



Kansas NG9-1-1

Regular Council Meeting Minutes

Friday, August 18, 2017

1 Call To Order

Chairman Heitschmidt called the Kansas 911 Coordinating Council ("Council") meeting to order at approximately 12:16PM.

2 Roll Call

Council Members in Attendance

Michael Albers, Rep. John Alcala, Troy Briggs, Robert Cooper, Jay Coverdale, David Cowan, John Fox, Senator Marci Francisco, Chairman Dick Heitschmidt, Rep. Kyle Hoffman, Kathy Kuenstler, Sherry Massey, Kerry McCue, Robert McLemore, Josh Michaelis, Melanie Mills-Bergers, Ken Nelson, and Ellen Wernicke

Council Members Absent

Jerry Daniels, Larry Dexter, Adam Geffert, Rusty Griffin, Michael Leiker, Chris Stratmann

Also in Attendance

Michele Abbott, Lori Alexander, Eileen Battles, Toyia Bulla, Jason Conn, Bill Duggan, Debbie Edwards, Scott Ekberg, Stacen Gross, Gayle Schwarzrock, and Randall White

3 Approval of Minutes

Chairman Heitschmidt presented the minutes for the February 3, 2017 meeting and asked for any comments from the Council. With no comments presented, Jay Coverdale moved to approve the February 3, 2017 minutes, and Sherry Massey seconded the motion. All were in favor. Motion carried.

Chairman Heitschmidt presented the minutes for the March 21, 2017 meeting and asked for any comments from the Council. With no comments presented, Josh Michaelis moved to approve the March 21, 2017 minutes, and Jay Coverdale seconded the motion. All were in favor. Motion carried.

Chairman Heitschmidt presented the minutes for the July 25, 2017 meeting and asked for any comments from the Council. With no comments presented, Jay Coverdale moved to approve the July 25, 2017 minutes, and Robert Cooper seconded the motion. All were in favor. Motion carried.

4 Approval of Agenda

5 Presentations

5.1 LCPA Report

Chairman Heitschmidt called on Toyia Bulla to give the Local Collection Point Administrator (LCPA) 2017 audit update. Toyia advised there was a meeting with the auditor this month, in preparation for the



audit of the 2016 transactions. The LCPA for 2016 was the Kansas Association of Counties (KAC). As such, representatives of KAC were also in attendance at the meeting, as well as Toyia, Scott Ekberg, and Randall White. Discussion was had on what is needed from the auditors going forward that would affect the 2017 audit. Audit work for 2016 is preliminarily set to start in September and conclude in October.

5.2 Financial Report

Toyia presented current financial reports to the Council. The members reviewed the Bank Activity Report. For the month of June 2017, total receipts were \$2,157,770.74. Total expenditures were \$2,108,891.71. The remaining balance at the end of June for both the state and grant funds was \$14,554,778.97.

The Balance Sheet report is on an accrual basis, which is new for 2017. It reflects the assets that the Council owns, including:

- Accounts Receivable:* This is primarily billings to the PSAPs for the calling handling system.
- Prepaid Expenses:* The staff of the Council are actually employed through the Adjutant General's Office, so funding for their salaries and expenses is paid three (3) months in advance.
- Accrue Revenues:* Revenues that are anticipated to be coming in for the month for telecom payments and prepaid wireless fees. They are accrued at the end of the month, and paid by the 15th of the following month.

The Balance Sheet report also includes liabilities, which consist of:

- Accounts Payable:* Items to be paid on behalf of the Council.
- PSAP Payments:* 911 fees paid out to the PSAPs to be paid out over the next two (2) months. They are collected for June by July 15th, and then paid out August 15th.
- Minimum Payments:* Quarterly payments to PSAPs that receive less than \$50,000.00 in fees per year.
- Arrears:* Sent in after the fact by telecommunication providers.
- Deferred Revenue:* PSAP payments received for equipment that are paid in advance and allocated out over the months remaining in the year.

With recent changes implemented on this report, the Balance Sheet more clearly reflects the monthly ongoing operations of the Council.

The Summary report reflects the revenues recognized for the month of June, as well as year-to-date for the past 6 months. This includes \$2,161,371.30 for the current period and \$12,255,676.83 for year-to-date.

The report also shows the expenditures which include payments to the PSAPs, Council's operating expenditures, and contractual costs. Year-to-date those are:



- PSAP Payments: \$9,946,763.25
- Operating Expenses: \$183,241.69
- Contractual Costs: \$2,094,384.89

Year-to-date, the Council has a positive change in net assets of \$31,287.00. The Council's operating expenses are clearly within the 2.5% limit, currently at 1.6%. The statutory limit of 2.5% is calculated based upon the 911 fees collected.

5.3 Chairman Report

FirstNet Decision of Governor. On Tuesday, the Governor officially opted in to FirstNet. This was discussed more in-depth during the new council orientation.

Council Vacancies and Appointments. Michele Abbott's role as a member of the Coordinating Council has termed out. Because of the complexities of what is going on, and the background, knowledge, and history that Michele has, the Chairman has asked her to stay on as Chair of the Operations Committee. She has also been asked to begin working with and mentoring her replacement on the Council. The Governor has appointed Sherry Massey to fill Michele's vacant position.

The Council is currently reviewing some recommendations for a position that covers the Kansas rural independent telecom service providers (TSP's). The Council is also waiting to hear from the Senate Majority Leader about a position for the Majority party.

Michele Abbott mentioned another new member to the Council, Melanie Mills-Bergers, from Shawnee County. Chairman Heitschmidt stated he had contacted the Shawnee County Sheriff and he gave Melanie a glowing recommendation.

Scott Ekberg also mentioned the need for a new representative from the Adjutant General's Office. Chairman Heitschmidt advised that Colonel Stratmann will be leaving the Adjutant General's Office, so an appointment recommendation will need to be received from the Adjutant General's Office to fill that spot.

Staff Resource Management Updates. The purpose of the July 25, 2017 call was to talk about some staffing issues that had been brought up and approved at the meeting. Currently that is on hold. The Adjutant General has placed a hold on moving forward until some issues are resolved within the Adjutant General's Office.

5.4 Executive Committee Report

Chairman Heitschmidt presented in Colonel Stratmann's absence.

Office of Attorney General Legal Support. House Bill 2409 went into effect in July 2017, requiring certification that individuals and companies receiving state monies, are not involved in any boycotting of Israel. The Council met with the a representative of the Attorney General's Office, and that does affect the Council, but the Chairman is not yet clear on exactly how much. He is relatively sure it does not affect reimbursement from the Council to individual Council members. A way it would affect the Council would be if we contracted with a hotel to provide services. It is likely a certification will need to be received from AT&T. Scott believes that will be needed.



Jay Coverdale advised that contact has been made with the Kansas Division of Procurement, and have received guidelines to follow in terms of when that certification will and will not be required.

Michele Abbott added that at the fall conference, even though the Council is responsible, it is a contract with APCO, and not individual entities, such as hotels. Chairman Heitschmidt advised a certification may be needed from APCO. The Council will check on that to get clarification.

General Relationship of 911-Related Programs. Chairman Heitschmidt inquired with Scott Ekberg if this involved the call handling, ESInet, and FirstNet. Scott confirmed and both agreed these projects were well covered during the new council orientation.

5.5 Operations Committee Report

Meetings and Outreach. Michele Abbott deferred to Scott Ekberg to discuss the NASNA/NENA meeting they attended. Scott advised that one of the things he took away from the meeting was an understanding of how far out in front of most everybody else Kansas truly is. GIS is the basis for moving forward, and the Council is light years ahead of anyone else in the nation. There was a lot of talk at the meeting about statewide contracts that have been issued to create a statewide data set.

Another important piece from that meeting was a presentation from the Federal Office of Emergency Communication on a pilot project they are running to create a 911 cyber-security center. Scott spoke with the retired Admiral that made the presentation, and advised him that he thought Kansas is in a good position to be a pilot on the project. The Admiral agreed and advised he had already been informed that Kansas would be an excellent place to try to pilot the project. The next step for that now is the Federal Office of Emergency Communication coordinator for our region is working on a project plan that they will bring to the Council so it can be reviewed and the Council can see what the project will look like.

Kyle Hoffman inquired the impact this would have on the Fusion Center, and if it could be incorporated into the Fusion Center. Scott advised he is anticipating seeing in the project plans an integration between those. This project would look to monitor the traffic on the ESInet, and look for intrusion detection and other security issues. That would make a good marriage between the Fusion Center and this project. Chairman Heitschmidt advised attempts have been made to get AT&T and the Fusion Center together, but it has not yet happened due to scheduling issues. Kyle advised the Fusion Center is prepping to open more space and would be in a good position to take on more. Scott advised that Colonel Stratmann has been close to the situation and has more information. Kyle advised that Westar has a presence there to monitor their own program, and AT&T would be a good addition.

Jason Conn commented that there have been some conference calls and meetings between the Fusion Center and AT&T. AT&T staff back in DC and Kansas are looking at getting the appropriate people with security clearance involved in proceeding with discussions on moving forward together.

Michele Abbott discussed the APCO Conference that she, along with several representatives from Kansas, just returned from, that was held in Denver, Colorado. Michele and Lori Alexander attending a meeting with AT&T and AirBus to discuss the roadmap for next year and identify any area that may have any fiscal note or implications to the Council as far as deliverables or anything that may change at the PSAP level. There was discussion about the timeline in place for creating a work plan. We are on the same page as far as our expectations of what we need to move forward as a Council.



Michele also was updated on the dispatch classification and the issue is still alive and has not been decided by the Office of Management and Budget (OMB). There was a movement to reclassify the dispatcher's position within the OMB from a clerical position to more of a public safety type position. There have been petitions and a lot of support from NASNA, NENA, APCO, and others. This is only reviewed once every 10 years, so it is a large undertaking and important. The fact that it hasn't been ruled on yet and is still being reviewed.

Some members attending the APCO Conference also attended a text-to-911 program presented by JAIS. They are contracted to do a program for the National 911 Office. Their project guidelines are about language, integration, and interpretation into text. During their presentation they talked about needing 10 pilot sites. Alan Benway from AT&T was there and Michele consulted with him to determine if Kansas and the Hosted Solution would be a possibility for helping either side of the project – us or them. We did put in our intent for consideration, so that when the paperwork comes out to say how we may partner, we will review the documentation and determine if it is a good fit for us. We are in no way obligated to do anything at this time.

Michele advised of a visit with David Furth from the Federal Communications Commission (FCC). He advised that the FCC Chairman, Ajit Pai, will be in Kansas the 3rd week of September. We will hopefully see him while he is here.

Another National 911 Office project we are looking at is the CAD Standards project. What that means is standards for integration so CAD's can talk to each other. We will be keeping an eye on that as it moves along. We are also keeping an eye on the Interstate Roadmap project they are working on. This involves relationships from border to border, state to state. As other states move forward on NG911, how to integrate with that.

Also, with regard to the National 911 Office, they have \$115 million in funding available, and they are currently working on how they are going to deliver that to the states.

A letter came out from NENA and APCO, because there was some conflict between their definitions on i3. They stated they would start working together and their language would be consistent. The FCC spoke about the importance of that, and how we are large in numbers, and we have APCO, NENA, and NASNA, so we should be working together and communicating the same message.

As was mentioned previously, Connecticut is interested in talking with Kansas about how we got where we are and the steps taken.

APCO is planning a new one-day workshop that will be taking place in October in San Antonio, Texas, specifically about cyber-security. Michele is checking with the technology committee on whether it would be beneficial for the Council, or would be something more for AT&T.

An update on the Department of Defense pilot for the National 911 Office that is being done involving armories, recruitment centers, and bases and how they interact with 911 in delivering. What they have found is that often times a 911 center would take a call that happened on the bases, recruitment center, and armory properties, but they were not getting notified. We are working with them to determine a better line for communication. Currently the project is paused pending receipt of new data they received from testing. They want to regroup and look at the scope of the project before proceeding.



Lori Alexander briefly discussed the KS911 website. She thanked NSI for their work on the site and for continuing to offer support. Work is currently being done to add some additional items to the site, as was previously mentioned. Michele added that the initial website was very rudimentary, and this new site brings a professional face to the project and what we are trying to accomplish. It is much easier to navigate and much more interactive. It has given interaction with the PSAPs that was not available before. Chairman Heitschmidt requested Lori provide the website for anyone who may not have it, which is kansas911.org. Lori also advised that we have a Facebook page that is active as well.

Scott mentioned the calendar option, and Lori advised it is a training and events calendar which is located under News and Resources on the website. Michele also mentioned that the Knowledge Center has a calendar as well which lists trainings available, and it also has an option to post trainings from other agencies.

Fall Admin Day. It was determined that with all of the data that needs to get out, we needed to communicate more than just a few times a year, such as at APCO Conferences, and there was a need for a lot more dedicated time with the administrators. As part of a work plan deliverable, admin days were scheduled. There was an admin day scheduled in the spring, but a snow storm came through which caused that to be canceled. The fall admin day was originally set in Topeka, but with the cancellation of the spring day, and in an attempt to be more centralized, it has been moved to the Hilton Garden Inn in Salina on September 13th. Currently there are 70 registered to attend. This will be a full day of Council members going over projects and giving hands on information to PSAP administrators, supervisors, and trainers. We will continue to try to do 2 administrative days a year, in addition to the 2 APCO conferences.

Expenditure Report. Responses were not as quick this year as they had been last year. The final report was submitted last week, thanks to Lori staying on the PSAPs and their data. She called and went down and worked with numerous PSAPs to acquire the data. There are requests out to PSAPs allowing them to clarify any questionable expenditures. Per the LPA, we are now getting ready to do the invoice sampling that was discussed previously. The plan is to have that completed by the end of the year, pending any additional delays in acquiring information.

PSAP Distribution of 911 Subscriber Fees Report. Toyia covered this report in her presentation at the beginning of the meeting.

Workplan Update. Each year a workplan is drafted in October and adopted in December, which sets out the Council and committees deliverables and what goals are to be accomplished in the coming year, and a timeline to do so. The Text-To-911 and Training Committees are currently on time with deliverables for this year.

Text-To-911 Subcommittee Report. Josh Michaelis reported on the Text-To-911 committee work. The committee meets via conference call at least once a month, usually the first Wednesday of each month. Since the last full conference meeting, a public brochure that highlights the Do's and Don'ts of Text-To-911 has been approved. That is currently available on the Council website. A sample press release document has been developed for local PSAPs to use as they transition to Text-To-911, that can be shared with their local print media and media outlets. A letter has also been created that introduces Text-To-911 to our advocacy partners. The letter is pending a hard confirmation from AT&T that the software is good and we are moving forward. It is anticipated that will happen within the next few



weeks. The letter will go out with the public brochure. So far we have reached out to the Kansas Coalition Against Sexual Assault and Domestic Violence. The letter and brochures will be supplied to them and they can then distribute those out to local advocacy groups in each of the counties where they have facilities. We have also been working with Robert at the Kansas Commission For The Deaf and Hard of Hearing, as an outreach partner to also push out the press release. Josh addressed Senator Francisco and advised her he would be interested in working with the Human Trafficking Commission as well.

There is also work being done currently on video public service announcements. There are currently two (2) initial ones in the works. One is focused on a general discussion of what is Text-To-911. The second is focused on the deaf and hard of hearing communities. Looking at 2-3 minute spots for each video. These will be embedded on the Council's site and local agencies can also embed them on their sites to share as well. The plan is to also take 30 second clips out of each video and utilize them in conjunction with a statewide announcement. Ken Nelson inquired if they can also be made available to post on Facebook accounts and other social media, and Josh advised yes. It is the intent to have the Council review the videos before they go public, pending any timetable changes. The goal is to have everything approved and vetted through the Council by the end of October to be ready for release in November.

Along with the Kansas PSA's, there is also a project in the works with AirBus, highlighting Kansas and what Kansas is doing with the Hosted Solution and Text-To-911. Several Council members have been interviewed by AirBus, and a few more will be interviewed when testing and installation is being done at the Yoder site. Robert Cooper will also be participating in the PSA video as well.

Michele Abbott asked Robert Cooper to speak about his position with the PSA's. Robert spoke about captioning and ensuring that captioning is on all videos. He requested that beta or auto captioning not be used as they are not effective and do not work well. Any video can have captioning added directly onto the video, cut and pasted from the script.

Michele advised that the timing of the joint APCO conference will hopefully allow an opportunity for the videos and any documentation that is prepared to be viewed at that time.

Training Subcommittee Report. Ellen Wernicke spoke on the work being done by the training subcommittee. The committee is currently drafting guidelines for trainers and PSAPs. The goal is to have those finalized by the October meeting for the Council to review. The committee will also do a formal presentation at the October Council meeting. The committee is directing some of the needs that Josh has mentioned for Text-To-911, and incorporating those into the Knowledge Center, along with the enrollment packet that Scott has been working on. The committee has also identified a clear need to market both the standards and the Knowledge Center, and options are being explored on how to best do that outside of conferences and the Admin Day. Updates on this will be given at the October council meeting.

Ellen gave a quick update on the Knowledge Center, advising that 74 of the 117 PSAPs are currently registered. This includes 729 individuals.



Michele added in that with retention and turnover in the dispatch centers, the need for outreach to the PSAPs is constant. The average dispatch career is between 3-7 years. It is pertinent that outreach be in constant repeat mode with getting training and standards information out to the PSAPs.

5.6 Technical Committee Report

Annual NG911 All-Team Workshop. Jay Coverdale spoke for the Technical Committee. He advised that 3-4 years ago the committee was very active in analyzing all the systems and deciding on the technology moving forward. Since that time, the committee has transitioned into an oversight review group. The committee continues to meet monthly, and also gets updates from Scott and other committees on progress the project is making, and continues to give and receive insight into the technological aspect of the project.

As NG911 and ESInet come online, more changes are coming. A workshop was held on June 15, 2017 in Topeka, wherein the technical committee gave a presentation on the technology behind ESInet.

Program Management Status. Jay presented the Program Status (via handout) which reflects an accounting of the major projects that are ongoing.

- The LCPA contract is on schedule with what was budgeted and expenses year-to-date.
- The DASC Support contract also reflects we are within our limits from a cost perspective.
- The Dickinson County Support contract allows them to be compensated for all of the time that Sherry Massey contributes to the project. This is well within budget.
- The Program Management contract with Randall White Consulting, who has been the eyes and organizational aspect to all the different projects. This is also well within budget.
- The Infrastructure/Call Handling System is a bit delayed in what was planned in support for the ESInet, but progress is continuing with the call handling rollout.
- The Implementation Tech. Support Specialist is a contract with Phill Ryan who assists Scott with the rollouts, working with AT&T on the logistics, and being onsite for every turnout that is done to ensure everything is going smoothly. He also documents every turnout.
- The Knowledge Center is a project Lori Alexander headed up in providing a group to keep knowledge flowing and training up-to-date. This includes a contract with FirstNet Learning, Inc.

Overall, the program status gives an idea of what is budgeted for each project and how the money is being spent.

Kansas NG911 Security Plan/Policies. Alongside the technical committee is a security committee focused on technology from a security perspective. Debbie Edwards has volunteered to chair that committee. Progress is already being made. Debbie has been working with AT&T in an attempt to acquire a subject matter expert that can work with us as a liaison and educate us on how AT&T is achieving security on the system, and take our advice and recommendations back and make sure the Council is comfortable with the emphasis on security and be able to articulate security needs to the PSAPs. There are 2 elements of security – the technical aspect and the user aspect. It is important to educate the PSAPs on these elements and give them an awareness of how they can help protect the systems from a security incident.

The current system being used is classified as a closed network system. There is no access to the internet at this point, so all traffic is very tight within AT&T. As such, from a cyber-security perspective it



is secure. However, as ESInet comes online, the internet will become an open pike for a lot of information to come in. So this committee is looking at the best route for security for that.

Incident Management. From a cyber-security perspective, it's not a matter of avoiding an incident, it's knowing that an incident will happen and being prepared to react. Communications is a significant piece of that. The security group is looking at and working with AT&T resolution center around the incident management approach that they take, and how that might need to be strengthened or how it could be enhanced. There has been great cooperation on that.

5.7 GIS Committee Report

GIS Data Maintenance Status. Ken Nelson presented information on the 2nd quarter GIS data maintenance. All the shaded counties are currently in compliance with the data maintenance policy. Updates were received from 95 jurisdictions, and 10 jurisdictions who indicated they had no changes. The policy allows for jurisdictions to have no changes, but they are required to report either way. Kyle Hoffman inquired how it is known that a jurisdiction really has no changes. Ken advised they currently utilize the honor system, but the policy states if a jurisdiction reports no changes for four (4) quarters consecutively, then there is communication with them, and if needed, further investigation to determine if they did in fact have any changes during any of those unreported quarters. To date, no one has met that threshold.

A toolkit is provided to the jurisdictions to help validate their data. When they upload their data, the same tools are run, and if it fails any tests, it's sent back. They know in advance, based off the toolkit, the type of tests that are going to be run when the data is uploaded, so they can be prepared and ensure their data is correct.

Geospatial Call Routing. Sherry Massey presented on geospatial call routing. She advised that one of the things her group does, not just for geospatial call routing, but the whole project, is offer certification classes for data maintainers and data stewards. These are two (2) roles identified in keeping the GIS data maintained. Classes have been completed in Wichita, Garden City, Hays, Lawrence, and Iola. There is currently a class scheduled in Manhattan in September, as well as during the APCO Conference, and another with the Kansas Association of Mappers, which is the GIS conference. The Lawrence and Iola classes were completed just recently, and there were approximately 30 people who completed.

The next phase of geospatial call routing is alignment between the GIS data that we have and the data at AT&T that is currently being used for routing. The 2nd quarter alignment reports have been sent out. These reports are generated by testing all of the data in the AT&T database against our GIS data, and then telling each of the jurisdictions what didn't work. The alignment is getting remarkably good. There are currently 50 PSAPs on the Hosted Solution, or who are scheduled to come on, that have achieved the data alignment necessary to move on to the ESInet already. There are approximately 6 around the state that are perfect and have no errors whatsoever. The remainder have so few as to be remarkable – most have less than 10. There is coordination with West and AT&T currently on the process of transitioning those who are ready, and then the ones who are still working on their alignment, over to using the GIS data rather than the tabular data. That is in the negotiation stage at this point.

Orthoimagery Update. Ken reported on orthoimagery. As discussed at the previous meeting, options were being looked at to update the statewide imagery. One option was the contract extension with the current provider, Surdex. That is the chosen route, and work is being done to procure that extension



under that agreement, with a plan of beginning acquisition in 2018. In all likelihood, that will be a 2-year acquisition. To acquire left-off imagery, it is unlikely they would be able to fly the entire state in one flying season. In all likelihood, it'll be the western half in 2018 and the eastern half in 2019. As part of the current agreement with Surdex, triggering that extension allows for the current product with the 2014/2015 imagery out in the public domain. The license currently in place is pretty liberal and allows for the imagery to be utilized however we choose, except releasing it in public domain. Renewing the license and capture of the new imagery for 2018/2019. The new imagery then would be under the same terms. The renewal is \$1.6 million. The cost prior was \$1.8 million, so it's a lower renewal cost. The committee was able to acquire some cost-share partners as well, including Kansas Department of Transportation, Traffic Records Coordinating Council who have agreed to contribute \$100,000 to utilize the Road Centerlines file, and Kansas Department of Revenue, who have agreed to contribute \$15,000 per year. Over the life of the 3 year renewal, this should total about \$150,000 in cost sharing, which will bring the total cost to the Council down to about \$1.5 million. In addition to new imagery and publicly releasing the 2014/2015 imagery, we will also be getting the color infrared band which is a product that we didn't get under the original acquisition. New product should be received in July or August of next year.

Kyle Hoffman stated he was at an energy council meeting recently and had a chance to drive a Tesla. He inquired if the orthoimagery data is what is being used for development of such things as self-driving cars. Ken advised he imagines they are using GPS tied in with the Road Centerline data, along with a sensor that can tell where that vehicle is on the road.

GIS User Groups. Ken reported on the User Groups. The NG911 GIS group is more focused on those that maintain the data. Eileen Battles is in charge of that group. Eileen advised that the GIS group has a webinar every quarter, which is targeted toward the data maintainers and data stewards. The webinars allow for regular updates. Participation has been overwhelming, with the webinars being maxed out. The next meeting is set for August 29, 2017, and another at the GIS Mappers Conference in the fall.

The Vesta Locate Map User Group, which Lori Alexander will talk about in her liaison report, is geared more toward those who use the map. These are two (2) distinct user groups.

Cross-Border Collaboration. Ken reiterated the meeting with Nebraska that had previously been discussed. The next meeting is set with Oklahoma in possibly October or November 2017. If scheduling continues to be an issue, a web-meeting may be set up instead.

General Update Items. Ken reported on some general updates.

NG911 GIS Toolbox: Kristen Jordan is the primary developer on this and pushes out updates as new tools are added, enhancements are made, or bugs are fixed.

NG911 Program Portal: Discussed earlier. An update on what has been launched (TSP Module), what is under development (Outage and Token Modules), and enhancements that have been made (Expenditure Module).

GIS Imagery Attached Storage (NAS) Devices: 69 shipped.

Call Handling Solution Map Templates (Vesta Locate): 66 templates published/maintained.



5.8 Administrator Report

Status of Hosted Solution. Scott Ekberg presented several maps and graphs to the Council that he pulled from the ECaTS system.

Status map of the Hosted Solution: The biggest change is the addition of Phillips, Rooks, and Riley counties expressing interest in the system. All three (3) counties either have contracts for their current systems, or they have purchased a system that is going to be end-of-life in 2020. They have all indicated interest in coming on to the statewide system once they reach that end-of-life or end of contract.

End of Year 2017 Project map: The counties in blue are set for install or have a very high probability of coming onto the system. If things go as projected, then by mid-2018, the vast majority of the state will be green (live on the system).

911 Calls by Class of Service graph for July 2017: In total, there were 25,335 total 911 calls received for the month. Of those calls, 82.9% were wireless. This highlights the importance of geospatial call routing, with the predominance of wireless in the world today.

Calls by Class of Service – January 1-June 30, 2017: Looking at the range of January 1 through June 30, there were a total of 105,317 911 calls, of which 80.11% were wireless.

911 Call Volumes – July 1-31, 2017 for 1 Seat PSAPs: The report ranges from less than 1 call per day up to over 10 calls per day.

911 Call Volumes – July 1-31, 2017 for 2 Seat PSAPs: The report ranges from a little over 2 calls per day up to over 32 calls per day.

911 Call Volumes – July 1-31, 2017 for > (greater than) 2 Seat PSAPs: The report ranges from a little over 10 calls per day up to over 130 calls per day.

Call By Time of Day – January Through July 2017: The busiest time averaged between 5:00PM and 6:00PM. From 12:00PM to almost 10:00PM the numbers are balanced out, staying almost as busy for the same amount of time throughout that time period. Typically, 3:00PM to 6:00PM has been very heavy on percentage of calls coming in. The least busy time was 4:00AM-5:00AM.

Michele Abbott added that at the QA meeting when the EMD calls were being quality checked to the standards, the ECaTS system was a tool that was demoed for them to assist in that since it gives answer time, call time, etc.

Chairman Heitschmidt inquired what the cost was per call for Hutchinson/Reno. Michele advised she believed it to be \$35.00. Scott pulled a report and advised it is \$19.52 per call for the highest call volume, which is in Hutchinson, and \$166.66 per call for the lowest call volume.

NG911 AT&T Nationwide ESInet. Reviewed previously. Scott inquired of any questions.

Website Hosting. The old website was hosted under a contracted with CivicPlus. That contract expires in December 2017, and they have been notified to terminate at the end of the year.

Sedgwick County. Chairman Heitschmidt asked Scott to give an update on Sedgwick County. Scott advised the Council that they will come live on the system on September 13, 2017. All of the equipment is in and being tested currently. Scott is anticipating finding out what impact their call volume will have



on the system. He estimates that to be approximately double the number of calls that come into all of the other PSAPs total.

Shawnee County. Chairman Heitschmidt also asked Scott to give an update on Shawnee County. Scott advised that additional contract language in the MOA was worked through that satisfied their attorneys. Scott is scheduled to meet with them today to get back on track in scheduling them onto the system in early 2018.

5.9 Liaison Report

PSAP Relations. Lori Alexander advised she has been around the State of Kansas quite a bit over the last several months meeting with PSAPs, including meeting with new individuals at PSAPs, and ensuring they understand how to use the portal, where the website is, and any additional resources they need. Lori has also attended some regional meetings across the state, continuing to ensure it is well known what the Council does and how the Council can help those in attendance.

Vesta Locate User Group Report. The group has not met since the last APCO meeting, other than in discussions with PSAPs and assisting them with needs related to the group. The group will be doing a presentation on tips and shortcuts at the APCO Conference.

6 New Business

Senator Marci Francisco pointed out that the agenda has her position listed as being staffed by the Senate President, but it is actually the Senator Minority Leader. She requested it be corrected on the agenda.

Michele Abbott thanked the Chairman for the opportunity of being a voting member for the last few years. She spoke highly about the transition with the LCPA and the great job that NSI has done.

Bob McLemore inquired that since the Governor's announcement to proceed, if anyone has made inquiries to FirstNet on contracts or plans. Chairman advised that has not been done yet.

7 Adjournment

Chairman Heitschmidt called for a motion to adjourn. Motion made by Kerry McCue, and seconded by Robert Cooper. All in favor. The meeting adjourned at about 1:42PM.

Submitted by:

Scott Ekberg
NG911 Administrator