ekberg also shared a chart showing 911 total calls by class of service. His chart showed 82% for wireless callers. He discussed the call volumes for PSAPs by size and the number of calls by time of day.

Scott Ekberg said he and Phill have done 10 consult visits since the last meeting. It is a high-level visit with the PSAP where they identify how the PSAP is operating and their integration methods. He noted that the text-to-911 release 6.1 will take place October 3-14. That upgrade will be followed by request to telecoms to allow texting on the network. Vendors have six months to make the connection but it will probably take 30-60 days for connectivity. Scott Ekberg said it is important to note that text-to-911 will be NG911 version, so it's new to AT&T and Airbus. The pricing model will be new and there are hiccups because we are the first to do this project.

Scott Ekberg said Lori Alexander was developing relationships with PSAPs. He said all the PSAPs have been advised of the security policy and they have signed a MOA about the system. Lori Alexander has worked with DASC to create a portal application to provide the security audit questions in an online process. Every PSAP will be able to do online audits and then Scott Ekberg and Lori Alexander will then do some random, on-site audits.

Chief Heitschmidt reminded everyone about the next meeting at APCO in Wichita on October 17. Michele Abbott reminded the Council members to notify Melissa Wangemann if they are attending the conference so she can register them. Chair Heitschmidt noted that Walt Way created an executive committee back in 2015 and the committee appointed Colonel Chris Stratmann to serve as vice chair of the Council. Chair Heitschmidt called on the Council to ratify the decision to appoint Colonel Stratmann as Vice Chair. Lance Royer moved and Josh Michaelis seconded the motion. The motion passed.

Kathy Kuentler moved to adjourn the meeting. Robert Cooper seconded the motion. The meeting was adjourned at 12:17 p.m.