Kansas 9-1-1 Coordinating Council
Special Meeting Minutes

Monday, April 1, 2019, Mulvane, Kansas

1 Call to Order

The Kansas 911 Coordinating Council was called to order at 9:06 A.M. by Chairman Dick Heitschmidt.

2 Roll Call

Roll call, Gayle Schwarzrock
Council Members in Attendance

Voting Members: Mike Albers, Melanie Bergers, Sheriff Troy Briggs, Robert Cooper, Senator Marci Francisco, Chief Jerry Harrison, Kathy Kuenstler, Michael Leiker, Sherry Massey, Kerry McCue, Chief Robert McLemore, Josh Michaelis, Ellen Wernicke.

Non-voting Members: David Cowan, Jerry Daniels, John Fox, Patrick Fucik, Robert McDonald Ken Nelson, Mark Tucker, Bill Walker.

Council Members Absent

Voting Members: Representative John Alcala, Senator Rick Billinger, Representative Kyle Hoffman, Jonathan York.

Non-voting Members: Sarah Spinks.

Also in Attendance. Michele Abbott, Lori Alexander, Eileen Battles, Kathleen Becker, Scott Ekberg, Dick Heitschmidt, Angela Murphy (PSAP), Phill Ryan, Gayle Schwarzrock, Randall White.

3 Old Business

3.1 Meeting Minutes

- Josh Michaelis moved to accept the minutes of the regular meeting, **January 25**, 2019. Seconded. No corrections, no additions, no amendments. Voice vote. **Motion carried**.

3.2 LCPA Report, Kathy Becker

- We are operating at a deficit.
- Bank fees due to fund transfers. Standard practice. Action Kathy try one more time to get bank fees reversed.
- Spending more funds than bringing in; still running at a deficit.
- Administrative overhead 1.71%
- Moved to approve the LCPA Financial Reports and
- [Note: CC&S auditor arrived late. Provided Audit 2017 summary from 10:10 AM to 10:16 AM. Discussion placed here in the Minutes for continuity with other NSI Financial Report.] Financial

Audit for Year 2017, Greg Schmidtlein, CPA, Cummins, Coffman & Schmidtlein (CC&S). Greg stressed that:

- Management's Responsibility. Financial reports are ultimately the responsibility of the Council. If there is something the Council doesn't agree with, then important to have discussion to investigate whether financial opinion can, or should, be changed.
- Auditor's Responsibility. Greg issues only an opinion.
- Opinion. Financials are on cash basis rather than Generally Accepted Accounting Principles (GAAP). Opinion is not modified based on cash basis.
- The Auditor's opinion is that the financial statements reviewed present fairly, in all material respects, the cash receipts and disbursements of the Kansas 911 Act Funds, for the year then ended December 31, 2017,
- Main Financial Audit. Based on a single year since CC&S did not audit prior year. Next year, there will be two (2) columns for two years: prior and current.
- Our bank deposits in separate accounts (State Fund $4.7M and Grant Fund $9.5M) are covered by both FDIC insurance and pledged securities; therefore, both funds are fully insured; no risk if bank defaults.
- Josh Michaelis moved to accept Audit for 2017. Sherry Massey seconded. Voice vote. **Motion carried**.

3.3 Legal Services, Chief Heitschmidt

- Office of Attorney General terminated legal services Memorandum of Agreement (MOA) with the Council effective February 7, 2019. We are attempting to secure alternative legal counsel.
- Contacted John Yeary, Chief Counsel, Department of Administration (DoA) for their advice on how to proceed, and if they would be willing and able to support the Council. [*ACTION Randall White followed-up with John Yeary, Chief Counsel DoA, April 4, 2019, not able to assist due to insufficient staff*. Action item complete.]
- Former legal counsel spoke with Shawnee County District Attorney about open meetings violation, October 2017, but did not prepare letter. Chief Heitschmidt spoke to District Attorney. [*Action Chief Heitschmidt sent self-reporting letter to Michael Kagay, Shawnee County District Attorney, Topeka, April 19, 2019*. Action item closed.]
- Adjutant General Office knows we are working to find permanent housing for our two staff personnel. Ken Nelson investigating temporary hosting our staff within the GIS Office of University of Kansas (KU), Data Access and Support Center (DASC). [*ACTION Ken Nelson met with KU legal counsel, April 15, 2019; there is concern of possible conflict of interest; suggested approaching Kansas Ethics Commission. However, Ethics Commission meets sporadically, and KU legal counsel not optimistic of favorable outcome. Action item closed.*].
- Sen. Marci Francisco commented that the Docking Building may have space available in 2-3 years. Capital Police and HP considering. Council should not enter any office space lease without considering Docking option.

3.4 Administrator Report (Scott Ekberg)

- Riley County Memorandum of Agreement (MOA). Former legal counsel failed to complete contract addendum to existing MOA by adding Riley county standard contract language. Scott reviewed Riley County contract language; recommended that Council accept Riley County

proposed amendment to our Council MOA. Motion to accept by Sherry Massey; Sen. Francisco seconded. Voice vote. **Motion carried**.

- Scott reviewed HB2084 status amending Kansas 911 Act. Fee increase from existing $0.60 to $0.90 does not fund all future enhancements. The $1.03 fee requested would have funded all future enhancements. Bill change thumbnail summary:
    - **Fee** revenue distribution
        - $0.66 direct distribution to PSAPs
        - $0.23 direct distribution to Operations Fund
        - $0.01 direct distribution to Grant Fund with $2M cap
        - Prepaid wireless fee from 1.20% to 2.06%; previously tied to post-paid fee
        - Minimum PSAP payment from $50,000 to $60,000
        - Administrative expenses cap from 2.5% to 2.0% of total revenue
    - **Council Membership**
        - PSAP Representative Regardless of Size changed to Representative of Association of Public-Safety Communications Officials (APCO)
        - Two additional non-voting members representing non-traditional PSAPs:
            - One must represent Tribal Nation Government
            - Other to be determined
    - **GIS Data Integrity**
        - Jurisdiction required to maintain and update GIS data
        - If not update within year, Council gives notice of error in data
        - Council has the prerogative to remediate the data, bring up to standard, bill back the cost to the delinquent PSAP
    - **Expenditure Authorization**
        - Expenditure reporting process used since 2012 now codified
        - Authority to withhold 10% of 911 fund payments if PSAP fails to comply
        - Expenditure Pre-approval process now codified
    - **Liability** Protection
        - Changed from “reasonable care” to “gross negligence” standard
        - Applies to LCPA, PSAPs, Service Providers
    - **911 Act** is added to other legislation that local government cannot opt-out under Home Rule government.
    - What about **consolidation**? What about collaboration? There is no consensus as to what “consolidation” looks like. Chief Heitschmidt stated that the Council does not have a role in consolidation. Sheriff Briggs stated that 911 is specific to local jurisdiction, not a Council issue. Sen. Francisco believes that consolidation is a local decision; the Council is providing statewide hosted solution and training opportunities. She also believes that it is important that PSAPs have people who are familiar with their counties and where [911] services exist. Chief recommends that consolidation should be addressed by the individual organizations on the Council.
    - What future **NG911 enhancements** might not be realized? Do we need all the “bells and whistles”? Chief mentioned that while some believe that “basic 9-1-1 is good enough”, Kansans want the very best 911 available. Scott stated that statute states Council is responsible for meeting “next-generation 911”. The answer depends on the evolution of

i3 standards and the associated cost of the feature. The younger generation will insist on advanced technology and performance that they are already accustomed to now. Since we were not given the full fee needed for future next generation functionality, we will likely have to revisit the 911 Act in 3-4 years. Otherwise, local property tax will have to fund the deficit.

- *[Post Note HB2084:*
  - *Requested for Introduction by Scott Ekberg, 911 Coord. Council, Jan 24, 2019*
  - *Original and Current Sponsor – Committee on Energy, Utilities and Telecomm.*
  - *Amended by House Committee, Feb 22, 2019*
  - *Amended by House Committee of the Whole, Feb 26, 2019*
  - *House Final Action passed 94 / 29, Feb 27, 2019*
  - *Amended by the Senate Committee of the Whole, March 25, 2019*
  - *Senate Final Action passed 36 / 3, March 26*
  - *House concurred with Senate amendments 87 / 35, April 4, 2019*
  - *Approved by Gov. Kelly, April 16, 2019*
  - *Enrolled – law effective July 1, 2019]*

- Annual Review of LCPA. KSA 12-5367 requires the Council review the designation of the LCPA and the LCPA contract. Non-profit Solutions Inc. (NSI) is doing an exceptional job. They are responsive, timely and easy to work with. Current contract expires December 31, 2020. Annual cost for 2019 is $130,050 and for 2020, $132,650. In addition, the LPA Audit Report shows no areas of concern. Scott recommends that the Council approve the designation of the LCPA [NSI] and the LCPA contract for this year. Motion to approve NSI as our LCPA this year by Josh Michaelis; seconded by Mike Leiker. Roll call vote unanimous. **Motion carried**.
- NG911 Strategic Plan for 2019-2021. Scott recommends approval. Motion to approve Strategic Plan by Mike Leiker; seconded by Ellen Wernicke. Voice vote. **Motion carried**.
- System Statistical Report presented by Scott Ekberg:
  - Explained Non-Service Initiated (NSI) calls.
  - Explained the significant number of text sessions February 25, 2019, in Ellsworth County was due to Active Shooter Drills conducted and three schools. Action Scott to contact Ellsworth County to see how the text messaging worked out during the drill and report back to the Council. For example, could they keep up with the volume of texts?

3.5 Liaison Report (Lori Alexander)

- Visited 23 PSAPs to help facilitate expenditure report process.
- Visited with Pottawatomie Nation Chief of Police, Terry Clark
- Lunch and learn series webinars on different topics to strengthen 9-1-1 in Kansas

3.6 Operations Committee Report (Josh Michaelis)

- Expenditure Report
  - Lori Alexander, Expenditure 2017 Status Report (to date):
    - Total $19.5M
    - Follow-up $4.5M
    - Unallowable $101K
    - Four (4) counties incomplete.
  - Lori Alexander, Expenditure 2018 Status Report (to date):

        - due date is March 1 of year following reporting period
        - Total $20.1M
        - Follow-up $4.4M
        - Unallowable $13k
    - Josh mentioned that process is going better than last year.
    - Council Review and Decision – how benefits delivery of 9-1-1 services:
        - Admin stamp for accounting. Motion by Sherry Massey this is not allowable expense. Seconded by Kathy Kuenstler. Roll call vote unanimous. **Motion carried**.
        - Dispatch subscriber equipment portable radios purchase, maintenance, repair issues:
            - Update of two (2) dispatch subscriber portable radios
            - Replace battery for dispatch subscriber portable radio
            - Replace charger for dispatch subscriber portable radio
            - Motion to deny expenditures the above three (3) requests as not allowable under 911 Act by Josh Michaelis. Seconded by Kerry McCue. Roll call vote unanimous. **Motion carried**.
        - Mileage reimbursement for Telecommunicator Emergency Response Taskforce (TERT) deployment is not "training" and does not make the criterion for training of PSAP personnel; therefore, not reimbursable. Chairman Heitschmidt asked if expenditure was made from the home of the dispatcher, or from the agency that dispatcher was deployed to. Josh stated that expense came from the agency that the individual works at from their 911 funds. Scott Ekberg mentioned that the existing eight (8) allowable uses might need to be expanded by the legislature. Chief McLemore mentioned that deployment falls under "mutual aid" mutual aid and therefore, not truly an allowable expense as it is eligible for reimbursement; should be a local expense. Josh mentioned that the act is noble but does not fit within statute. Sherry Massey moved that this is not an allowable expenditure. Seconded. Roll call vote unanimous. **Motion carried**.
- Pre-approval Expenditures
    - Sound-proofing panels (between two radio consoles to prevent audio feedback cost about $600.00). Not attached to infrastructure.
    - Anti-static floor mats to protect expensive equipment. Mike Albers recommended using simple grounding process [wrist strap] and handle as an office expense.
    - Scott Ekberg mentioned that both items above are not specifically mentioned in statute; they are examples of gray areas of definition. Nevertheless, he believes they should be considered allowable. Anti-static carpet would probably be unallowable since considered a remodeling expense. Anti-static floor mats would probably be considered allowable since it is not a remodeling expense. The criterion of "what is the nexus between the expenditure and the receiving, processing or dispatching of the 9-1-1 call." Scott's opinion is that these two expenditures are allowable. Action Josh craft a short position paper by next Council meeting, June 7, 2019, opinion for pre-approval items such as, but not limited to:
        - Sound proofing

- Anti-static floor mats
- HVAC air filtration (environmental protection)
- A few other items that have crept into pre-approval process.
- Sen. Francisco requested that the position paper stipulate that the allowance is based on specific need. For example, "sound proofing panel needed to reduce interference between two workstations," prevents the precedent for sound proofing a single workstation or for room sound proofing. Another example may support a single workstation if an equipment rack is location adjacent to a dispatcher, and the equipment fans are loud, then sound proofing may be a justified expense. PSAP could go ahead and purchase the pre-approval items using general funds and then later, once Council opinion is finalized, June 7, 2019, the PSAP could request reimbursement.

- The Coordinating Council will again this year co-sponsor with Kansas APCO, fall conference, October 7-9, 2019, Prairie Band Casino, Mayetta, KS.

3.7 Training Subcommittee Report (Ellen Wernicke)

- Need to decide what to do with "Knowledge Center", Learning Management System (LMS). It is not highly used across the state, as originally envisioned. It is not particularly user friendly. Therefore, cost-benefit is questionable. Ellen recommends that a sharing platform among PSAPs is worthwhile, we need to encourage its use, but Knowledge Center is not a good alternative. Options are:
  - Renew contract with NEOGOV (formerly FirstNet Learning) at the end of this year, or
  - Issue a Request for Proposal (RFP) for a new, different platform, if there is enough time before contract renewal deadline, or
  - [Sherry Massey] let existing contract expire and go without to give Council enough time to decide whether to issue an RFP.
  - Lori Alexander is waiting to hear back from NEOGOV about a new platform ["Learn"] that may be a better product for us. There will be overview and demo of Learn with Ellen, Scott and Josh first week of June. Lori wants hands-on assessment before deciding. Action Lori and Ellen to assess cost-benefit of new NEOGOV "Learn" platform as a Council investment; make recommendation to Council at next meeting.

3.8 Text-to-911 Subcommittee Report (Melanie Bergers)

- Working on Public Service Announcement (PSA) for 2019. Tim McQuade, Barton County, on subcommittee, reaching out to PSAP to collect text-to-911 success stories. So far, have 8-10 success stories for use in the PSA. Josh wants to reach out to some local schools to develop the PSA, then chose best.
- Scott Ekberg explained text-to-911 map status. Most of the state can offer text-to-911.
- Josh Michaelis shared that text-to-911 success is a true indicator of why "Cadillac" 9-1-1 offers far more to public safety than a "Chevy" solution. ACTION Melanie develop a map of text-to-911 success stories to demonstrate importance of NG911 saving lives of Kansans and prepare for next legislative thrust.
- Robert Cooper shared Deaf and Hard of Hearing community report that over last couple of months, there have been some phone calls asking why text-to-911 was not available to them

(Smith County and Marshall County). People are starting to notice when NG911 features such as text-to-911 are not available to them.

- Scott Ekberg remembered that years in the past, when Kansas was moving from 911 Basic to 911 Enhanced, there was a similar response, "Basic 911 works fine, why do we need this fancy stuff that gives location [of the caller]." Looking back in time, the benefit of having call location information is not only beneficial, it is essential. The same will happen with upcoming NG911 features. Years from now, people will say "I see how this new technology is essential to saving lives. Josh reinforced Scott's statement recalling that broadband access across the state. Make the service more robust which ties into having enhancements available.

3.9 GIS Committee Report (Ken Nelson)

- GIS Data Maintenance Submission is 96% compliant with our Data Governance Policy. The change in legislation will be very beneficial to our process.
- Statewide orthoimagery 12" leaf-off imagery is complete. Statewide imagery customer quality assurance testing is complete. Orthoimagery data schedules for delivery, April 9, 2019.
- Local buy-up option for enhanced imagery in 2019 now includes Doniphan County (6"), Pratt County (6"), City of Iola (6"), City of Abilene (3"). Things going well under our 3-year contract with SURDEX. We are ahead of schedule.
- Currently evaluating alternative Call Handling Mapping Solutions Motorola VESTA Map Local and RapidDeploy using live testing at our Yoder Test and Evaluation Site. Specific timeline for shipping newer imagery to PSAPs is pending on direction of Mapping Solution due to the cost and complexity of retrieving and reloading NAS devices.

3.10 NG911 Program Portal Report (Eileen Battles)

- New - Call Location Maps. Provides spatial distribution of 911 calls using ECaTS data based on time frames and routing polygons. Scott and Sherry mentioned that this portal tool helps PSAPs to make call routing decisions in concert with their GIS coordinator ahead of time. Current technology does not allow making real-time decisions about call routing on the fly as i3 standards suggest.
- New - Expenditure Map. Interactive view of PSAPs expenditure report administration.
- New - Resolution Center group email. Allows operations manager to send group emails.
- On-going enhancements to existing Expenditure Module User and Admin Toolset.
- On-going maintenance and hosting of Program Portal

3.11 NG911 GIS Toolbox and General Topics (Eileen Battles)

- Includes user-requested updates and enhancements to support West Enterprise Geospatial Data Management System (EGDMS).
- GIS Imagery Network Attached Storage (NAS) devices: 94 built and shipped to date.
- Call handling solution map templates (VESTA Locate): 85 published and maintained.
- NG911 GIS User Group on-going webinars continue to be well-attended.

3.12 Geospatial Call Routing Report (Sherry Massey)

- Program is remarkably successful without errors or hiccups.
- Conversion to geoMSAG nearing completion: 90 PSAPs operating from their GIS data.
- On-going maintenance and end-user training.

3.13 9-1-1 Federal Grant Status (Sherry Massey)

- Overview
  - Per the National 911 Office: "The 911 Grant Program provides Federal funding to help 911 call centers nationwide upgrade equipment and operations so that citizens, first responders, and 911 call-takers can use digital, IP-based, broadband-enabled technologies to coordinate emergency responses."
  - Only States, Territories, and Tribal Organizations are eligible.
  - This is a reimbursement grant with a 40% match; recipient pays all expenses and submits the paid invoices; grant program then reimburses the 60%.
  - Kansas 911 Grant Program Award: $2,759,782.00 maximum
  - The Council is applying on behalf of all the PSAPs in the state.
  - We are ready to submit our final application today.
- Grant Project 1 - Subgrants directly to Kansas PSAPs
  - Project Total: $3.1M, Grant = $1.8M, Matching Funds (from PSAPs) = $1.3M
  - Our LCPA (NSI) will administer grant funding and matching funds.
  - A pass-through grant program allowing PSAPs to apply to the Council for projects that meet both the 911 Grant Program requirements and the Kansas 911 Act allowable uses of 911 funds.
  - PSAPs will be required to provide the 40% match as cash in the form of paid invoices. The Council would pay the remaining invoices and submit them for reimbursement.
  - Minimum PSAP project $10,000
    - $4,000 from PSAP
    - $6,000 from Council reimbursed through 911 Grant Program
  - Maximum PSAP project $500,000
    - $200,000 from PSAP
    - $300,000 from Council reimbursed through 911 Grant Program
    - Projects larger than $500,000 would have a maximum grant award of $300,000. PSAP would be responsible for the balance, with no reimbursement.
  - Action Sherry to facilitate Federal Grant rules development for Council approval once grant is awarded. For example, if a non-traditional PSAP wants to participate in this grant project-1, Council is prohibited from spending 911 fee funds on them. But where grant is reimbursed by Federal government, is that considered spending 911 funds on a non-traditional PSAP. Developing detail rules of the subgrant program do not have to be addressed right now. The first stage of the grant program is to develop such rules.
- Grant Project 2 - Mapping Application for Hosted Phone System
  - Project Total: $2,135,000
    - Grant = $959,782
    - Matching Funds (from Council) = $1,175,218
  - Replace our existing mapping application on the Hosted Solution
    - Our current mapping application VESTA Locate is at end of Life
    - Evaluating replacement applications VESTA Map Local and RapidDeploy
    - Project budget based on estimates of first year costs for each application as provided by AT&T.

- Sherry Massey requested a motion that Council approve [Federal Grant] application and submit on behalf of the Council. Motion made and seconded. Roll call vote unanimous. **Motion carried**.

3.14 Broadband Interoperability Report (Michele Abbott)

- Statewide Interoperability Advisory Committee (SIAC) both have broadband interests.
- *NOTE: this section of the web conference recording went dead due to someone's phone hijacking the recording. Therefore, the following is a reconstruction of what is believed discussed by Michele Abbott during the blackout. does not think they can work under our Charter due to the language of authority; they are under legislative authority. They like mingling the committees but the language of authority under our Charter should be taken out; they feel like they can't work under it. We can make it work if we remove the "Authority" language out of our charter. Next meeting is April 30, 2019.*
- Broadband / FirstNet™ subscribers and infrastructure buildout is way ahead of where they thought they would be at this time. Updated Band Class 14 deployment in the state.
- Invitation to tour FirstNet site in Missouri. ACTION Scott, Lori and Phill to attend tour April 25, 2019; Michele not able to attend.

3.15 Technical Committee Report (Phill Ryan)

- Phase-1 is our hosted solution
    - 91 PSAPs on our platform
    - By consolidating backroom equipment saves about 50% over individual
- Phase-2 is our ESInet
    - Puts more sophistication in switching in back side of the 911 platform (not legacy CAMA tandem circuits)
    - Allows call to come in 7-12 seconds faster [every second counts in an emergency]
    - Allows calls to be transferred anywhere in the state with anyone on the system; can now cross LATA with ALI /ANI
    - Have 79 PSAPs on ESInet
- Phase-3 is our geospatial call routing
    - Currently loading Motorola release 7.2 software on south host that will allow geospatial call routing
    - Hutch/Reno going on platform in May and soak test for 30 days; then, migrate to rest.
    - GIS work being done in the background to be able to use geospatial call routing which brings enormous capabilities now and in the future. For example, sets the stage for wireless carriers when they send handset longitude-latitude coordinates specific boundaries can be carved out so that call can be routed to exact jurisdiction that call comes from.
- Day-2 Support. Every week we collect and analyze trouble tickets. About 50% of tickets are generated internally where PSAP is not even aware that an event even happened. The other 50% of tickets are troubles that PSAP report to the Resolution Center. Significant events go through a formal after-action review process to make sure the incident is well understood, and future occurrences are unlikely.

- Security subcommittee. Reviewed annual AT&T Security Audit Report under non-disclosure agreements due to the sensitivity of cybersecurity concerns. A few answers forthcoming from their service provider.

3.16 Program Management Report (Randall White)

- Program is currently on track against the original implementation baseline. However,
- Strategic Plan for 2020-2022 must be significantly revised to match HB2084 changes to Act
- Business Case must be significantly revised to match HB2084 changes to Act
- Work Plan must be significantly revised to match HB2084 changes to Act

4 New Business (Chief Heitschmidt)

- **Next meeting is June 7,** 2019, web conference.
- Chairman Heitschmidt thanked everyone involved in HB2084. While we did not get where we wanted to be, we made progress. He encouraged Council members to reach out to their represented organizations and to individual legislators to discuss HB2084 and its impact to the program.

5 Adjournment

Sheriff Troy Briggs moved to adjourn. Kathy Kuenstler seconded. Voice vote. **Motion carried**.

The meeting adjourned at approximately 12:01 P.M.

Submitted by:

Scott Ekberg
NG911 Administrator

KANSAS 911 COORDINATING COUNCIL
Balance Sheet
Tuesday, April 30, 2019

	Current YTD
Assets:	
Cash	
911 State Fund	$2,344,966.82
911 Grant Fund	3,353,093.59
Total Cash	5,698,060.41
Investments	
911 State Fund Investments	2,048,686.08
911 Grant Fund Investments	7,077,619.34
Total Investments	9,126,305.42
Accounts Receivable	2,163,335.60
Prepaid Expenses	103,604.49
Accrued Revenues	
Accrued Receivables	
Accrued Receivables - Telecom Payments	
Accrued Receivables - Prepaid Wireless Fees	
Total Accrued Revenues	0.00
Total Assets	**17,091,305.92**
Liabilities	
Accounts Payable	3,510,255.78
Accrued Expenses	
Accrued Accounts Payable - PSAP Payments	
Accrued Accounts Payable - PSAP Minimum Payments	96,106.20
Accrued Accounts Payable - Arrears	
Accrued Accounts Payable	
Total Accrued Expenses	96,106.20
Deferred Revenue	2,127,096.94
Total Liabilities	5,733,458.92
Equity	
Fund Balance - Unrestricted	11,357,847.00
Total Liabilities and Equity	**17,091,305.92**

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Telcom Income	$1,750,566.60	$1,957,155.00	$7,100,211.00	$7,828,620.00	$16,385,649.00
Prepay Fee Income	152,674.42	168,839.33	522,728.28	675,357.32	1,503,343.72
PSAP 911 Services Payments	304,917.23	294,284.08	1,214,010.11	1,177,136.32	2,317,398.89
Interest Income	8,765.35	6,612.92	34,803.60	26,451.68	44,551.40
Total Revenue	**$2,216,923.60**	**$2,426,891.33**	**$8,871,752.99**	**$9,707,565.32**	**$20,250,943.01**
PSAP Expenses					
PSAP Payments	1,532,831.86	1,709,493.17	6,213,418.69	6,837,972.68	14,300,499.31
PSAP Minimum Quarterly Payments	95,000.00	105,608.83	379,353.80	422,435.32	887,952.20
Total PSAP Expenses	**$1,627,831.86**	**$1,815,102.00**	**$6,592,772.49**	**$7,260,408.00**	**$15,188,451.51**
Operating Expenses					
Personnel Contracts	19,758.71	33,746.00	122,699.86	134,984.00	282,252.14
Council Meeting Expenses	282.10	716.67	635.02	2,866.68	7,964.98
Committee Meeting Expenses	829.03	500.00	1,197.79	2,000.00	4,802.21

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Other Administrative Costs	2,112.88	5,633.34	11,990.47	22,533.36	55,609.53
Total Operating Expenses	**$22,982.72**	**$40,596.01**	**$136,523.14**	**$162,384.04**	**$350,628.86**
Contractual Costs					
AT&T Service Contracts	717,840.26	1,022,249.99	2,699,680.58	4,088,999.96	9,567,319.42
LCPA Contract	10,837.50	10,837.50	44,842.75	43,350.00	85,207.25
Other Contract Costs	44,655.38	129,142.50	222,352.85	516,570.00	1,327,357.15
Total Contractual Costs	**$762,495.64**	**$1,151,392.49**	**$2,922,033.43**	**$4,605,569.96**	**$10,894,676.57**
Total Expenses	**2,413,310.22**	**3,007,090.50**	**9,651,329.06**	**12,028,362.00**	**26,433,756.94**
Other Income					
Investment Interest/Dividends	41,913.21	15,833.34	101,654.66	63,333.36	88,345.34
Gain/Loss on Investment	2,773.69	0.00	102,429.10	0.00	(102,429.10)
Total Other Income	**$44,686.90**	**$15,833.34**	**$204,083.76**	**$63,333.36**	**($14,083.76)**
Other Expense					
Investment Fees	6,917.56	5,000.00	25,951.92	20,000.00	34,048.08
Total Other Expense	**$6,917.56**	**$5,000.00**	**$25,951.92**	**$20,000.00**	**$34,048.08**
Net Other Income and Expense	**$37,769.34**	**$10,833.34**	**$178,131.84**	**$43,333.36**	**($48,131.84)**
Net Change in Net Assets	**($158,617.28)**	**($569,365.83)**	**($601,444.23)**	**($2,277,463.32)**	**($6,230,945.77)**
Operating Expense Percentage			**1.53%**		

DRAFT

Kansas 911 Coordinating Council
911 State Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Telcom Income	$1,750,566.60	$1,957,155.00	$7,100,211.00	$7,828,620.00	$16,385,649.00
Interest Income	3,113.50	4,331.46	8,885.03	17,325.84	43,092.49
Total Revenue	**$1,753,680.10**	**$1,961,486.46**	**$7,109,096.03**	**$7,845,945.84**	**$16,428,741.49**
PSAP Expenses					
PSAP Payments	1,532,831.86	1,709,493.17	6,213,418.69	6,837,972.68	14,300,499.31
PSAP Minimum Quarterly Payments	95,000.00	105,608.83	379,353.80	422,435.32	887,952.20
Total PSAP Expenses	**$1,627,831.86**	**$1,815,102.00**	**$6,592,772.49**	**$7,260,408.00**	**$15,188,451.51**
Operating Expenses					
Bank Fees	*259.10*	*0.00*	*1,068.07*	*0.00*	*(1,068.07)*
Other Administrative Costs	259.10	0.00	1,068.07	0.00	(1,068.07)
Total Operating Expenses	**$259.10**	**$0.00**	**$1,068.07**	**$0.00**	**($1,068.07)**
Contractual Costs					
Total Expenses	**1,628,090.96**	**1,815,102.00**	**6,593,840.56**	**7,260,408.00**	**15,187,383.44**
Other Income					
Investment Interest/Dividends	9,083.77	3,024.17	22,094.00	12,096.68	14,196.00
Gain/Loss on Investment	474.23	0.00	20,809.67	0.00	(20,809.67)
Total Other Income	**$9,558.00**	**$3,024.17**	**$42,903.67**	**$12,096.68**	**($6,613.67)**
Other Expense					
Investment Fees	1,936.81	1,000.00	6,056.78	4,000.00	5,943.22
Total Other Expense	**$1,936.81**	**$1,000.00**	**$6,056.78**	**$4,000.00**	**$5,943.22**
Net Other Income and Expense	**$7,621.19**	**$2,024.17**	**$36,846.89**	**$8,096.68**	**($12,556.89)**
Net Change in Net Assets	**$133,210.33**	**$148,408.63**	**$552,102.36**	**$593,634.52**	**$1,228,801.16**

DRAFT

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Prepay Fee Income	$152,674.42	$168,839.33	$522,728.28	$675,357.32	$1,503,343.72
PSAP 911 Services Payments	304,917.23	294,284.08	1,214,010.11	1,177,136.32	2,317,398.89
Interest Income	5,651.85	2,281.46	25,918.57	9,125.84	1,458.91
Total Revenue	**$463,243.50**	**$465,404.87**	**$1,762,656.96**	**$1,861,619.48**	**$3,822,201.52**
PSAP Expenses					
Operating Expenses					
Personnel Contracts	19,758.71	33,746.00	122,699.86	134,984.00	282,252.14
Council Meeting Expenses	282.10	716.67	635.02	2,866.68	7,964.98
Committee Meeting Expenses	829.03	500.00	1,197.79	2,000.00	4,802.21
Other Administrative Costs	1,853.78	5,633.34	10,922.40	22,533.36	56,677.60
Total Operating Expenses	**$22,723.62**	**$40,596.01**	**$135,455.07**	**$162,384.04**	**$351,696.93**

DRAFT

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Contractual Costs					
AT&T Service Contracts	717,840.26	1,022,249.99	2,699,680.58	4,088,999.96	9,567,319.42
LCPA Contract	10,837.50	10,837.50	44,842.75	43,350.00	85,207.25
Other Contract Costs	44,655.38	129,142.50	222,352.85	516,570.00	1,327,357.15
Total Contractual Costs	**$762,495.64**	**$1,151,392.49**	**$2,922,033.43**	**$4,605,569.96**	**$10,894,676.57**
Total Expenses	**785,219.26**	**1,191,988.50**	**3,057,488.50**	**4,767,954.00**	**11,246,373.50**
Other Income					
Investment Interest/Dividends	32,829.44	12,809.17	79,560.66	51,236.68	74,149.34
Gain/Loss on Investment	2,299.46	0.00	81,619.43	0.00	(81,619.43)
Total Other Income	**$35,128.90**	**$12,809.17**	**$161,180.09**	**$51,236.68**	**($7,470.09)**
Other Expense					
Investment Fees	4,980.75	4,000.00	19,895.14	16,000.00	28,104.86
Total Other Expense	**$4,980.75**	**$4,000.00**	**$19,895.14**	**$16,000.00**	**$28,104.86**
Net Other Income and Expense	**$30,148.15**	**$8,809.17**	**$141,284.95**	**$35,236.68**	**($35,574.95)**
Net Change in Net Assets	**($291,827.61)**	**($717,774.46)**	**($1,153,546.59)**	**($2,871,097.84)**	**($7,459,746.93)**

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Telcom Income	$1,750,566.60	$1,957,155.00	$7,100,211.00	$7,828,620.00	$16,385,649.00
Prepay Fee Income	152,674.42	168,839.33	522,728.28	675,357.32	1,503,343.72
PSAP 911 Services Payments	304,917.23	294,284.08	1,214,010.11	1,177,136.32	2,317,398.89
Interest Income	8,765.35	6,612.92	34,803.60	26,451.68	44,551.40
Total Revenue	**$2,216,923.60**	**$2,426,891.33**	**$8,871,752.99**	**$9,707,565.32**	**$20,250,943.01**
PSAP Expenses					
PSAP Payments	1,532,831.86	1,709,493.17	6,213,418.69	6,837,972.68	14,300,499.31
PSAP Minimum Quarterly Payments	95,000.00	105,608.83	379,353.80	422,435.32	887,952.20
Total PSAP Expenses	**$1,627,831.86**	**$1,815,102.00**	**$6,592,772.49**	**$7,260,408.00**	**$15,188,451.51**
Operating Expenses					
Salaries	*9,235.40*	*19,125.00*	*35,670.57*	*76,500.00*	*193,829.43*
Payroll Taxes	*0.00*	*1,463.08*	*0.00*	*5,852.32*	*17,557.00*
Benefits	*6,466.89*	*2,187.50*	*25,736.12*	*8,750.00*	*513.88*
Office Supplies	*40.93*	*125.00*	*163.72*	*500.00*	*1,336.28*
Telephone	*106.49*	*255.00*	*734.14*	*1,020.00*	*2,325.86*
Training Expenses - KS911 Personnel	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Travel Expense	*3,128.22*	*2,466.67*	*7,552.05*	*9,866.68*	*22,047.95*
Vehicle Expense	*0.00*	*5,166.67*	*45,364.00*	*20,666.68*	*16,636.00*
Vehicle Fuel	*767.78*	*750.00*	*1,373.46*	*3,000.00*	*7,626.54*
Vehicle Insurance & Registration	*13.00*	*125.00*	*5,851.78*	*500.00*	*(4,351.78)*
Vehicle Repairs	*0.00*	*125.00*	*254.02*	*500.00*	*1,245.98*
Personnel Admistrative Management	*0.00*	*1,832.08*	*0.00*	*7,328.32*	*21,985.00*
Personnel Contracts	19,758.71	33,746.00	122,699.86	134,984.00	282,252.14
Legislative Pay	*0.00*	*600.00*	*352.92*	*2,400.00*	*6,847.08*
Interpreters for Meetings	*0.00*	*75.00*	*0.00*	*300.00*	*900.00*
Meeting Expenses - Council	*282.10*	*41.67*	*282.10*	*166.68*	*217.90*

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Council Meeting Expenses	282.10	716.67	635.02	2,866.68	7,964.98
Conference Call Service	*145.28*	*0.00*	*514.04*	*0.00*	*(514.04)*
Travel & Meals	*281.91*	*0.00*	*281.91*	*0.00*	*(281.91)*
GIS Committee	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Operations Committee	*401.84*	*125.00*	*401.84*	*500.00*	*1,098.16*
Technical Committee	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Security Committee	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Committee Meeting Expenses	829.03	500.00	1,197.79	2,000.00	4,802.21
LCPA Audit	*897.00*	*1,250.00*	*4,968.01*	*5,000.00*	*10,031.99*
Bank Fees	*259.10*	*0.00*	*1,068.07*	*0.00*	*(1,068.07)*
Membership Dues	*0.00*	*250.00*	*619.00*	*1,000.00*	*2,381.00*
Travel & Meals	*956.78*	*0.00*	*956.78*	*0.00*	*(956.78)*
Registrations	*0.00*	*583.33*	*700.00*	*2,333.32*	*6,300.00*
Travel & Meals	*0.00*	*166.67*	*0.00*	*666.68*	*2,000.00*
Other Conference Expenses	*0.00*	*16.67*	*0.00*	*66.68*	*200.00*
Registrations	*0.00*	*900.00*	*1,963.20*	*3,600.00*	*8,836.80*
Travel & Meals	*0.00*	*2,450.00*	*1,715.41*	*9,800.00*	*27,684.59*
Other National Conference Expenses	*0.00*	*16.67*	*0.00*	*66.68*	*200.00*
Other Administrative Costs	2,112.88	5,633.34	11,990.47	22,533.36	55,609.53
Total Operating Expenses	**$22,982.72**	**$40,596.01**	**$136,523.14**	**$162,384.04**	**$350,628.86**
Contractual Costs					
AT&T - AVPN Access	*78,725.62*	*75,000.00*	*308,495.54*	*300,000.00*	*591,504.46*
AT&T - ESInet	*0.00*	*0.00*	*56,466.00*	*0.00*	*(56,466.00)*
AT&T - POTS Router Circuits	*3,321.68*	*3,333.33*	*12,937.27*	*13,333.32*	*27,062.73*
AT&T - Call Handling	*345,369.81*	*291,666.67*	*1,260,152.57*	*1,166,666.68*	*2,239,847.43*
AT&T - AVPN Ports	*23,875.46*	*22,083.33*	*91,949.79*	*88,333.32*	*173,050.21*
AT&T - T1 Backup Circuits	*480.96*	*7,333.33*	*1,674.22*	*29,333.32*	*86,325.78*
AT&T - MIS	*1,761.60*	*2,083.33*	*7,050.80*	*8,333.32*	*17,949.20*

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
AT&T - Service Manager	*14,583.00*	*16,666.67*	*58,332.00*	*66,666.68*	*141,668.00*
AT&T Mobility - EOD	*5,736.46*	*5,750.00*	*22,944.58*	*23,000.00*	*46,055.42*
AT&T Mobility - LTE Backup Circuits	*1,799.16*	*2,500.00*	*8,514.11*	*10,000.00*	*21,485.89*
AT&T - TCC Services	*12,102.50*	*20,833.33*	*48,410.00*	*83,333.32*	*201,590.00*
AT&T - ESI Net	*230,084.01*	*270,833.33*	*822,753.70*	*1,083,333.32*	*2,427,246.30*
Planned i3 Enhancements	*0.00*	*304,166.67*	*0.00*	*1,216,666.68*	*3,650,000.00*
AT&T Service Contracts	717,840.26	1,022,249.99	2,699,680.58	4,088,999.96	9,567,319.42
LCPA Contract	10,837.50	10,837.50	44,842.75	43,350.00	85,207.25
Legal Representation	*0.00*	*3,750.00*	*1,000.00*	*15,000.00*	*44,000.00*
ITSS Contract	*12,027.02*	*20,800.00*	*72,314.05*	*83,200.00*	*177,285.95*
PM Contract	*20,352.03*	*19,050.00*	*78,111.81*	*76,200.00*	*150,488.19*
Imagery Contract	*0.00*	*45,833.33*	*0.00*	*183,333.32*	*550,000.00*
DASC Contract	*1,225.00*	*15,000.00*	*4,900.00*	*60,000.00*	*175,100.00*
Dickinson County Contract	*0.00*	*3,975.00*	*0.00*	*15,900.00*	*47,700.00*
Public Relations	*0.00*	*1,250.00*	*0.00*	*5,000.00*	*15,000.00*
Training - Admin Fall Conference	*0.00*	*1,375.00*	*0.00*	*5,500.00*	*16,500.00*
Technical Supplies and Equipment	*213.83*	*3,750.00*	*1,024.24*	*15,000.00*	*43,975.76*
Texting Language Interpretation Services	*0.00*	*416.67*	*0.00*	*1,666.68*	*5,000.00*
Learning Management System	*0.00*	*1,425.00*	*0.00*	*5,700.00*	*17,100.00*
Esri ELAContract (KS OITIS)	*0.00*	*1,680.00*	*20,160.00*	*6,720.00*	*0.00*
Other Contract Costs	44,655.38	129,142.50	222,352.85	516,570.00	1,327,357.15
Total Contractual Costs	**$762,495.64**	**$1,151,392.49**	**$2,922,033.43**	**$4,605,569.96**	**$10,894,676.57**
Total Expenses	**2,413,310.22**	**3,007,090.50**	**9,651,329.06**	**12,028,362.00**	**26,433,756.94**
Other Income					
Investment Interest/Dividends	41,913.21	15,833.34	101,654.66	63,333.36	88,345.34
Gain/Loss on Investment	2,773.69	0.00	102,429.10	0.00	(102,429.10)

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Total Other Income	**$44,686.90**	**$15,833.34**	**$204,083.76**	**$63,333.36**	**($14,083.76)**
Other Expense					
Investment Fees	6,917.56	5,000.00	25,951.92	20,000.00	34,048.08
Total Other Expense	**$6,917.56**	**$5,000.00**	**$25,951.92**	**$20,000.00**	**$34,048.08**
Net Other Income and Expense	**$37,769.34**	**$10,833.34**	**$178,131.84**	**$43,333.36**	**($48,131.84)**
Net Change in Net Assets	**($158,617.28)**	**($569,365.83)**	**($601,444.23)**	**($2,277,463.32)**	**($6,230,945.77)**
Operating Expense Percentage			**1.53%**		
	158,617.28	**569,486.66**	**601,444.23**	**2,277,946.64**	**6,232,395.77**

DRAFT

Kansas 911 Coordinating Council
911 State Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Telcom Income	$1,750,566.60	$1,957,155.00	$7,100,211.00	$7,828,620.00	$16,385,649.00
Interest Income	3,113.50	4,331.46	8,885.03	17,325.84	43,092.49
Total Revenue	**$1,753,680.10**	**$1,961,486.46**	**$7,109,096.03**	**$7,845,945.84**	**$16,428,741.49**
PSAP Expenses					
PSAP Payments	1,532,831.86	1,709,493.17	6,213,418.69	6,837,972.68	14,300,499.31
PSAP Minimum Quarterly Payments	95,000.00	105,608.83	379,353.80	422,435.32	887,952.20
Total PSAP Expenses	**$1,627,831.86**	**$1,815,102.00**	**$6,592,772.49**	**$7,260,408.00**	**$15,188,451.51**
Operating Expenses					
Bank Fees	*259.10*	*0.00*	*1,068.07*	*0.00*	*(1,068.07)*
Other Administrative Costs	259.10	0.00	1,068.07	0.00	(1,068.07)
Total Operating Expenses	**$259.10**	**$0.00**	**$1,068.07**	**$0.00**	**($1,068.07)**
Contractual Costs					
Total Expenses	**1,628,090.96**	**1,815,102.00**	**6,593,840.56**	**7,260,408.00**	**15,187,383.44**
Other Income					
Investment Interest/Dividends	9,083.77	3,024.17	22,094.00	12,096.68	14,196.00
Gain/Loss on Investment	474.23	0.00	20,809.67	0.00	(20,809.67)
Total Other Income	**$9,558.00**	**$3,024.17**	**$42,903.67**	**$12,096.68**	**($6,613.67)**
Other Expense					
Investment Fees	1,936.81	1,000.00	6,056.78	4,000.00	5,943.22
Total Other Expense	**$1,936.81**	**$1,000.00**	**$6,056.78**	**$4,000.00**	**$5,943.22**
Net Other Income and Expense	**$7,621.19**	**$2,024.17**	**$36,846.89**	**$8,096.68**	**($12,556.89)**
Net Change in Net Assets	**$133,210.33**	**$148,408.63**	**$552,102.36**	**$593,634.52**	**$1,228,801.16**

DRAFT

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

DRAFT

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Prepay Fee Income	$152,674.42	$168,839.33	$522,728.28	$675,357.32	$1,503,343.72
PSAP 911 Services Payments	304,917.23	294,284.08	1,214,010.11	1,177,136.32	2,317,398.89
Interest Income	5,651.85	2,281.46	25,918.57	9,125.84	1,458.91
Total Revenue	**$463,243.50**	**$465,404.87**	**$1,762,656.96**	**$1,861,619.48**	**$3,822,201.52**
PSAP Expenses					
Operating Expenses					
Salaries	*9,235.40*	*19,125.00*	*35,670.57*	*76,500.00*	*193,829.43*
Payroll Taxes	*0.00*	*1,463.08*	*0.00*	*5,852.32*	*17,557.00*
Benefits	*6,466.89*	*2,187.50*	*25,736.12*	*8,750.00*	*513.88*
Office Supplies	*40.93*	*125.00*	*163.72*	*500.00*	*1,336.28*
Telephone	*106.49*	*255.00*	*734.14*	*1,020.00*	*2,325.86*
Training Expenses - KS911	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Travel Expense	*3,128.22*	*2,466.67*	*7,552.05*	*9,866.68*	*22,047.95*
Vehicle Expense	*0.00*	*5,166.67*	*45,364.00*	*20,666.68*	*16,636.00*
Vehicle Fuel	*767.78*	*750.00*	*1,373.46*	*3,000.00*	*7,626.54*
Vehicle Insurance & Registration	*13.00*	*125.00*	*5,851.78*	*500.00*	*(4,351.78)*
Vehicle Repairs	*0.00*	*125.00*	*254.02*	*500.00*	*1,245.98*
Personnel Admistrative Management	*0.00*	*1,832.08*	*0.00*	*7,328.32*	*21,985.00*
Personnel Contracts	19,758.71	33,746.00	122,699.86	134,984.00	282,252.14
Legislative Pay	*0.00*	*600.00*	*352.92*	*2,400.00*	*6,847.08*
Interpreters for Meetings	*0.00*	*75.00*	*0.00*	*300.00*	*900.00*
Meeting Expenses - Council	*282.10*	*41.67*	*282.10*	*166.68*	*217.90*
Council Meeting Expenses	282.10	716.67	635.02	2,866.68	7,964.98
Conference Call Service	*145.28*	*0.00*	*514.04*	*0.00*	*(514.04)*
Travel & Meals	*281.91*	*0.00*	*281.91*	*0.00*	*(281.91)*
GIS Committee	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Operations Committee	*401.84*	*125.00*	*401.84*	*500.00*	*1,098.16*
Technical Committee	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Security Committee	*0.00*	*125.00*	*0.00*	*500.00*	*1,500.00*
Committee Meeting Expenses	829.03	500.00	1,197.79	2,000.00	4,802.21

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

DRAFT

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
LCPA Audit	*897.00*	*1,250.00*	*4,968.01*	*5,000.00*	*10,031.99*
Membership Dues	*0.00*	*250.00*	*619.00*	*1,000.00*	*2,381.00*
Travel & Meals	*956.78*	*0.00*	*956.78*	*0.00*	*(956.78)*
Registrations	*0.00*	*583.33*	*700.00*	*2,333.32*	*6,300.00*
Travel & Meals	*0.00*	*166.67*	*0.00*	*666.68*	*2,000.00*
Other Conference Expenses	*0.00*	*16.67*	*0.00*	*66.68*	*200.00*
Registrations	*0.00*	*900.00*	*1,963.20*	*3,600.00*	*8,836.80*
Travel & Meals	*0.00*	*2,450.00*	*1,715.41*	*9,800.00*	*27,684.59*
Other National Conference Expenses	*0.00*	*16.67*	*0.00*	*66.68*	*200.00*
Other Administrative Costs	1,853.78	5,633.34	10,922.40	22,533.36	56,677.60
Total Operating Expenses	**$22,723.62**	**$40,596.01**	**$135,455.07**	**$162,384.04**	**$351,696.93**
Contractual Costs					
AT&T - AVPN Access	*78,725.62*	*75,000.00*	*308,495.54*	*300,000.00*	*591,504.46*
AT&T - ESInet	*0.00*	*0.00*	*56,466.00*	*0.00*	*(56,466.00)*
AT&T - POTS Router Circuits	*3,321.68*	*3,333.33*	*12,937.27*	*13,333.32*	*27,062.73*
AT&T - Call Handling	*345,369.81*	*291,666.67*	*1,260,152.57*	*1,166,666.68*	*2,239,847.43*
AT&T - AVPN Ports	*23,875.46*	*22,083.33*	*91,949.79*	*88,333.32*	*173,050.21*
AT&T - T1 Backup Circuits	*480.96*	*7,333.33*	*1,674.22*	*29,333.32*	*86,325.78*
AT&T - MIS	*1,761.60*	*2,083.33*	*7,050.80*	*8,333.32*	*17,949.20*
AT&T - Service Manager	*14,583.00*	*16,666.67*	*58,332.00*	*66,666.68*	*141,668.00*
AT&T Mobility - EOD	*5,736.46*	*5,750.00*	*22,944.58*	*23,000.00*	*46,055.42*
AT&T Mobility - LTE Backup Circuits	*1,799.16*	*2,500.00*	*8,514.11*	*10,000.00*	*21,485.89*
AT&T - TCC Services	*12,102.50*	*20,833.33*	*48,410.00*	*83,333.32*	*201,590.00*
AT&T - ESI Net	*230,084.01*	*270,833.33*	*822,753.70*	*1,083,333.32*	*2,427,246.30*
Planned i3 Enhancements	*0.00*	*304,166.67*	*0.00*	*1,216,666.68*	*3,650,000.00*
AT&T Service Contracts	717,840.26	1,022,249.99	2,699,680.58	4,088,999.96	9,567,319.42
LCPA Contract	10,837.50	10,837.50	44,842.75	43,350.00	85,207.25
Legal Representation	*0.00*	*3,750.00*	*1,000.00*	*15,000.00*	*44,000.00*
ITSS Contract	*12,027.02*	*20,800.00*	*72,314.05*	*83,200.00*	*177,285.95*
PM Contract	*20,352.03*	*19,050.00*	*78,111.81*	*76,200.00*	*150,488.19*
Imagery Contract	*0.00*	*45,833.33*	*0.00*	*183,333.32*	*550,000.00*

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
DASC Contract	*1,225.00*	*15,000.00*	*4,900.00*	*60,000.00*	*175,100.00*
Dickinson County Contract	*0.00*	*3,975.00*	*0.00*	*15,900.00*	*47,700.00*
Public Relations	*0.00*	*1,250.00*	*0.00*	*5,000.00*	*15,000.00*
Training - Admin Fall Conference	*0.00*	*1,375.00*	*0.00*	*5,500.00*	*16,500.00*
Technical Supplies and Equipment	*213.83*	*3,750.00*	*1,024.24*	*15,000.00*	*43,975.76*
Texting Language Interpretation Services	*0.00*	*416.67*	*0.00*	*1,666.68*	*5,000.00*
Learning Management System	*0.00*	*1,425.00*	*0.00*	*5,700.00*	*17,100.00*
Esri ELAContract (KS OITIS)	*0.00*	*1,680.00*	*20,160.00*	*6,720.00*	*0.00*
Other Contract Costs	44,655.38	129,142.50	222,352.85	516,570.00	1,327,357.15
Total Contractual Costs	**$762,495.64**	**$1,151,392.49**	**$2,922,033.43**	**$4,605,569.96**	**$10,894,676.57**
Total Expenses	**785,219.26**	**1,191,988.50**	**3,057,488.50**	**4,767,954.00**	**11,246,373.50**
Other Income					
Investment Interest/Dividends	32,829.44	12,809.17	79,560.66	51,236.68	74,149.34
Gain/Loss on Investment	2,299.46	0.00	81,619.43	0.00	(81,619.43)
Total Other Income	**$35,128.90**	**$12,809.17**	**$161,180.09**	**$51,236.68**	**($7,470.09)**
Other Expense					
Investment Fees	4,980.75	4,000.00	19,895.14	16,000.00	28,104.86
Total Other Expense	**$4,980.75**	**$4,000.00**	**$19,895.14**	**$16,000.00**	**$28,104.86**
Net Other Income and Expense	**$30,148.15**	**$8,809.17**	**$141,284.95**	**$35,236.68**	**($35,574.95)**
Net Change in Net Assets	**($291,827.61)**	**($717,774.46)**	**($1,153,546.59)**	**($2,871,097.84)**	**($7,459,746.93)**

DRAFT

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Telcom Income	$1,750,566.60	$1,957,155.00	$7,100,211.00	$7,828,620.00	$16,385,649.00
Prepay Fee Income	152,674.42	168,839.33	522,728.28	675,357.32	1,503,343.72
PSAP 911 Services Payments	304,917.23	294,284.08	1,214,010.11	1,177,136.32	2,317,398.89
Interest Income	8,765.35	6,612.92	34,803.60	26,451.68	44,551.40
Total Revenue	**$2,216,923.60**	**$2,426,891.33**	**$8,871,752.99**	**$9,707,565.32**	**$20,250,943.01**
PSAP Expenses					
PSAP Payments	1,532,831.86	1,709,493.17	6,213,418.69	6,837,972.68	14,300,499.31
PSAP Minimum Quarterly Payments	95,000.00	105,608.83	379,353.80	422,435.32	887,952.20
Total PSAP Expenses	**$1,627,831.86**	**$1,815,102.00**	**$6,592,772.49**	**$7,260,408.00**	**$15,188,451.51**
Operating Expenses					
Personnel Contracts	19,758.71	33,746.00	122,699.86	134,984.00	282,252.14
Council Meeting Expenses	282.10	716.67	635.02	2,866.68	7,964.98
Committee Meeting Expenses	829.03	500.00	1,197.79	2,000.00	4,802.21

Draft Pending

Kansas 911 Coordinating Council
Summary
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Other Administrative Costs	2,112.88	5,633.34	11,990.47	22,533.36	55,609.53
Total Operating Expenses	**$22,982.72**	**$40,596.01**	**$136,523.14**	**$162,384.04**	**$350,628.86**
Contractual Costs					
AT&T Service Contracts	717,840.26	1,022,249.99	2,699,680.58	4,088,999.96	9,567,319.42
LCPA Contract	10,837.50	10,837.50	44,842.75	43,350.00	85,207.25
Other Contract Costs	44,655.38	129,142.50	222,352.85	516,570.00	1,327,357.15
Total Contractual Costs	**$762,495.64**	**$1,151,392.49**	**$2,922,033.43**	**$4,605,569.96**	**$10,894,676.57**
Total Expenses	**2,413,310.22**	**3,007,090.50**	**9,651,329.06**	**12,028,362.00**	**26,433,756.94**
Other Income					
Investment Interest/Dividends	41,913.21	15,833.34	101,654.66	63,333.36	88,345.34
Gain/Loss on Investment	2,773.69	0.00	102,429.10	0.00	(102,429.10)
Total Other Income	**$44,686.90**	**$15,833.34**	**$204,083.76**	**$63,333.36**	**($14,083.76)**
Other Expense					
Investment Fees	6,917.56	5,000.00	25,951.92	20,000.00	34,048.08
Total Other Expense	**$6,917.56**	**$5,000.00**	**$25,951.92**	**$20,000.00**	**$34,048.08**
Net Other Income and Expense	**$37,769.34**	**$10,833.34**	**$178,131.84**	**$43,333.36**	**($48,131.84)**
Net Change in Net Assets	**($158,617.28)**	**($569,365.83)**	**($601,444.23)**	**($2,277,463.32)**	**($6,230,945.77)**
Operating Expense Percentage			**1.53%**		

Draft Pending

Kansas 911 Coordinating Council
911 State Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Telcom Income	$1,750,566.60	$1,957,155.00	$7,100,211.00	$7,828,620.00	$16,385,649.00
Interest Income	3,113.50	4,331.46	8,885.03	17,325.84	43,092.49
Total Revenue	**$1,753,680.10**	**$1,961,486.46**	**$7,109,096.03**	**$7,845,945.84**	**$16,428,741.49**
PSAP Expenses					
PSAP Payments	1,532,831.86	1,709,493.17	6,213,418.69	6,837,972.68	14,300,499.31
PSAP Minimum Quarterly Payments	95,000.00	105,608.83	379,353.80	422,435.32	887,952.20
Total PSAP Expenses	**$1,627,831.86**	**$1,815,102.00**	**$6,592,772.49**	**$7,260,408.00**	**$15,188,451.51**
Operating Expenses					
Bank Fees	*259.10*	*0.00*	*1,068.07*	*0.00*	*(1,068.07)*
Other Administrative Costs	259.10	0.00	1,068.07	0.00	(1,068.07)
Total Operating Expenses	**$259.10**	**$0.00**	**$1,068.07**	**$0.00**	**($1,068.07)**
Contractual Costs					
Total Expenses	**1,628,090.96**	**1,815,102.00**	**6,593,840.56**	**7,260,408.00**	**15,187,383.44**
Other Income					
Investment Interest/Dividends	9,083.77	3,024.17	22,094.00	12,096.68	14,196.00
Gain/Loss on Investment	474.23	0.00	20,809.67	0.00	(20,809.67)
Total Other Income	**$9,558.00**	**$3,024.17**	**$42,903.67**	**$12,096.68**	**($6,613.67)**
Other Expense					
Investment Fees	1,936.81	1,000.00	6,056.78	4,000.00	5,943.22
Total Other Expense	**$1,936.81**	**$1,000.00**	**$6,056.78**	**$4,000.00**	**$5,943.22**
Net Other Income and Expense	**$7,621.19**	**$2,024.17**	**$36,846.89**	**$8,096.68**	**($12,556.89)**
Net Change in Net Assets	**$133,210.33**	**$148,408.63**	**$552,102.36**	**$593,634.52**	**$1,228,801.16**

Draft Pending

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Revenue					
Prepay Fee Income	$152,674.42	$168,839.33	$522,728.28	$675,357.32	$1,503,343.72
PSAP 911 Services Payments	304,917.23	294,284.08	1,214,010.11	1,177,136.32	2,317,398.89
Interest Income	5,651.85	2,281.46	25,918.57	9,125.84	1,458.91
Total Revenue	**$463,243.50**	**$465,404.87**	**$1,762,656.96**	**$1,861,619.48**	**$3,822,201.52**
PSAP Expenses					
Operating Expenses					
Personnel Contracts	19,758.71	33,746.00	122,699.86	134,984.00	282,252.14
Council Meeting Expenses	282.10	716.67	635.02	2,866.68	7,964.98
Committee Meeting Expenses	829.03	500.00	1,197.79	2,000.00	4,802.21
Other Administrative Costs	1,853.78	5,633.34	10,922.40	22,533.36	56,677.60
Total Operating Expenses	**$22,723.62**	**$40,596.01**	**$135,455.07**	**$162,384.04**	**$351,696.93**

Draft Pending

Kansas 911 Coordinating Council
911 Grant Fund
For the Four Months Ending Tuesday, April 30, 2019

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 19 Budget Remaining
Contractual Costs					
AT&T Service Contracts	717,840.26	1,022,249.99	2,699,680.58	4,088,999.96	9,567,319.42
LCPA Contract	10,837.50	10,837.50	44,842.75	43,350.00	85,207.25
Other Contract Costs	44,655.38	129,142.50	222,352.85	516,570.00	1,327,357.15
Total Contractual Costs	**$762,495.64**	**$1,151,392.49**	**$2,922,033.43**	**$4,605,569.96**	**$10,894,676.57**
Total Expenses	**785,219.26**	**1,191,988.50**	**3,057,488.50**	**4,767,954.00**	**11,246,373.50**
Other Income					
Investment Interest/Dividends	32,829.44	12,809.17	79,560.66	51,236.68	74,149.34
Gain/Loss on Investment	2,299.46	0.00	81,619.43	0.00	(81,619.43)
Total Other Income	**$35,128.90**	**$12,809.17**	**$161,180.09**	**$51,236.68**	**($7,470.09)**
Other Expense					
Investment Fees	4,980.75	4,000.00	19,895.14	16,000.00	28,104.86
Total Other Expense	**$4,980.75**	**$4,000.00**	**$19,895.14**	**$16,000.00**	**$28,104.86**
Net Other Income and Expense	**$30,148.15**	**$8,809.17**	**$141,284.95**	**$35,236.68**	**($35,574.95)**
Net Change in Net Assets	**($291,827.61)**	**($717,774.46)**	**($1,153,546.59)**	**($2,871,097.84)**	**($7,459,746.93)**

Draft Pending

KANSAS 911 COORDINATING COUNCIL
Balance Sheet
Tuesday, April 30, 2019

	Current YTD
Assets:	
Cash	
911 State Fund	$2,344,966.82
911 Grant Fund	3,353,093.59
Total Cash	5,698,060.41
Investments	
911 State Fund Investments	2,048,686.08
911 Grant Fund Investments	7,077,619.34
Total Investments	9,126,305.42
Accounts Receivable	2,163,335.60
Prepaid Expenses	103,604.49
Accrued Revenues	
Accrued Receivables	
Accrued Receivables - Telecom Payments	
Accrued Receivables - Prepaid Wireless Fees	
Total Accrued Revenues	0.00
Total Assets	**17,091,305.92**
Liabilities	
Accounts Payable	3,510,255.78
Accrued Expenses	
Accrued Accounts Payable - PSAP Payments	
Accrued Accounts Payable - PSAP Minimum Payments	96,106.20
Accrued Accounts Payable - Arrears	
Accrued Accounts Payable	
Total Accrued Expenses	96,106.20
Deferred Revenue	2,127,096.94
Total Liabilities	5,733,458.92
Equity	
Fund Balance - Unrestricted	11,357,847.00
Total Liabilities and Equity	**17,091,305.92**

Draft Pending

Kansas 911 Coordinating Council
GIS Committee Update
June 7, 2019

CY2019 Q2 Maintenance Submission Status

No Current Concerns

Numbers as of June 1. Submission deadline is June 30

- 47 jurisdictions submitted updates that passed QA
- 0 jurisdictions verified no changes within the calendar quarter
- 2 jurisdictions have data submissions pending
- 56 jurisdictions have not yet reported
- 45% compliance

Orthoimagery Update

- Statewide program:
  - Statewide 1-foot, leaf-off, imagery acquisition – complete
  - Statewide imagery customer quality assurance testing – complete
  - Data delivery complete:
    - File-based formats - April 16, 2019
    - Web service published - May 29, 2019
    - Local buy-up files – May 17, 2019
- Surdex captured post-disaster imagery for the EF-4 tornado that hit parts of northeastern Kansas

Call Handling Mapping Solution:

- Continue to evaluate the two solutions offered by AT&T on the Kansas Hosted Call Handling Network:
  - Motorola's Vesta Map Local
  - RapidDeploy
- Supported live pilot of RapidDeploy at the Yoder backup site, Hutch/Reno

NG911 Program Portal:

- Call location map – in-progress
- Resolution Center group email – in-progress
- Ongoing enhancements to the Expenditure Module
- Maintenance & hosting of program portal

NG911 GIS Toolbox:

- Last release (v2.2.5)– April 18, 2019
- Enhancements to support West Enterprise Geospatial Data Management System (EGDMS), character length check for ESB display value

General Update Items

- GIS Imagery Network Attached Storage (NAS) devices – 98 built & shipped to date
- Call Handling Solution map templates (Vesta Locate) – 87 templates published & maintained

Outreach activities

- NG911 GIS User Group webinar
    - CY2019 Q2 held May 21, 2019
    - CY2019 Q3 webinar will be held in August 2019, date TBD
    - Slides and webinar recordings are available at https://www.kansas911.org

Geospatial Call Routing

- 92 PSAPs operating off of a geoMSAG
- System wide conversion to geoMSAG nearing completion
- Ongoing data maintenance

NG911 Program Management Status

Prepared by Randall White, Program Manager
Prepared for NG911 Coordinating Council
Date from **April 2, 2019 to June 7, 2019**

Status and Accomplishments	Next Steps
Program **JEOPARDY**: none	
Program **Escalation**: none	
1.5 Local Collection Point Administrator (LCPA) On schedule, On budget (*see LCPA report for $ details*) • Submitted application 911 Federal Grant for Council • Annual LCPA Workshop, May 8, enhances financial report • Updates to LCPA Manual and accounts per 911 Act change	**Kathy Becker**, Non-profit Solutions Inc. (NSI) Contract PoP: Jan 1, 2019 thru Dec 31, 2020 • Advise TSPs of 911 Act fee changes • Advise PSAPs of 911 Act revenue changes • 911 Federal Grant financial management
2.1 DASC Support On schedule, under budget (*see LCPA report for $ details*) • GIS Data Maintenance on track; NAS devices on track • PSAPs operating off geoMSAG	**Ken Nelson**, GIO (Ken/Eileen have details) Purchase Order expires Dec 31, 2020 • Call handling map trade study: VESTA Local / RapidDeploy • Buy-up program (on-going)
2.6 Dickinson County Support On schedule, On budget (*see LCPA report for $ details*) • ESInet MSAG and geospatial call routing on-going and exceptional both Kansas and influencing NG911 nation	**Sherry Massey**, GIS Director and Specialist (Sherry has details) Contract PoP: Jan 1, 2017 thru Dec 31, 2019 • 911 Federal Grant Readiness: Project-1, Project-2 • Call handling map trade study: VESTA Local / RapidDeploy
3.1 Program Management On schedule, On budget (*see LCPA report for $ details*) • Strategic Plan for 2019-2021 (draft) • Work Plan and Budget for 2019	**Randall White** Consulting LLC Contract PoP: Jan1, 2019 thru Dec 31, 2020 (2, 1-yr renewals) • Facilitate current/future RFPs: Legal, GIS Data, LCPA… • Manage action item register
3.4 Infrastructure – Call Handling delays Schedule slip 2 mo's, On budget (*see LCPA report for $ details*) • 96 PSAP (92%) Service Order Requests (SORs) • 92 PSAPs on hosted solution (88%) plus Yoder Test Facility • 89 PSAPs on ESInet (86%)	**AT&T**: Motorola-Airbus DS; WEST-ECaTS (Scott has details) Contract PoP: Feb 5, 2015 to Sep 14, 2021 option for 2 x 2-yr • Day-2 support / incident management updates • Motorola VESTA R7.2 upgrade • Infrastructure Security Audit review follow-up items
3.5 Implement' Tech. Support Specialist On schedule, On budget (*see LCPA report for $ details*) • ESInet migrations • PSAP consults and design	**Phillip Ryan**, Pryan LLC (Phill has details) Contract PoP: Jan1, 2019 thru Dec 31, 2020 (2, 1-yr renewals) • Motorola VESTA R7.2 Test & Eval • RapidDeploy situational mapping awareness system
4.3 Kansas 911 Knowledge Center On schedule, On budget (*see LCPA report for $ details*) • Positive Return On Investment (ROI) analysis	**NEOGOV/FirstNet Learning** Inc. (Lori Alexander has details) Contract PoP: Sep 15, 2016 to Dec 31, 2019 with 5-year option • Training Committee investigating alternatives "LEARN"
NG911 Broadband Interoperability *(formerly "FirstNet")* • Draft charter taken to SIAC; issues with "authority"	**Michele Abbott,** State Interop Advisory Committee (SIAC) • Finalize SIAC-Council Charter; define next steps

NOTE: Projects that are complete and contracts that are closed are no longer shown in this PM Status Report.

Text-To-911 Failure Incident Report

On Thursday, April 25, 2019 at approximately 0815, NG911 Administrator Scott Ekberg received a telephone call from Hutchinson/Reno County (HRCECC) PSAP Manager, Michele Abbott. Abbott advised that she had been advised by Sedgwick County 911 that text-to-911 was down statewide. Abbott stated that the problem had apparently been discovered by Harvey County on 4/24/19. Abbott advised that she had tested text-to-911 from her residence and that she had received a bounce back message indicating that text-to-911 was not available and that a voice call needed to be made.

Ekberg conducted some preliminary investigation and determined that text-to-911 was functioning on the Topeka host, but that the South host was not. In response to the report from HRCECC, a mass notification via text and email was sent to all PSAPs on the Wichita host. The content of that message was:

"We have been made aware of an outage of Text-to-911 on the South Host. This is considered a non-service effecting problem, since text-to-911 is an alternative means of contacting 911 and because it is a secondary communications system, lacks reliability. It appears that this is probably a software related problem and Motorola Engineering has been engaged since yesterday working on the issue. No estimated time for restoration at this point. Anyone attempting to text 911 should get the bounce back message to make a voice call to 911." This was considered a non-service effecting problem, because texters were being notified that their text-to-911 was not being delivered and the voice network, which is the primary means of contacting 911, was unaffected.

After this message was sent out, numerous PSAPs contacted Ekberg and advised that through testing they had found that the messages being returned to a texter was that the PSAP had ended the text session. This message was received almost immediately upon sending a text to 911. Ekberg then began an attempt to have a TCC bounce back message implemented to advise texters that text-to-911 was not available and to make a voice call. This request was fulfilled on 4/26/19.

The Council was not notified by the Resolution Center on 4/24/19 when it was discovered that consoles were unable to connect to the Advanced Services Node (ASN) servers upon reboot of those servers. Motorola engineers were engaged by AT&T from the time that an initial problem with the Multi-Display Queue (MDQ) module was identified on 4/23/19. Once the Council became aware of the problem on 4/25/19, the issue was escalated with Motorola to ensure that work on the problem would continue non-stop until a solution was found and implemented. This escalation was successful, and the solution was implemented on Sunday, 04/28 at approximately 1000. In an attempt to mitigate lack of awareness of non-service affecting problems in the future, the Council is implementing another step in the trouble reporting process, to ensure that all trouble tickets opened with the Resolution Center are known to Council staff.

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

Throughout the pendency of this event, several mass notifications were made offering updates to the event. Upon resolution of the issue, a mass notification was sent so advising. The content of that notifications was: "You should have received notification from the Res Center about an hour ago that text-to-911 service has been restored. Please let me know if you have experienced any problems with your testing of text-to-911 at scott.ekberg@kansas911.org. Also notify the Res Center of any problems. Thanks. Scott "

A report detailing the cause of this incident was requested. Subsequent to that request, an Event Analysis Report was provided by Motorola. That report indicates that the MDQ problem was identified on 4/23/19 and as a part of attempting to troubleshoot that problem, the ASN servers were restarted on 4/24/19. Upon restart, all of the console positions, including softphones, on the South Host network began attempting to simultaneously log on to the ASN servers. The servers were unable to handle the volume of simultaneous logon attempts and an endless loop was created. Once this problem was identified, system configuration changes were made to limit the number of simultaneous logon attempts to 40, thus resolving the problem.

The Council has implemented another step in the trouble reporting process

The EAR is attached to this incident report as Appendix A.

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

MOTOROLA SOLUTIONS

Event Analysis Report (EAR)

EAR Type: Preliminary [ ] Final [ ] Root Cause Analysis [x]

Customer	:	**AT&T**
Customer Contact:		**Lesa Thye**
Location/Site 1	:	**State of Kansas AT&T Hosted System**
Event Date	:	**23 April 2019 to 26 April 2019**
Case #	:	**CS0269698**
EAR Date	:	
EAR Issued by	:	

Event Description:

On April 23 2019 AT&T reported to MSI that the Sedgwick_E6011_OVF_All and Sedgwick_EIM_911 queues showed wait times of 21 and 16 hours respectively within the Multi-Queue Display (MQD) module in VESTA 9-1-1. The data for this MQD module is obtained from the Advanced Services Node (ASN) servers in the back-room of the VESTA system. The ASN servers are also responsible for other advanced service functions such as the delivery of SMS messages to VESTA Consoles.

During the troubleshooting of this issue, the ASN services were restarted. Since a very large number of Consoles were logged into VESTA at the point in time that the services were restarted, this resulted in all of those Consoles sending simultaneous login requests to the ASN servers. The simultaneous requests could not be processed and overwhelmed messaging resources on the ASN servers. Because the default retry timer for all Consoles was also set to 10 seconds, the ASN servers could never exit from this cycle.

Consoles began being unable to connect to the ASN servers at about 10:01 am on April 24.

When the SMS issue was discovered, AT&T worked with WEST TCC to implement a bounce-back message that citizens would receive notifying them of the unavailability of 9-1-1 SMS and to use phone services.

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

MOTOROLA SOLUTIONS

Event Analysis Report (EAR)

Troubleshooting continued within the site servers and in MSI labs until Saturday 27 Mar 2019 at 11:30 pm PT. The configuration change to restore service could not be implemented on Saturday night due to WAN provider issues.

On Sunday 28 Apr 2019 at 10:00 am CT, MQD services were restored to all sites using this feature on Kansas System 1. Shortly before 12:00 pm CT, WEST removed upstream bounce-back to restore SMS functionality to all sites.

Analysis:

Using SMS logs within the ASN servers MSI was able to determine that the last SMS message from a citizen was processed correctly by a VESTA agent on 23 Apr 2019 at 21:54:43. No further SMS messages were found to have arrived in the ASN servers after this successful SMS message. This means that no citizen received a greeting SMS message causing them to believe they would receive service during the time that VESTA Consoles could not connect to the ASN to be able to service those calls. AT&T arranged with the TCC to have the TCC provide an out of service message to citizens before a citizen was impacted by this event.

Shortly after the investigation began, MSI identified that the ASN servers were successfully connecting to one another and to the TCC, but that VESTA Consoles could not connect to the ASN servers. MSI further identified that this was due to an overload of messages within an internal messaging queue on the ASN servers (called RabbitMQ). The cause of the overload of messages became the focus of the analysis throughout most of the investigation.

Data issues were found with an agency (Garden City) in the ASN. Log messaging showed that it was unable to update the Finney agency which was found to be in the ASN but not in the DDS. Further investigation showed that the agency had been manually changed to Finney in the ASN after the import from the DDS at some unknown time. To correct this the agency was removed in the ASN and re-imported from the DDS and is now updating correctly.

On Friday, 26 Apr 2019 the condition was reproduced in a large lab system within MSI.

Saturday, 27 Apr 2019, after MSI lab testing and further analysis of customer site logs, MSI determined that a configuration value called

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

MOTOROLA SOLUTIONS

Event Analysis Report (EAR)

NodeConnectionRetryDelayValue would need to be adjusted so that groups of 40 Consoles used different reconnection values.

Conclusions:

Having 210 Consoles simultaneously connect to the ASN servers was the cause for the large message backlog on the ASN servers and therefore the cause of the lack of connection from the Consoles to the ASN servers.

Implementing the retry configuration value on groups of 40 Consoles causes them to retry in a staggered manner, and allows all Consoles to connect to the ASN servers. This configuration will prevent the issue from occurring again.

Recommended Actions:

MSI recommends implementation of the Kansas System 1 retry configuration into Kansas System 2.

As AT&T deploys VESTA 9-1-1 R7.2 HF1 to Consoles, the customized value will be removed. MSI and AT&T will work together to maintain the workaround during this upgrade process.

Next Steps:

Motorola will implement an automated correction in VESTA 9-1-1 R7.2 SP1. The correction will be within the Console software and will prevent the need to manually implement the configuration based timer upon each upgrade.

In this event, the VESTA Consoles could not connect to the ASN servers. This condition could possibly lead to a scenario where a citizen is queued with a normal greeting SMS, but there are no agents logged into the queue to which the citizen is queued. MSI recommends that the Policy Routing Function (PRF) be modified to include a Terminating Policy to reject the SMS session when the

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

MOTOROLA SOLUTIONS

Event Analysis Report (EAR)

queue lacks logged in agents. This will return Busy Everywhere to the upstream TCC when the queue state is not active (no agents connected). The TCC can use this response to re-route or provide the citizen with a message. MSI is creating a TSB to document this recommendation, which AT&T should deploy once released.

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

Kansas 911 COORDINATING COUNCIL

10-7-11

Guidance on 911 Funds Usage:

Senate Bill # 50 (KANSAS 911 ACT) reference:

Section 14(a). "*The proceeds of the 911 fees imposed pursuant to this act, …….shall be used only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (1) Implementation of 911 services; (2) purchase of 911 equipment and upgrades; (3) maintenance and license fees for 911 equipment: (4) training of personnel; (5) monthly recurring charges billed by service suppliers; (6) installation, service establishment and nonrecurring start-up charges billed by the service supplier; (7) charges for capital improvements and equipment or other physical enhancements to the 911 system; or (8) the original acquisition and installation of road signs designed to aid in the delivery of emergency service……*"

Guidance on Usage of 911 Funds by PSAPs by the 911 Coordinating Council:

Generally, it is considered permissible to use 911 funds to buy **electronic** equipment, software, GIS technical support and data, technical support services, software and hardware maintenance, training, and telecommunications services that are directly related to a PSAP receiving, processing and transmitting a 911 call. The legislature has prohibited the use of 911 funds for buildings, chairs, tables, building renovation and repairs, and for mobile and portable radios which would include pagers. Use of 911 funds for the purchase of dispatch console equipment designed specifically for use in a PSAP for 911 and radio operations should be acceptable as are logging recorders, emergency generators, Uninterruptible Power Supply systems, Computer Aided Dispatch systems, and radio base stations used by a PSAP to support its operations.

Use of 911 funds for training that is directly related to the performance of 911 and dispatching duties in a PSAP is acceptable. If the training is part of a conference package presented by APCO or NENA that is related to "911 services", generally, use of 911 funds to pay for registration fees and costs of attendance (meals, mileage and room) would be appropriate. If the training is clearly for non-PSAP related operations such as firearms certification, emergency vehicle operation or general supervisory training not related to PSAP operations, it will be considered an inappropriate use.

PSAPs are responsible for using 911 fees in accordance with the authorized uses in the Kansas 911 ACT. When in doubt as to whether a use of 911 funds is allowable, PSAPs are encouraged to consult appropriate legal counsel for guidance, and may also contact the 911 Coordinating Council for further information that can be used in making expenditure decisions.

Future Strategies and Guidance For Usage of 911 Funds:

The 911 Coordinating Council is charged by statute to develop strategies for future enhancements to the 911 system as well as to monitor the delivery of 911 services in the state. At its October 7, 2011 meeting, the 911 Coordinating Council began deliberations upon what future guidance it would offer to PSAPs concerning the usage of 911 funds and of 911 State Grant Funds.

Next Generation 911 (NG911) digital systems will significantly change in the not too distant future, the IP based networks, GIS data, and PSAP equipment will be needed to route and deliver 911 calls to PSAPs. NG911 calls will be more than digital voice services as it will also include data, images, video and automated information from vehicles. It will become increasingly more important to establish strategies to guide us all in our investment of public monies in providing 911 services.

The theme of the October 7, 2011 discussion by the Council was that it needs to establish the framework of a transition plan for PSAPs to implement NG911 services and to encourage local jurisdictions to explore multi-jurisdictional and regional partnerships that will allow for the cost-effective sharing and technical administration of expensive IP networks, GIS data services, and security services necessary to effectively operate a NG911 network. It is becoming apparent that individual jurisdictions of any size cannot afford to implement NG911 services independently plus doing so would defeat the purpose of having a robust 911 system that would allow PSAPs to readily exchange 911 calls and other public safety services.

During the next year when the NG911 Pilot Project funded with federal grant monies is implemented, the Council will be learning what technical, GIS and administrative support services will be effective in the development of NG911 services in Kansas. The lessons learned from that pilot project will be evaluated in formulating the most effective way to best meet the needs of multiple jurisdictions in transitioning to NG911 services.

In the interim period of time, the Council would encourage PSAPs to explore building partnerships with adjoining and regional PSAP jurisdictions with an eye to having future collaboration in shared network systems and services. The Council would also encourage PSAPs to develop plans for how to best use their 911 funds in transitioning to NG911 in the future so as to not invest in equipment and software that will not meet NENA and open technical standards required for NG911. A careful scrutiny of vendor claims for NG911 standards compliance and for being upgradeable to NG911 standards is always in order.

The Council is willing to be a resource to PSAPs wanting more information on exploring partnerships and upon planning for the future. It will be through working together and sharing information that we will all be successful in this exciting transition of providing a broader range of 911 services to our citizens in the future.

Walter Way, Chairman

12-5375. 911 fee moneys; approved uses. (a) The proceeds of the 911 fees imposed pursuant to this act, and any interest earned on revenue derived from such fee, shall be used only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (1) Implementation of 911 services; (2) purchase of 911 equipment and upgrades; (3) maintenance and license fees for 911 equipment; (4) training of personnel; (5) monthly recurring charges billed by service suppliers; (6) installation, service establishment and nonrecurring start-up charges billed by the service supplier; (7) charges for capital improvements and equipment or other physical enhancements to the 911 system; or (8) the original acquisition and installation of road signs designed to aid in the delivery of emergency service. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish or make improvements to buildings or similar facilities. Such costs shall also not include expenditures to purchase subscriber radio equipment.

(b) If the 911 coordinating council, based upon information obtained from the PSAP reports or an audit of the PSAPs, determines that any PSAP has used any 911 fees for any purpose other than those authorized in this act, such PSAP shall repay all such funds used for any unauthorized purposes plus 10% to the LCPA for deposit in the 911 state grant fund. No such repayment of 911 fees shall be imposed pursuant to this section except upon the written order of the council. Such order shall state the unauthorized purposes for which the funds were used, the amount of funds to be repayed and the right of such PSAP to appeal to a hearing before the council. Any such PSAP may, within 15 days after service of the order, make a written request to the council for a hearing thereon. Hearings under this subsection shall be conducted in accordance with the provisions of the Kansas administrative procedure act.

(c) Any action of the council pursuant to subsection (b) is subject to review in accordance with the Kansas judicial review act.

(d) As long as the PSAP is working in good faith to use the 911 fees for expenditures authorized by this act, no repayment of 911 fees shall be required prior to January 1, 2013.

(e) This section shall take effect on and after January 1, 2012.

History: L. 2011, ch. 84, § 14; May 26.

FREQUENTLY ASKED QUESTIONS ABOUT ALLOWABLE USES OF 911 FEES
Updated January, 2018

Statute governing the use of 911 fees received by PSAPs from the LCPA:

> K.S.A. 12-5375(a) The proceeds of the 911 fees imposed pursuant to this act, and any interest earned on revenue derived from such fee, shall be used only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (1) Implementation of 911 services; (2) purchase of 911 equipment and upgrades; (3) maintenance and license fees for 911 equipment; (4) training of personnel; (5) monthly recurring charges billed by service suppliers; (6) installation, service establishment and nonrecurring start-up charges billed by the service supplier; (7) charges for capital improvements and equipment or other physical enhancements to the 911 system; or (8) the original acquisition and installation of road signs designed to aid in the delivery of emergency service. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish or make improvements to buildings or similar facilities. Such costs shall also not include expenditures to purchase subscriber radio equipment.

NOTE: The allowed uses for GRANT funds are different. Use this statute only for the 911 fees you receive directly from the LCPA.

> In general, the use of 911 funds must have a direct relationship to the performance of 911 and emergency communications functions performed by PSAP personnel who receive, process and transmit 911 calls to emergency responders.

Q.1 Can you list examples of purchases allowed by the statute?

A. Allowed uses include: equipment, software, GIS technical support and data, technical support services, software and hardware maintenance, training, and telecommunications services that are directly related to a PSAP receiving, processing and transmitting a 911 call. Dispatch console equipment designed specifically for use in a PSAP for 911 and radio operations are acceptable as are logging recorders, emergency generators, uninterruptible power supply systems, computer-aided dispatch systems, and radio base stations used by a PSAP to support its operations. Also, fiber optic connectivity used to connect the PSAP to the radio transmitters and/or to radio antennas; microwave equipment that connects a PSAP to radio base stations; public safety radio base stations, combiners, Tower Top Pre-amp, radio trunking system, generators, antennas, coaxial cable if it is used to connect microwave or radio base stations to antennas, frequency licensing, installation of any hardware described above,

electrical upgrade if it is directly related to the installation of the radio and microwave equipment to be installed at the tower site. 911 funds may be used for mobile computers used by law enforcement, fire and EMS personnel if that equipment is receiving mobile CAD and/or dispatch of 911 calls, but should not be used solely for RMS or records and corrections systems because those are not directly involved in processing 911 calls. 911 funds may be used for Computer Aided Dispatch systems and maintenance. Anti-virus software used on 911 equipment may be purchased with 911 funds. Bi-directional amplifiers may also be purchased for use in the PSAP. 911 funds may be used to cover software and hardware upgrades and maintenance costs for EMD systems and for training of 911 dispatchers on the EMD system. 911 funds may be used to transfer and move 911 equipment and set up operations in a new location. 911 funds may be used to purchase a fax machine and/or scanner that is used to send reports to the Council or 911 call data to responder agencies. A radio frequency study would be allowable if it is limited to developing the technical specifications and requirements to implement appropriate public safety radio communications coverage in a jurisdiction and shows a direct relationship with providing 911 services. Mobility management software for MDT connectivity to the PSAP is allowed for mobile CAD and responder notification purposes. ESRi GIS software used for PSAP GIS data maintenance and creation is an allowable expense from 911 fees. Training costs for training of PSAP personnel, including mileage and airfare to the training location, are allowable expenses.

A medical director who oversees the EMD program is an allowable expense of 911 funds, so long as the fee is apportioned to the EMD program and does not relate to other programs or departments, like EMS.

Q.2 Can 911 fees be used for radio towers?

A. The allowable uses given in statute for 911 funds were written to fund the essential equipment and services required for a PSAP to receive, process and transmit 911 calls to emergency responders. The use of 911 funds must first be applied to such operational uses, and not to large capital expenditure that deplete a jurisdiction's ability to provide 911 services to its citizens. The use of 911 funds for buildings and similar facilities are prohibited by statute; the intent of that prohibition was to preserve limited 911 funds for processing 911 calls. Any use of 911 funds for structures (such as an equipment shelter) is not consistent with the intent of the law.

911 fees may definitely be used to lease space on a tower. Electronics used in the tower or to connect the tower to the PSAP is also an allowed use. Fiber optics running from a structure to the radio transmitters and/or to radio antennas is also acceptable. The purchase and replacement of tower lights that are required by FAA. Tower monitoring services provided by a third party are not an allowable expense.

In addition, repairs to, or acquisition of, HVAC units for climate control at tower sites are allowable expenditures of 911 fees because they support the radio system infrastructure.

In addition, repairs to, or acquisition of, halon fire extinguishers used to protect the electronic equipment in a server room for dispatch communication equipment is an allowable expenditure of 911 fees.

Q.3 I know that 911 fees cannot be used for subscriber radios. What about pagers?

A. No, pagers are not an allowed use. Pagers are similar to radios so they should not be purchased using 911 fees.

Q.4. What about the costs of sending 911 call information to pagers and mobile radios?

A. 911 funds can be used to pay for paging services. Paging services must be for responder notification. Services that allow mass notification to citizens through paging, text messaging, telephone calls, etc. are not allowable expenditures. The Council cautions PSAPs to consider risks involved in using commercial cellular providers and internet service providers for responder notifications due to concerns such as:

- No confirmation of receipt of message by responders
- Service failures during major events
- No control over resiliency measures such as backup power, etc.

Q.5 Can I pay for maintenance of my subscriber radios with 911 fees, such as purchasing batteries?

A. The statute notes only "purchases" of subscriber radios as the prohibited activity; however, the 911 Coordinating Council recommends that no 911 fees be used to purchase or *maintain* subscriber radios, as the legislative intent was to prohibit using 911 fees for subscriber radio equipment.

Q6. The statute says you cannot use 911 fees to lease, construct, acquire, remodel, renovate, repair, furnish or make improvements to buildings or similar facilities. What all is covered by this prohibition?

A1. Building a new PSAP building would NOT be allowed.

A2. Carpet installation or repairs would NOT be allowed.

A3. The purchase of raised floors for cabling or repairs **IS** an allowed expense

A4. Rewiring of a room/facility to provide for generator back up power **IS** allowed.

A5. Acoustic fabric or wall board as well as panel dividers between cubicles for sound proofing would NOT be allowed.

Q.7. Are consoles considered furnishing and therefore not allowed?

A. No, consoles designed for 911 dispatch are considered equipment and are allowed. But treadmills that attach to consoles are <u>not</u> considered an appropriate use of 911 fees. Chairs for 911 dispatchers are considered console equipment and allowable. **However**, static control floor mats/chair mats are NOT an allowable expense.

Q.8. Does a record-keeping system and license, which integrates with the CAD system but does not automatically record KCJIS or NCIC information and is not part of a dispatch card without input by the communication officers, qualify for 911 funds?

A. Unless the system aids in 911 dispatch and is being used for 911 emergency services, it should not be funded by 911 fees. Records Management Systems other than CAD are not allowable, nor are RMS user licenses. CAD user licenses are an allowable expenditure for the 911 dispatcher. User licenses for first responders are not an allowable expenditure for 911 fees.

Q.9. Can 911 funds be used to pay for archive storage of 911 data?

A. Yes. If the data being backed up is CAD data, recording system data, or other 911 related data, it is an allowable expense to pay for back-up storage of that data. This storage can be on premise, off premise or cloud based. If the data to be backed up includes data other than strictly 911 data, such as RMS data, a cost share should be utilized to pay for the storage solution.

Q. 10. Can 911 fees be used for trunk lines?

A. Yes, covering the cost of 911 trunk lines is allowed under the new 911 law. Noteworthy, trunk lines also qualified for funding under the old 911 law (prior to 2012).

Q.11. Can 911 fees be used for mass notification systems or storm sirens?

A. No. Neither a mass notification system nor a storm siren is used to process an incoming 911 call. 911 fees are limited to processing 911 calls.

Q.12. Can 911 fees be used to purchase security equipment for a PSAP or tower site?

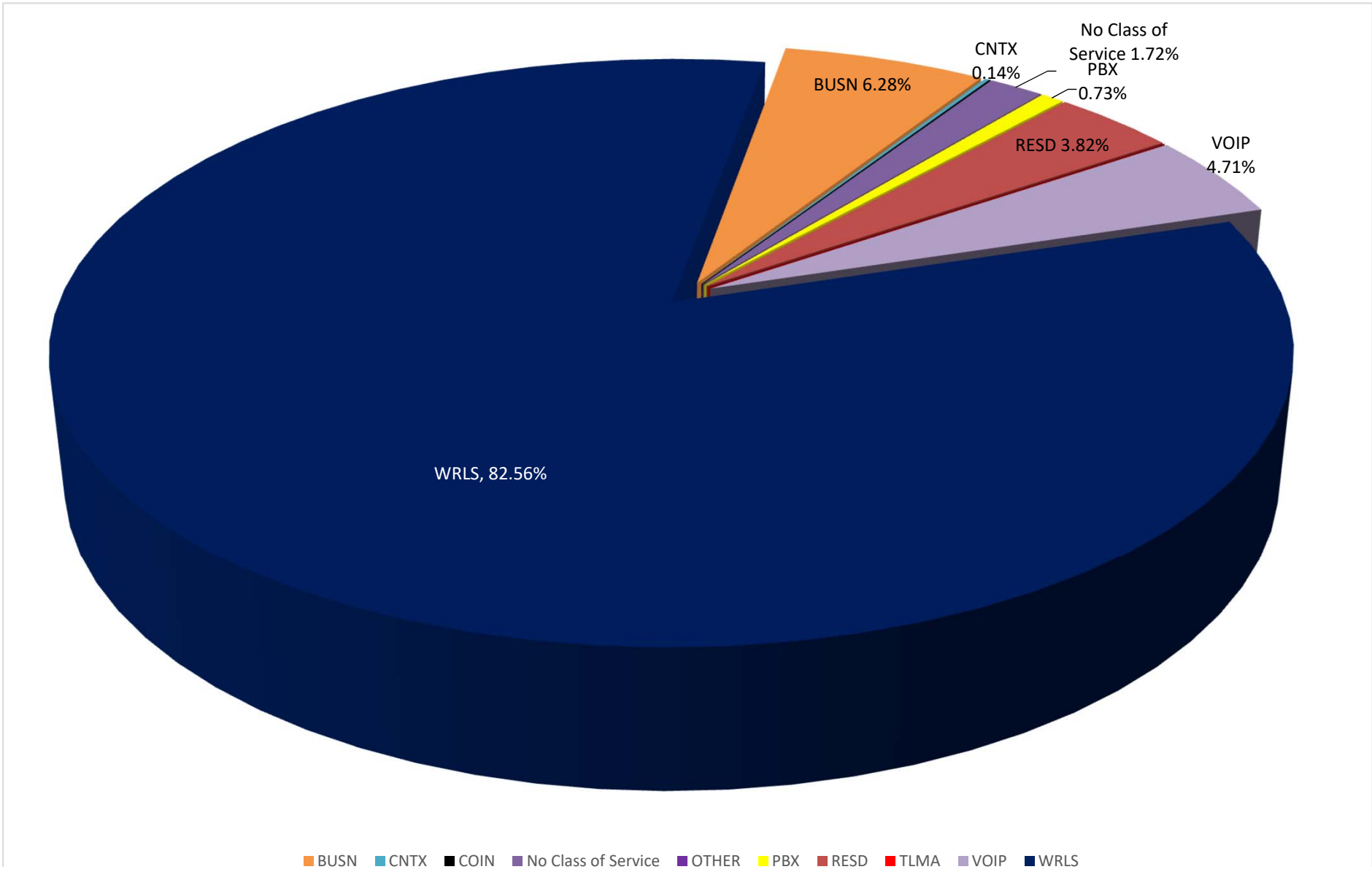
A. No. Security cameras and card readers are not an allowable expense as they are not used to process an incoming 911 call.

Q. 13. Can I use 911 monies for uses that were allowed when the money was collected?

A. Yes, so long as the money was properly segregated or recorded to show that the money was collected before the change in law. For example, the law prohibiting the purchase of radios was enacted May 27, 2010. Therefore, if you segregated or otherwise recorded what fees you collected before May 27, 2010, you may use those monies to purchase radios. After May 27, 2010 and until January 1, 2012, the monies collected during that period of time may be used for the purposes outlined in the law during that time period. After January 1, 2012, the monies received by PSAPs may be used only for the purposes allowed under the new law, SB 50.

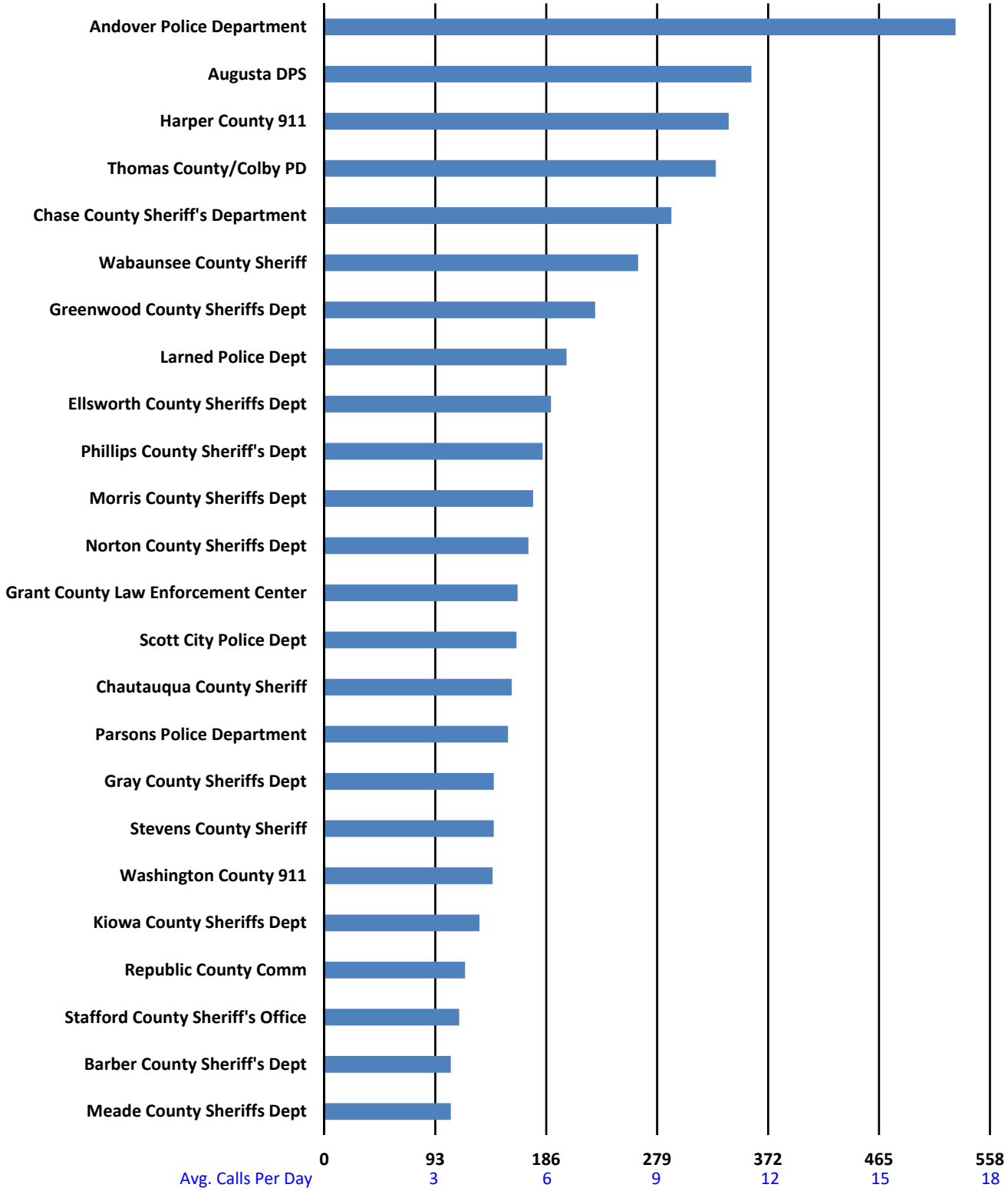
911 CALLS BY CLASS OF SERVICE - May, 2019

96,881 Total Calls Received



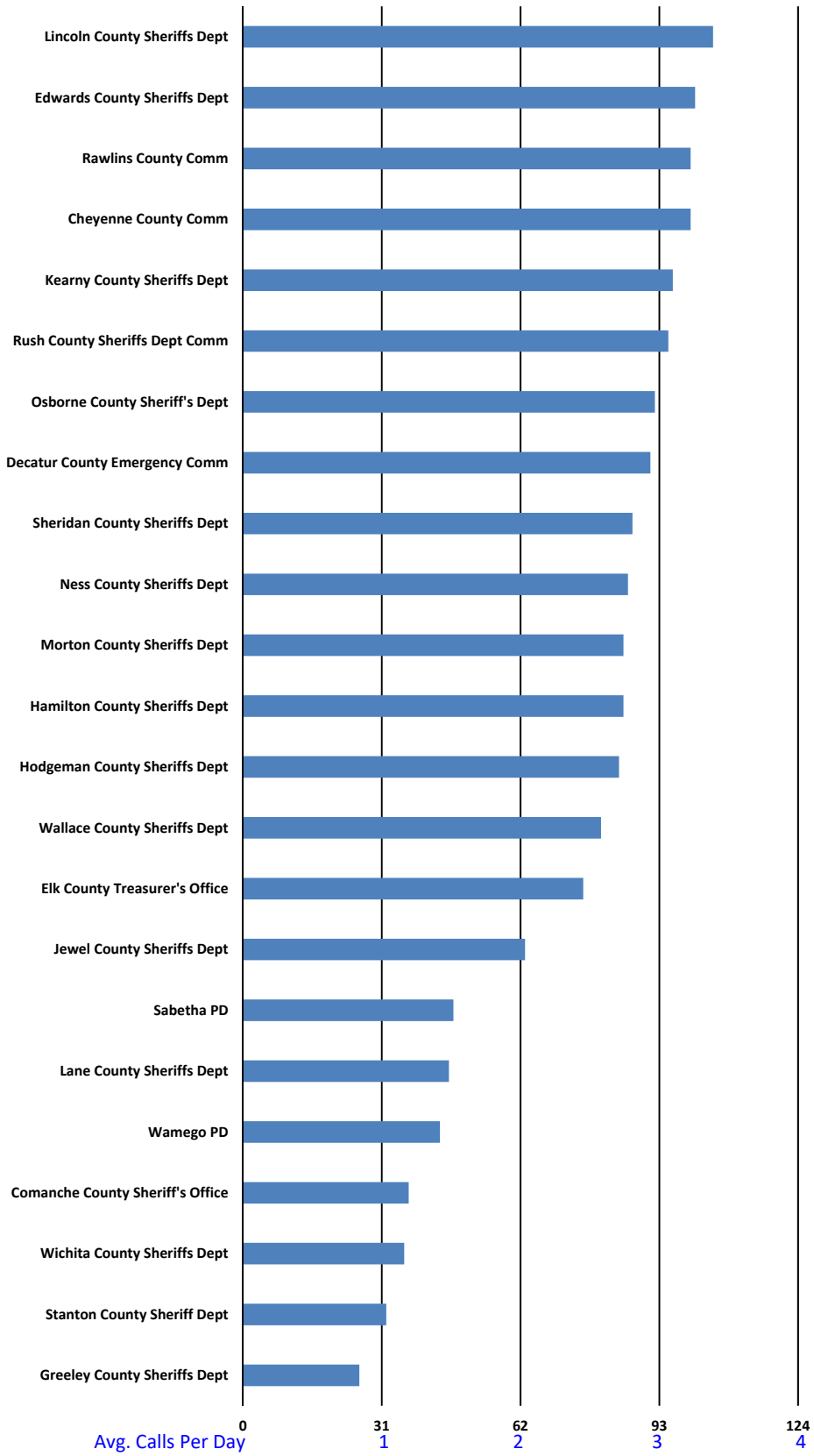
PSAPS - 1 Seat
Higher Volume

911 Call Volumes - May, 2019



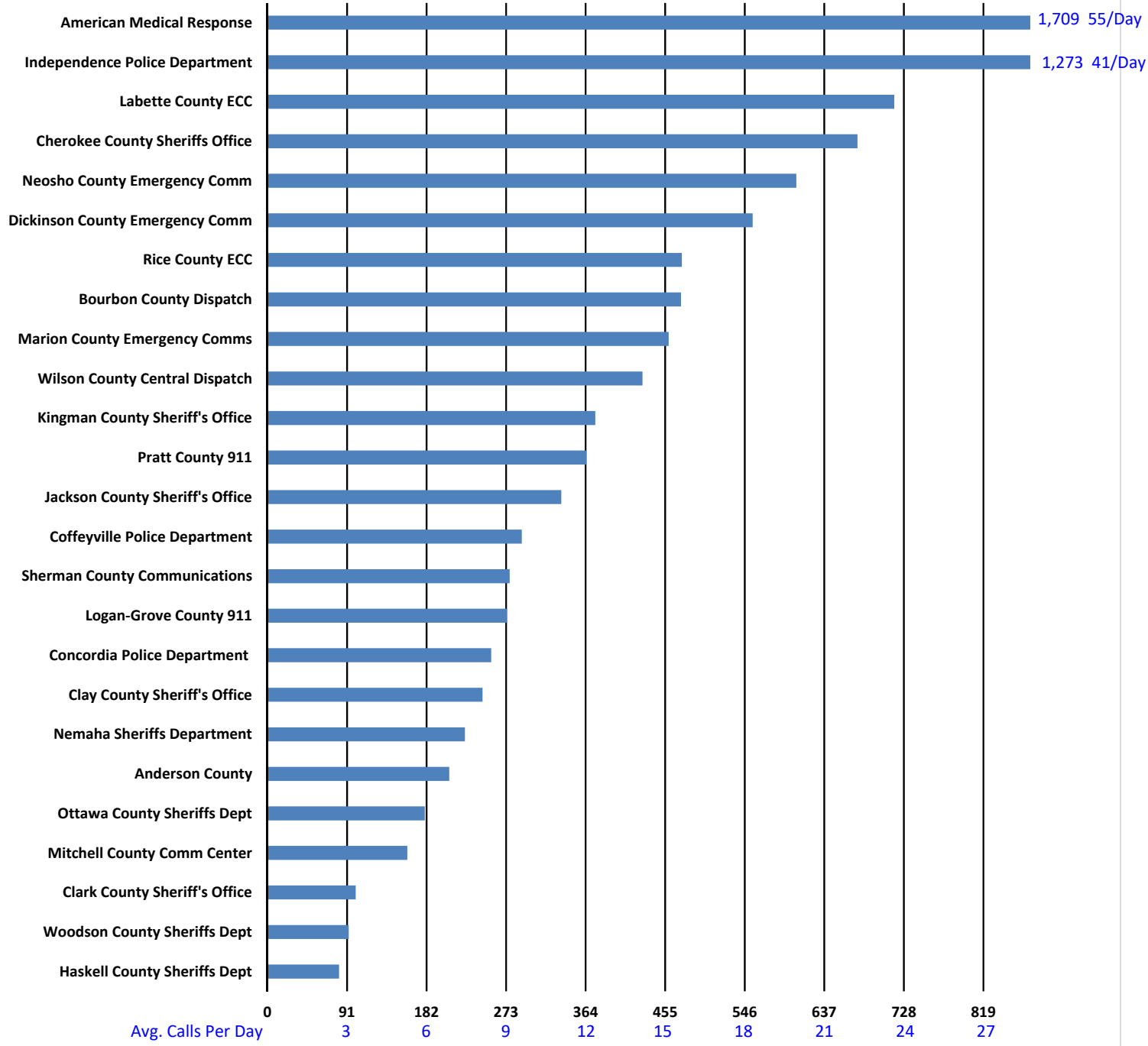
PSAPS - 1 Seat
Lower Volume

911 Call Volumes - May, 2019



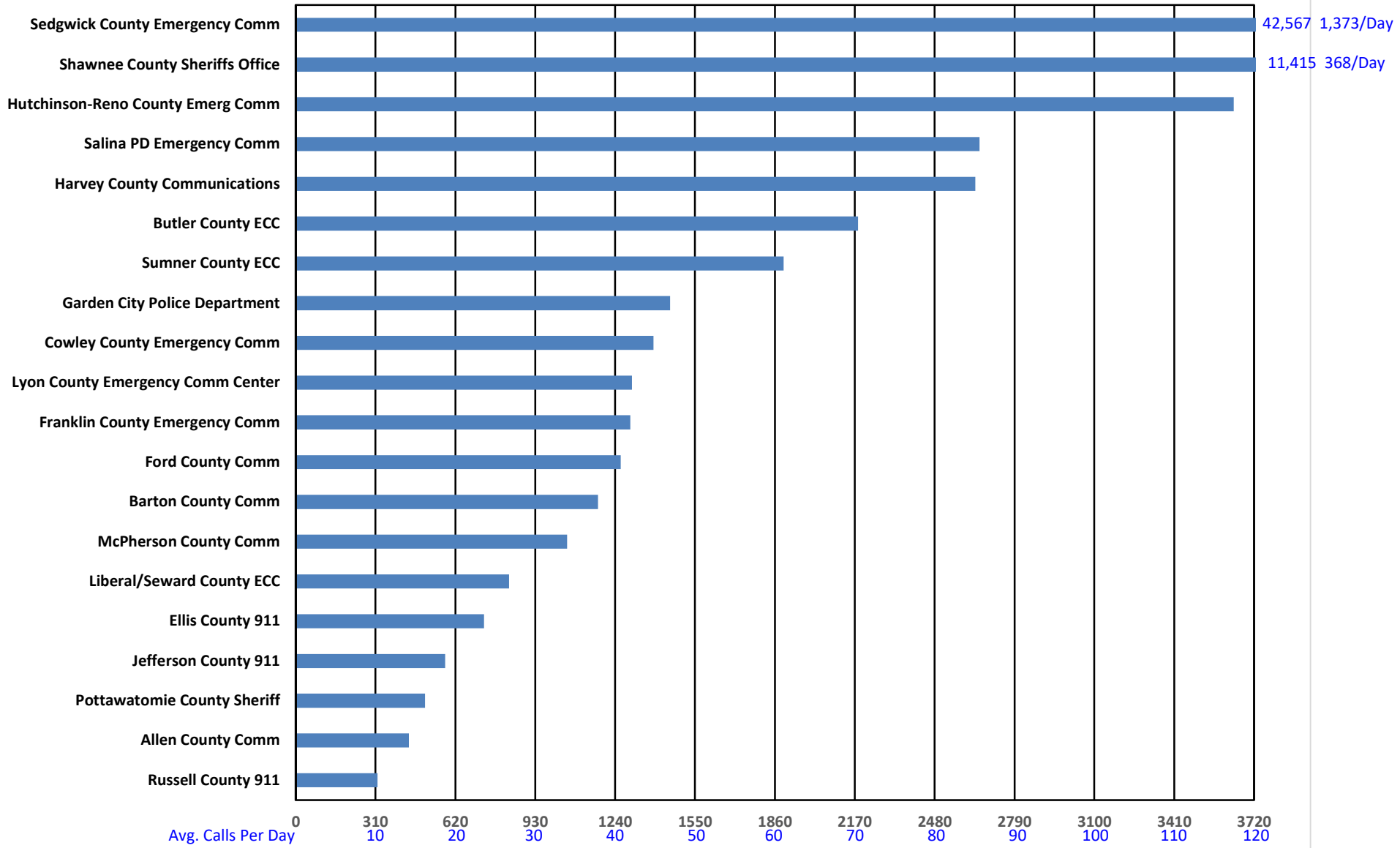
PSAPS - 2 Seat

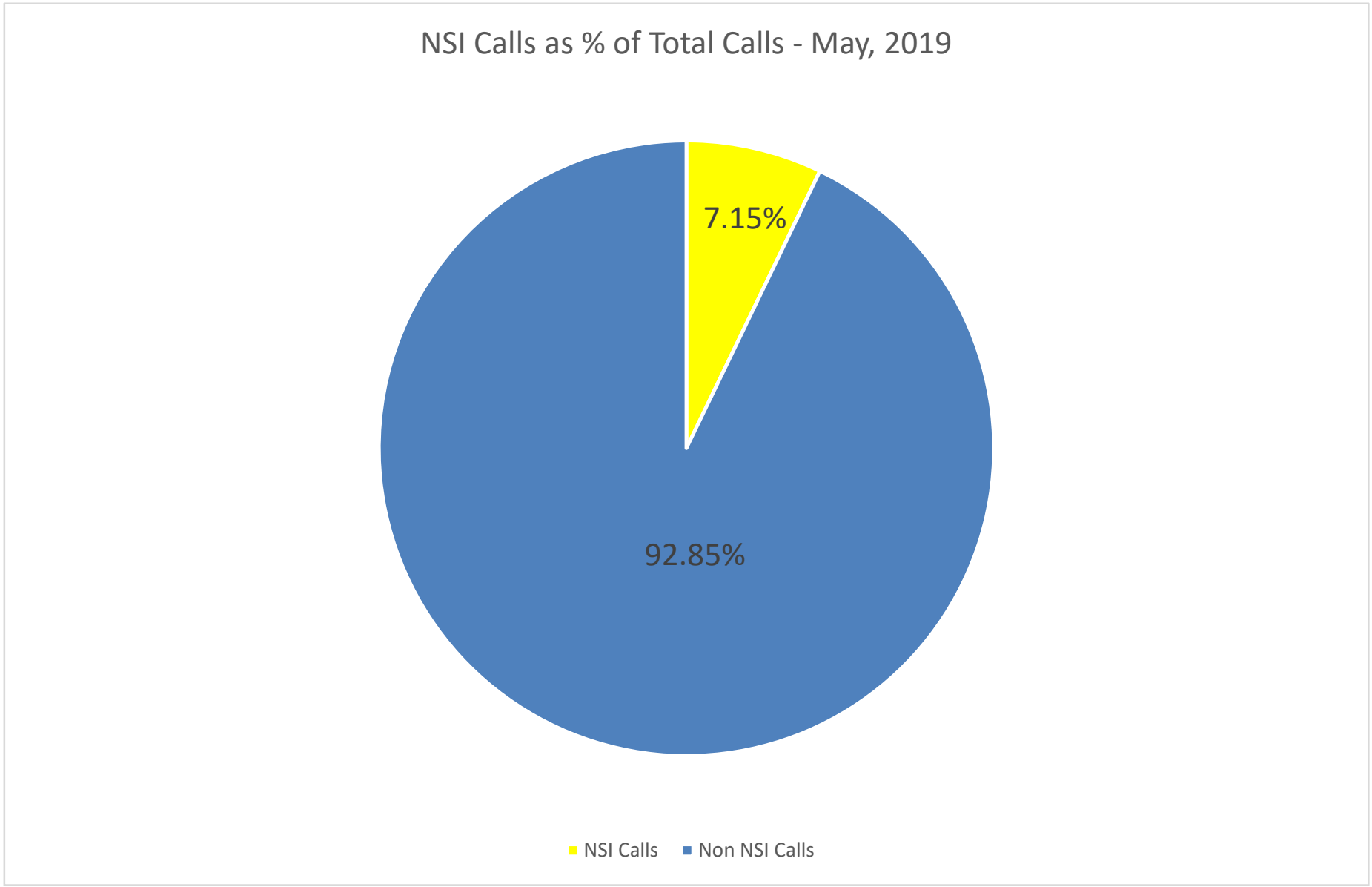
911 Call Volumes - May, 2019

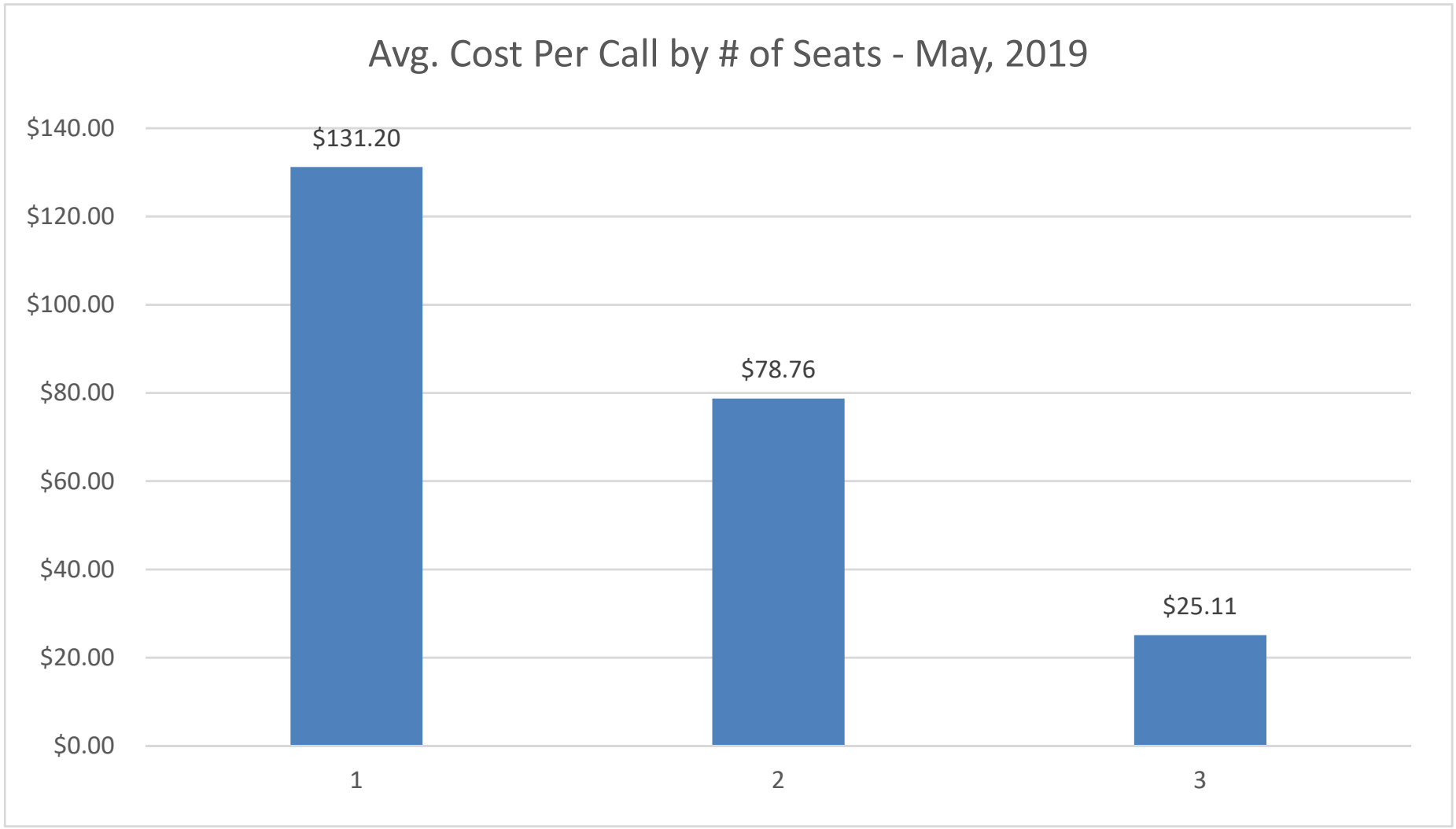


PSAPS 3+ Seats

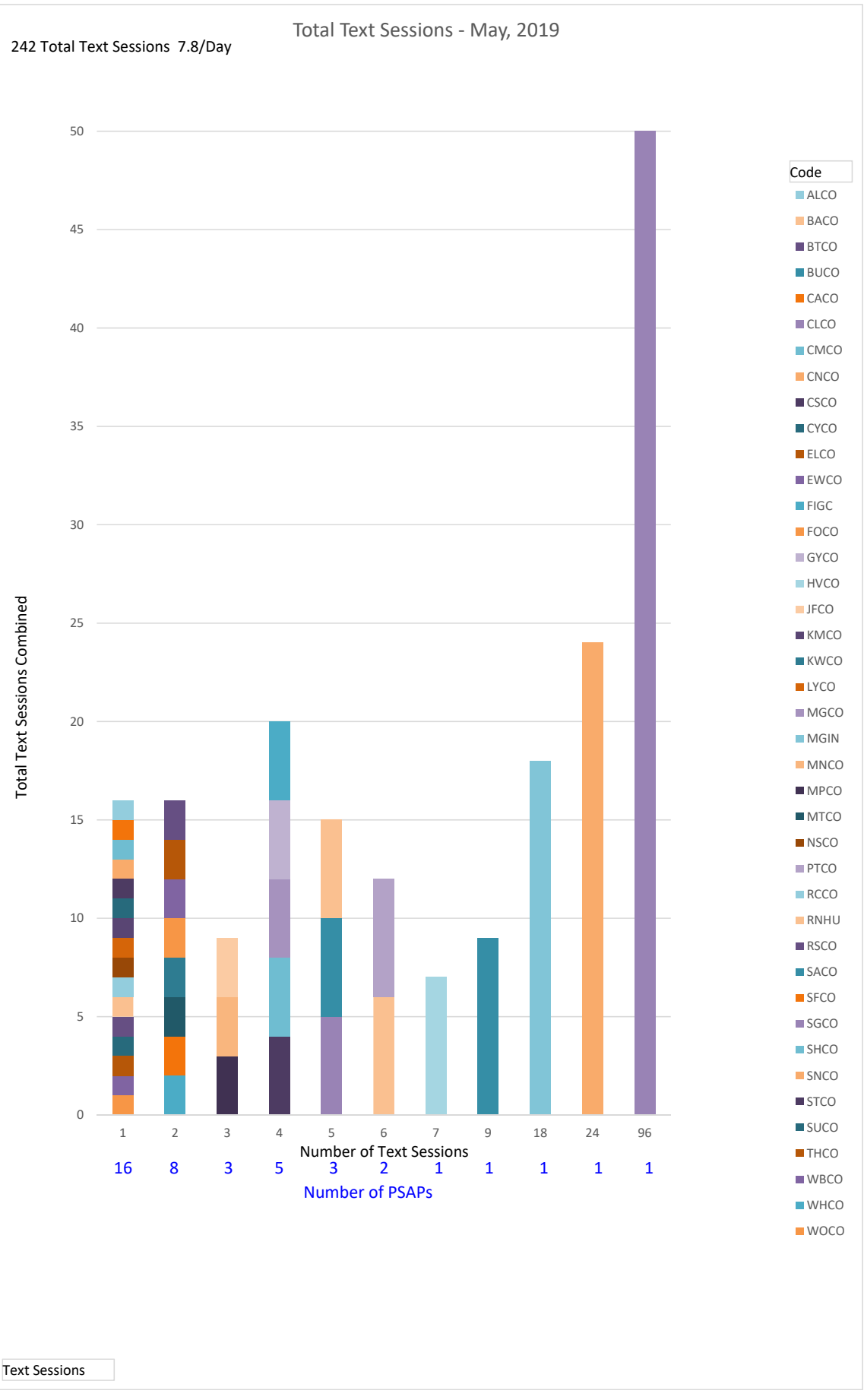
911 Call Volumes - May, 2019




NSI Calls as % of Total Calls - May, 2019
7.15%
92.85%
NSI Calls
Non NSI Calls


Avg. Cost Per Call by # of Seats - May, 2019
$140.00
$120.00
$100.00
$80.00
$60.00
$40.00
$20.00
$0.00
$131.20
$78.76
$25.11
1
2
3

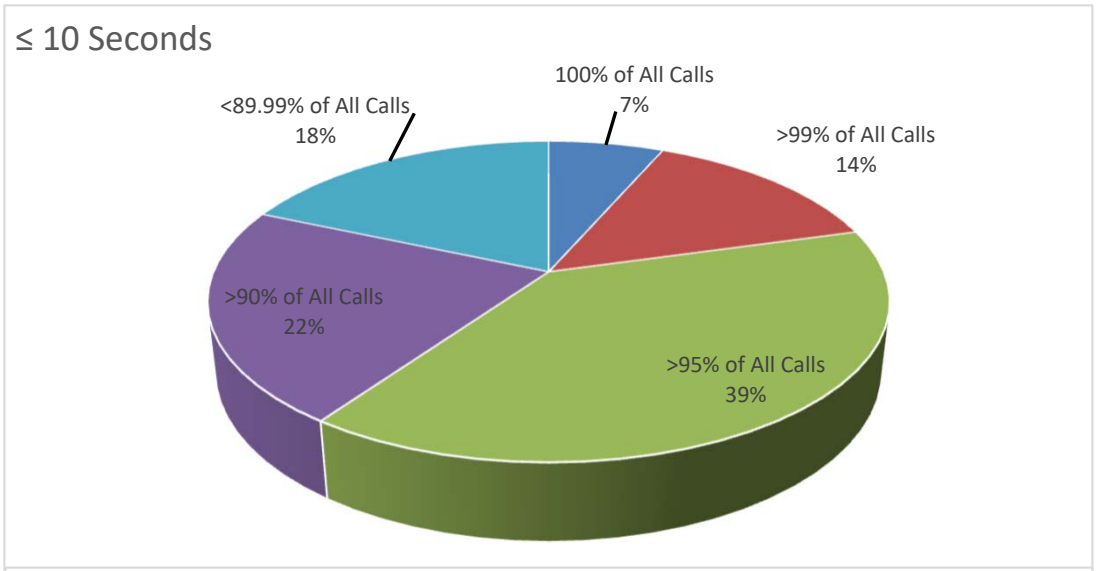
242 Total Text Sessions 7.8/Day

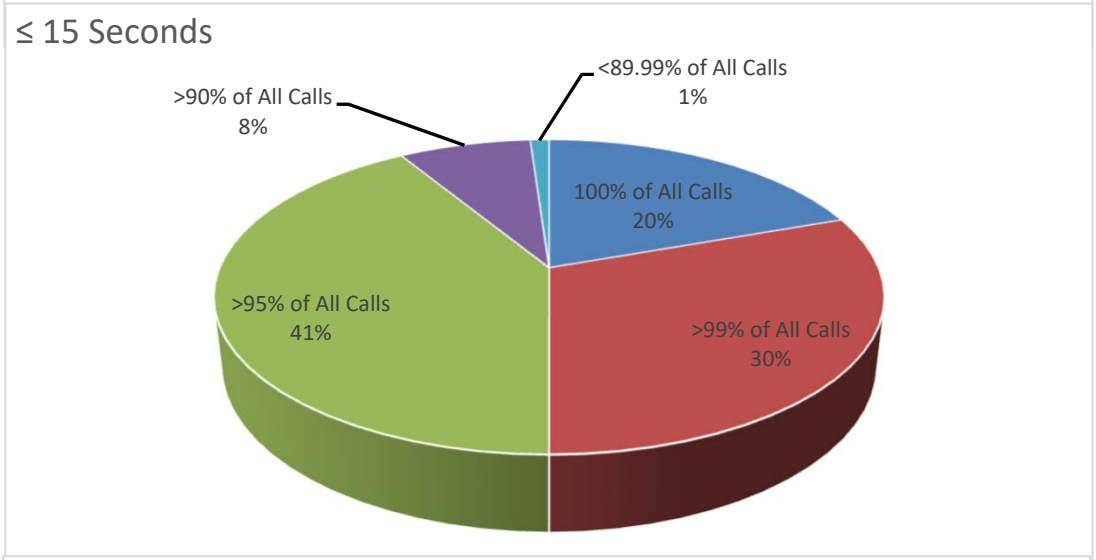


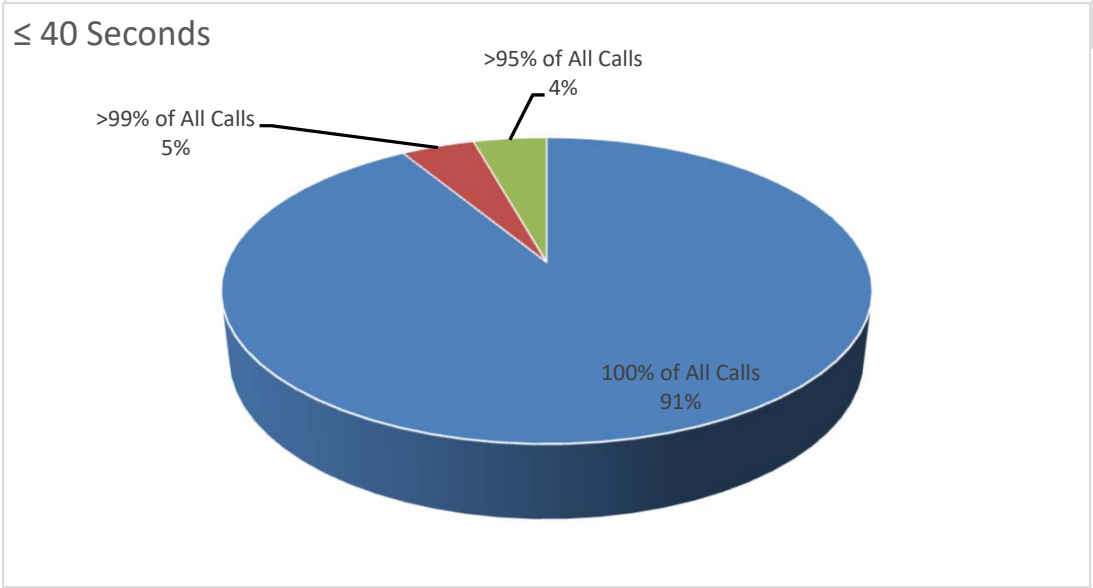
Text Sessions

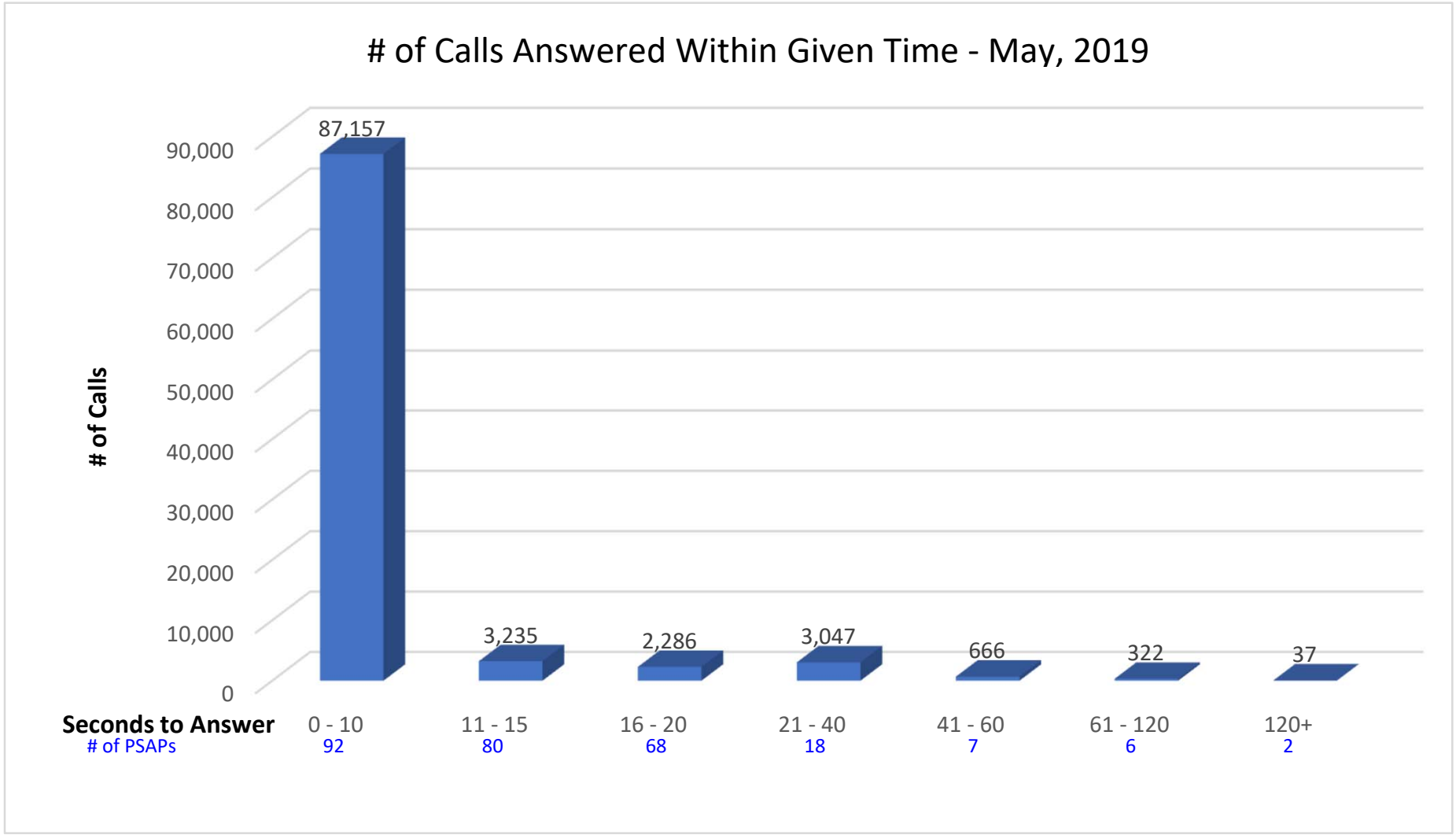
% of All PSAPs Answering Within Given Time - May, 2019

NENA Standard: 95% of all 9-1-1 calls arriving SHALL be answered within fifteen (15) seconds.
99% of all 9-1-1 calls arriving SHOULD be answered within forty (40) seconds.








# of Calls Answered Within Given Time - May, 2019
# of Calls
90,000
80,000
70,000
60,000
50,000
40,000
30,000
20,000
10,000
0
87,157
3,235
2,286
3,047
666
322
37
Seconds to Answer
0 - 10
11 - 15
16 - 20
21 - 40
41 - 60
61 - 120
120+
# of PSAPs
92
80
68
18
7
6
2

Wireless 911 Call Mis-Routes Incident Report

On Tuesday, May 21, 2019 at approximately 1608, NG911 Administrator Scott Ekberg received a telephone call from Salina Police Department PSAP Manager, Wayne Pruitt. Pruitt advised that wireless calls were being misrouted from Cloud County to Saline County and from Saline County to Jefferson County. Ekberg advised Pruitt that the issue would be investigated. Ekberg further advised Salina PD to create a Res Center trouble ticket on the issue. Ekberg then notified AT&T PM Terry Mclarty, AT&T Service Executive Lesa Thye, and ITSS Phill Ryan of this event.

As a result of the ensuing investigation, it was determined that the problem was more widespread than reported by Salina PD and that it was affecting both the North and South Host PSAPs. A mass notification of the problem via text and email was made to all Hosted PSAPs and Council leadership by Ekberg at approximately 16:58 hours. The content of that communication was as follows:
"We have been made aware of an issue whereby wireless calls are being misrouted. This appears to be an ESInet issue. AT&T and West are working on the problem at this time. We will update as more information becomes available."

West Public Safety was drawn into the investigation and identified the problem that was creating the misroute situation. Upon notification that the problem had been identified, a mass notification was made to the same parties at approximately 1704 hours. That communication was:
"Have just been advised that West has identified the problem and is in the process of fixing it at this time. Will update when the correction is made."

During the pendency of this event, a reroute notification was received from the Resolution Center indicating that at 1740 hours Salina PD had been rerouted to McPherson County due to wireless misroutes. Following up with the Resolution Center, it was learned that Salina PD had rerouted because wireless calls were misrouting to Jefferson County and Jefferson County was unable to transfer those calls back to Salina PD. Ekberg then contacted Jefferson County and provided verbal instruction on how to complete a network transfer to Salina PD and provided the Salina PD EIM transfer number.

At approximately 1759 hours, the Resolution Center advised that West Public Safety had completed the fix of the problem creating the misroute situation. Confirmation that calls were routing appropriately was made by Mclarty and a mass notification via text and email was sent to all parties. The content of that message was:
"We have been advised that the problem creating the mis-route situation has been corrected and everything should be operating normally now. Please advise the Res Center and me at scott.ekberg@kansas911.org if you experience any additional misrouted wireless calls.' Thanks."

The Resolution Center was contacted by Ryan and asked to contact Salina PD and remove the reroute of their calls. A notification was received from the Resolution Center stating that at approximately 1803 the reroute had been removed and Salina PD was taking calls in their PSAP.

P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

PSAPs known to have been affected by this event, at this time, are:

Allen County	Bourbon County	Kingman County
Saline County	Cloud County	Jefferson County

Further information on the cause of this mis-routing situation is expected on 5/22/2019.

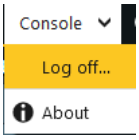
P.O. Box 842, Emporia, KS 66801
(785) 438-8440 – Phone scott.ekberg@kansas911.org - email

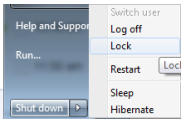
PLEASE NOTE WORKSTATION REBOOT / RESTART PROCESS CHANGE

Routine rebooting is not necessary to flush memory. Leaving your computer on without restarting will not harm the computer in any way and there is no minimum or maximum amount of times a computer should be restarted (warm booted). **WARNING:** Users should only perform a hard reboot (pressing and holding the power button) if the computer is completely frozen, **as it may damage hardware components and or corrupt data files**.

Motorola sends out Microsoft patches on a regular basis and you will receive notification by phone or email asking that you perform a reboot. This will be the **only time** that you should need to reboot your 911 computers. However, if you are experiencing a problem, attempting a **restart** of the workstation is appropriate. Do not hesitate to contact the Resolution Center if the problem persists.

When performing a reboot or restart: (These procedures apply to both workstations and softphone positions)

- Close all open programs that are running
  - Mouse to the top right corner of the Vesta console window
  - Click Console then log off 

  - Click Yes when asked “Are you sure you want to log off?”
  - Mouse to the top left corner of the map window
  - Click on file and then click exit or the X in the top right corner of the program window
- Once all programs have closed move your mouse pointer to the bottom left corner of your main monitor (Monitor 1)
  - Click on the windows icon (Win 7) (Win 10)
  - Click on the arrow to the right of the shutdown tab (Win 7) 

    (Win 10)

  - Click Restart
    - The system will take care of the rest
    - Sometimes the PC will say that it is waiting for programs to close, please click the Force Restart button
    - When logon screen reappears (will take a few minutes for Vesta to allow login) logon to console and Map

Vesta Locate mapping requires a weekly restart (just the Map not the PC). It is recommended to restart the map during a slow period over the weekend.

To Restart Vesta Locate Mapping Only:

- Mouse to the top left corner of the map window
- Click on file and then click exit or the X in the top right corner of the program window
- To launch map, click the Vela Map button located on the console layout
  - Login with your normal login and county

If you have any questions, please contact the AT&T 911 Resolution Center 844-378-0911 or the KS 911 Coordinating Council.

Glossary of Terms

Close a program/file	Utilizing the "X" close option in the upper righthand corner of the active program or the exit option from the file menu of the program to return the program to an inactive state
EIP Telephone Set	Enhanced IP telephone set. These telephone sets are used solely for answering calls and placing the calls on hold. Calls placed on hold on the EIP set cannot be picked up from any other position in the PSAP. Calls can be transferred from the EIP set to Vesta workstations or Vesta Softphones within the agency but are incapable of transferring to neighboring PSAPs on ESInet
Log Off	Utilizing a provided process to exit a program that requires log on. In the Vesta program this process is provided under the console dropdown menu
Log On	Providing a username and password to access a program requiring log on
Open a program/file	Utilizing a desktop shortcut or the start menu, selecting and activating a program or file
Restart	See Reboot
Vesta Softphone	A computer based 911 call handling workstation that incorporates all functionality of a full workstation, less instant recall recording (IRR) and mapping. Also known as a half-position or backup position
Vesta Workstation	A computer based 911 call handling workstation with complete 911 functionality

ESInet Procedure for Trouble Reporting

If a PSAP experiences a problem with the call handling system, but is still able to receive and process 911 calls, the following procedure should be followed (both steps are required):

1. Notify the Resolution Center, either through a voice call (866-722-3911) **or** an electronic trouble ticket (https://expressticketing.acss.att.com/expressticketing/) of the problem. Obtain a trouble ticket number. (For information on using electronic ticketing see "Electronic Ticketing" section of this document).
2. Send an email to ksng911rescenter@googlegroups.com advising of the problem. Use the PSAP name and trouble ticket number obtained in step 1 as the subject line in this email. This will send email to the Tiger Team Technicians and Council personnel. (For information on creating this email see "KS NG911 Email Group Notification" section of this document).
    a. Pictures of the error codes received on the Vesta screen can be attached to these emails. The Resolution Center will receive this email as well.
    b. Include the **full** screen in the picture so that time and date, network connectivity icon, etc. are shown in the picture. (See example in Appendix A)

If a PSAP loses connectivity to the host and is unable to take 911 calls, the error message depicted in Figure 1 will normally be seen.

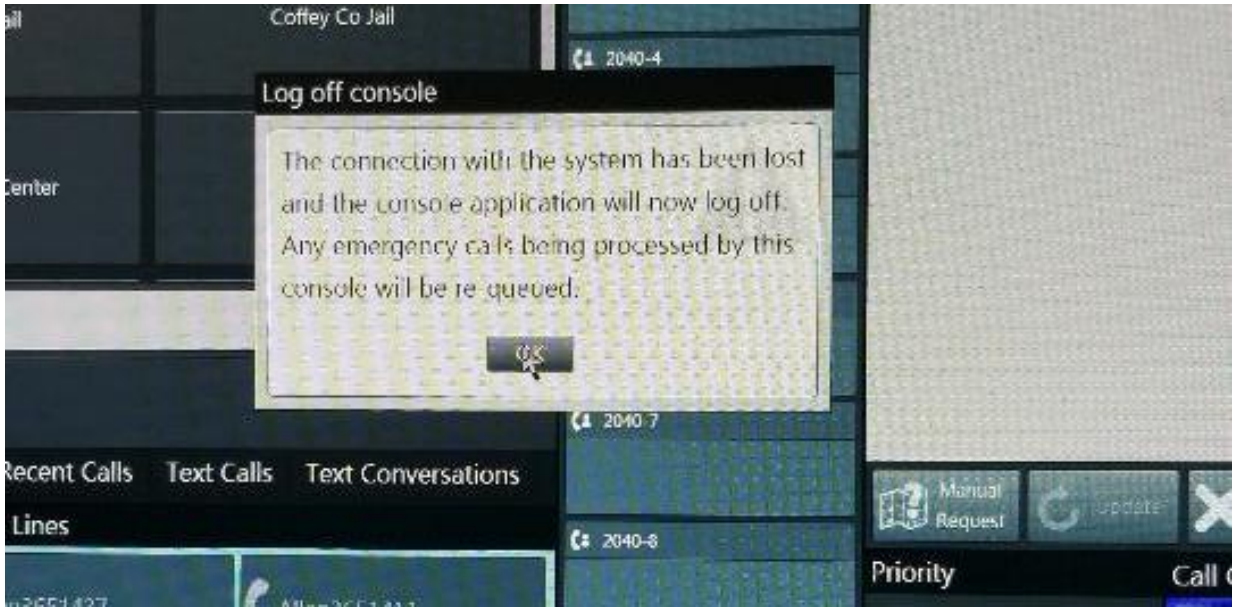


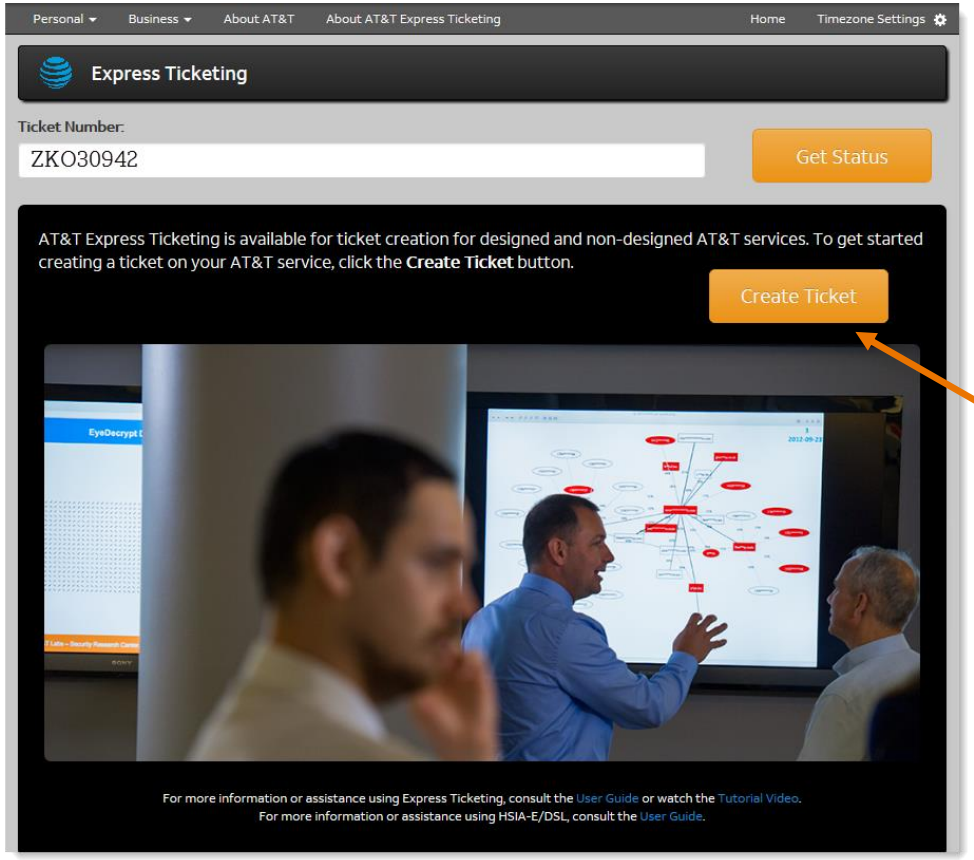
Figure 1 - Connectivity Error Message

When this situation occurs, the following procedure should be followed (all 4 steps are required):

1. Make a test call to 911 from a working device (admin phone or cell phone) to verify that ESInet contingency routing is functioning appropriately.
2. When your partner PSAP answers the test 911 call, advise them that you are in reroute and that they will be receiving your 911 calls. Verify the process for getting calls back to your PSAP for dispatch.
3. Notify the Resolution Center, either through a voice call (866-722-3911) or an electronic trouble ticket (https://expresssticketing.acss.att.com/expresssticketing/), that your PSAP is down and is rerouting via ESInet as planned.
4. Send an email to ksng911rescenter@googlegroups.com advising of the problem, including where your calls are being routed to as verified in step 1. Use the PSAP name and trouble ticket number obtained in step 3 as the subject line in this email. This will send email to the Tiger Team Technicians and Council personnel and to the Resolution Center.
    a. Pictures of the error codes received on the Vesta screen can be attached to these emails.
    b. Include the **full** screen in the picture so that time and date, network connectivity icon, etc. are shown in the picture.
5. For additional information on manual transfer of 911 calls see “911 Call Transfer” section of this document.

Electronic Ticketing

To get started, enter att.com/expressticketing into your Web browser. No sign-in is needed.



To create a new ticket, click **Create Ticket**.

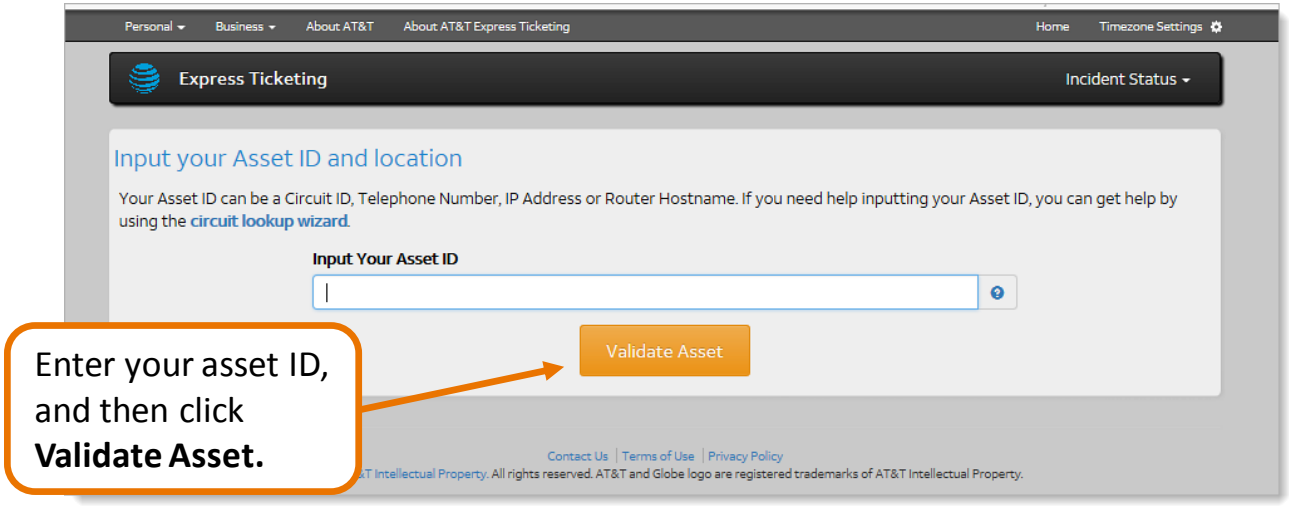
© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Enter your asset ID and validate it

Use your circuit ID as the asset ID.

PSAP Circuit ID: _____

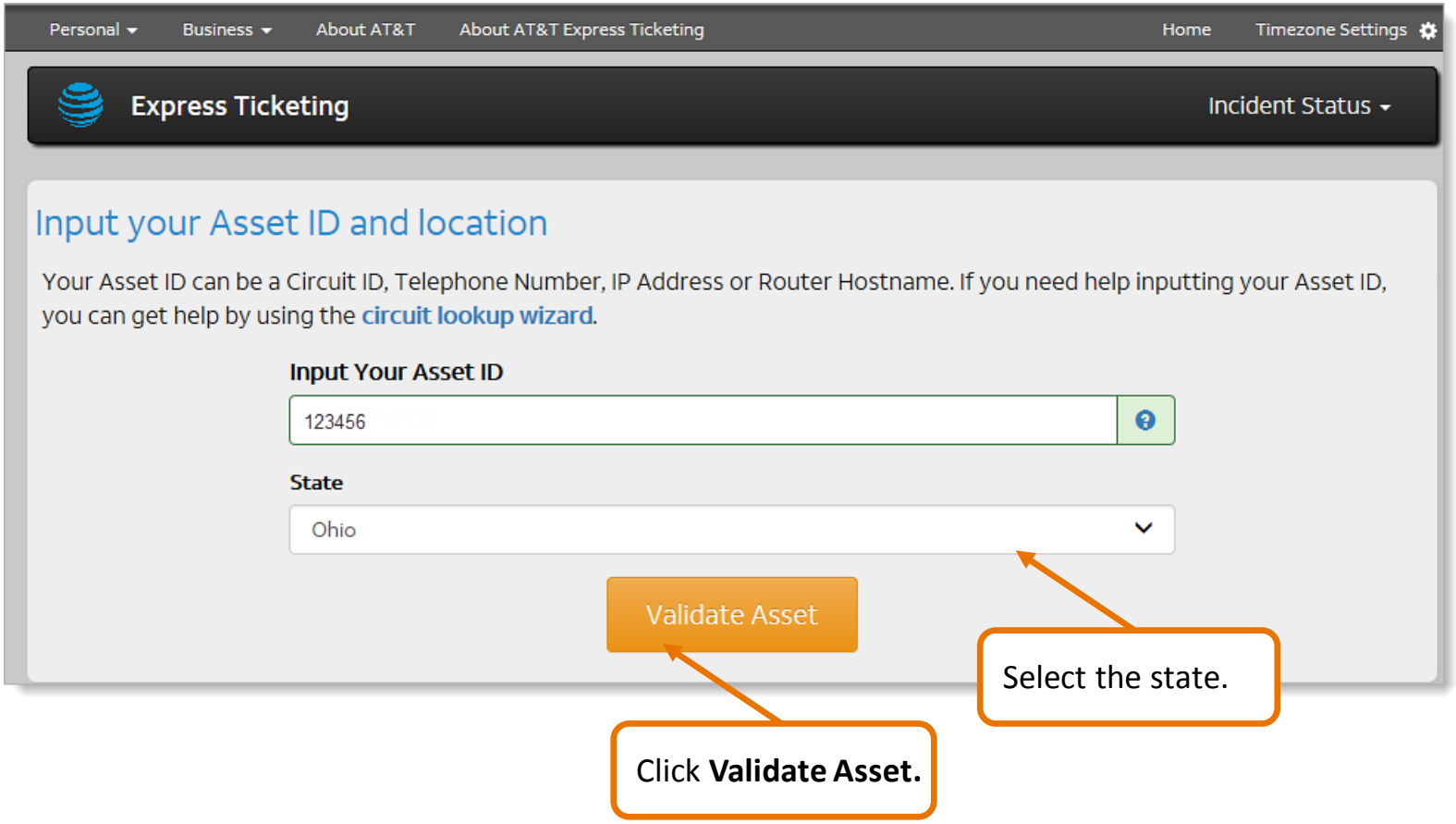


© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Select the service location

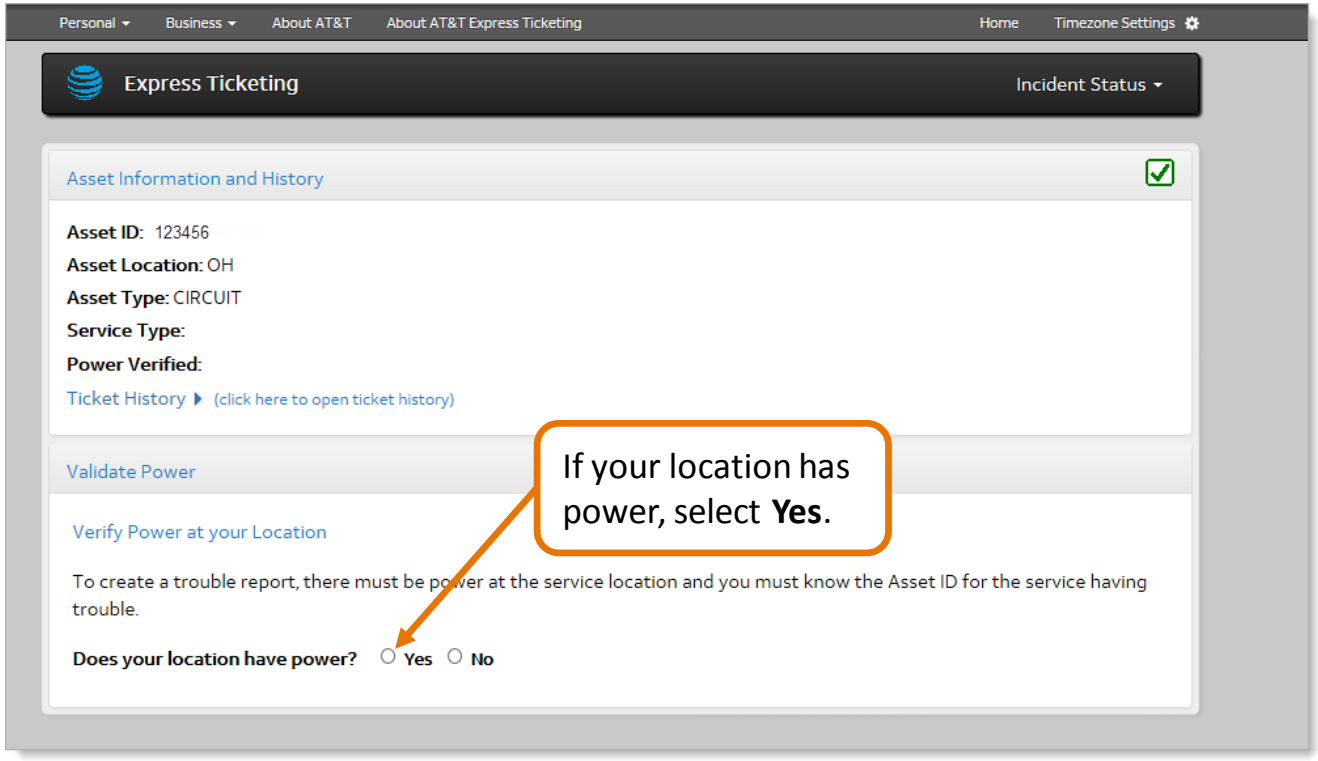
Select the state in which your asset is located, and then click **Validate Asset.**



© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Verify your location has power



© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

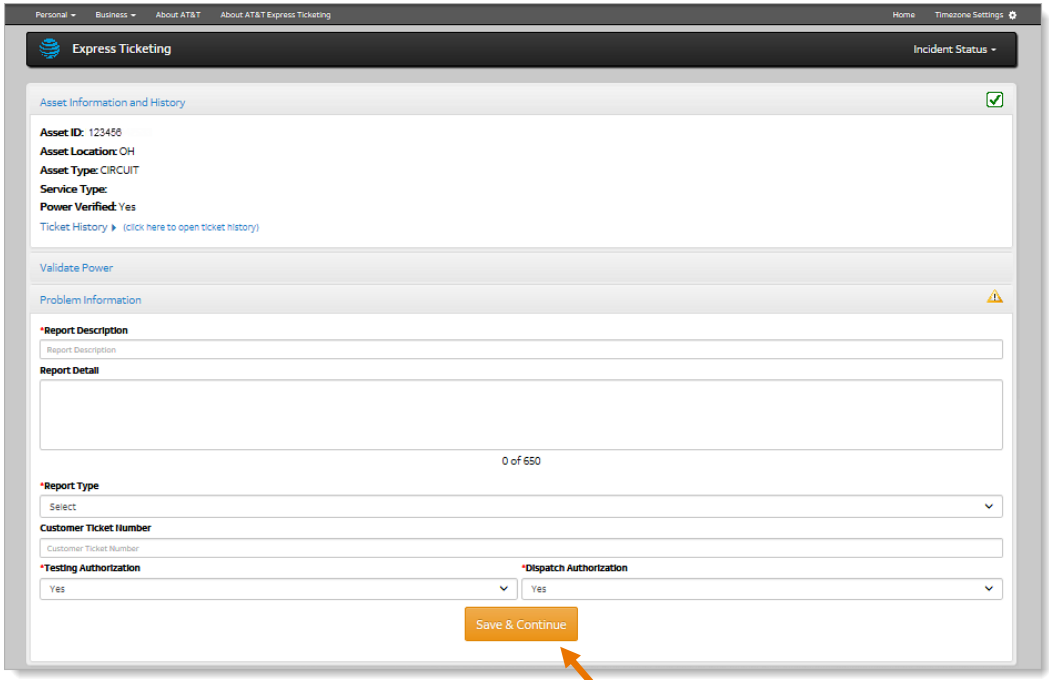
AT&T Business

Enter your report description details

Under **Problem Information:**

- Enter a short **Report Description.**
- Enter **Report Details** describing your trouble.
- Select the **Report Type.**
- Optionally, in the **Customer Ticket Number** field, enter your system's ticket number.
- To authorize AT&T to test your circuit, select **Yes** for **Testing Authorization.**
- To authorize AT&T to dispatch a technician to your location, select **Yes** for **Dispatch Authorization.**

  Note: When you authorize AT&T to dispatch a technician to your site and the trouble is not on our network, you may incur a service fee.
- Click **Save & Continue.**



© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

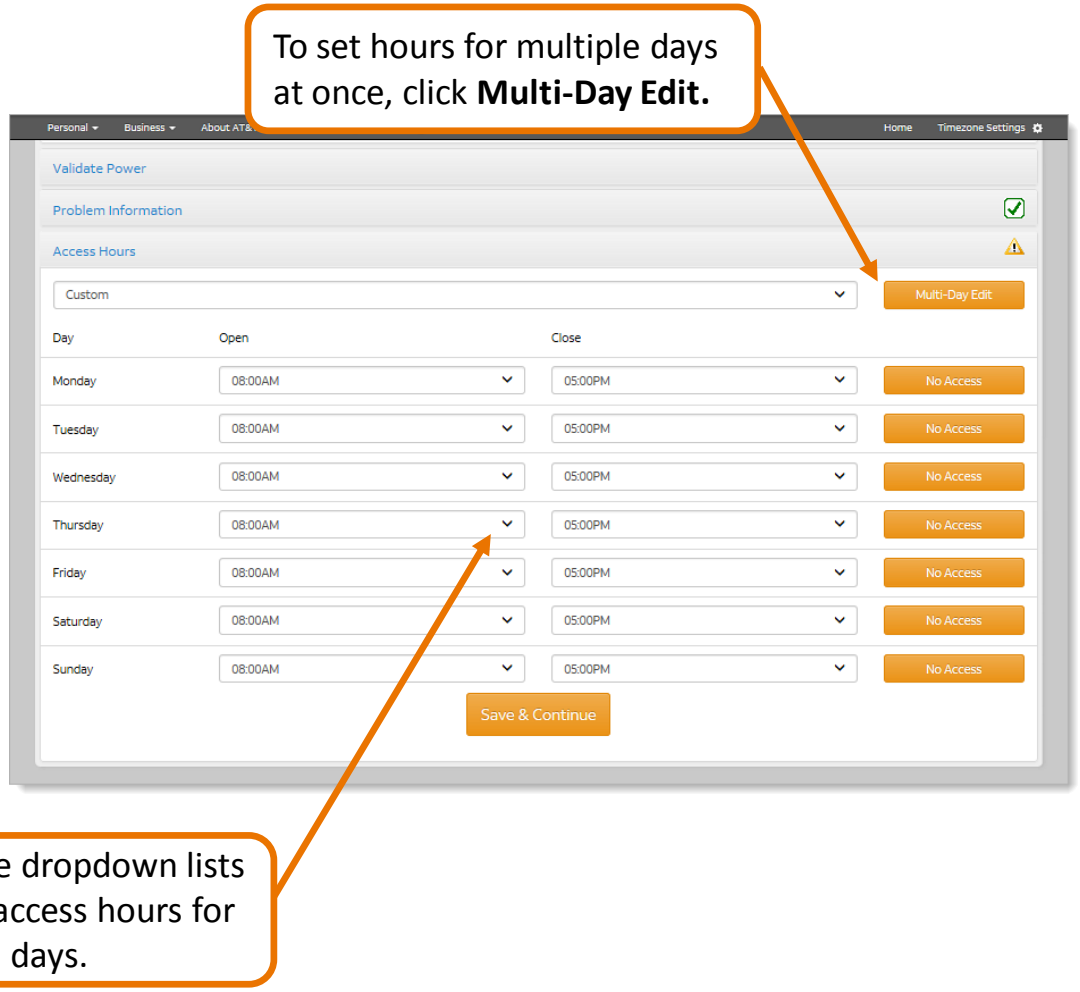
AT&T Business

Enter your local access hours

Next, under **Access Hours,** enter the hours during which AT&T can access your site.

- To set the hours when you open and close, use the dropdown list for any day.
- If there is no access on a given day, click **No Access** to the right.
- To set hours for multiple days at once, click **Multi-Day Edit.**
- When you are ready, click **Save & Continue**.

Note: If you have created a ticket before, the system remembers your access hours and you can skip this step.



Remember AT&T Tiger Team Technicians will have Council issued Security Badges and have been fingerprint based backgrounded

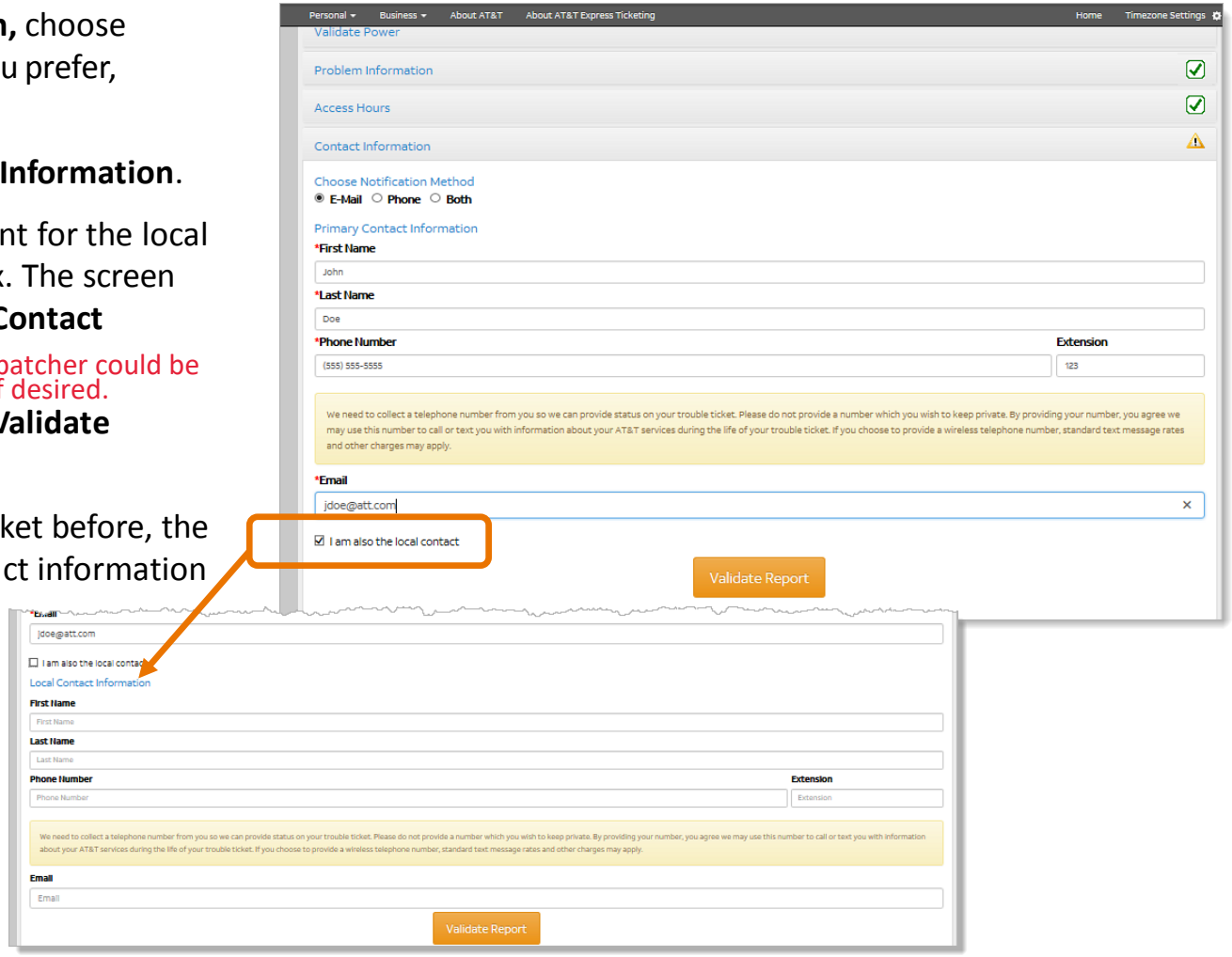
© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Enter your contact information

- Under **Contact Information,** choose the notification method you prefer, **E-Mail, Phone,** or **Both.**
- Enter the **Primary Contact Information**.
- If the information is different for the local contact, clear the checkbox. The screen refreshes; enter the **Local Contact Information**. An on-duty dispatcher could be identified as the local contact if desired.
- When you are ready, click **Validate Report.**

Note: If you have created a ticket before, the system remembers your contact information and you can skip this step.

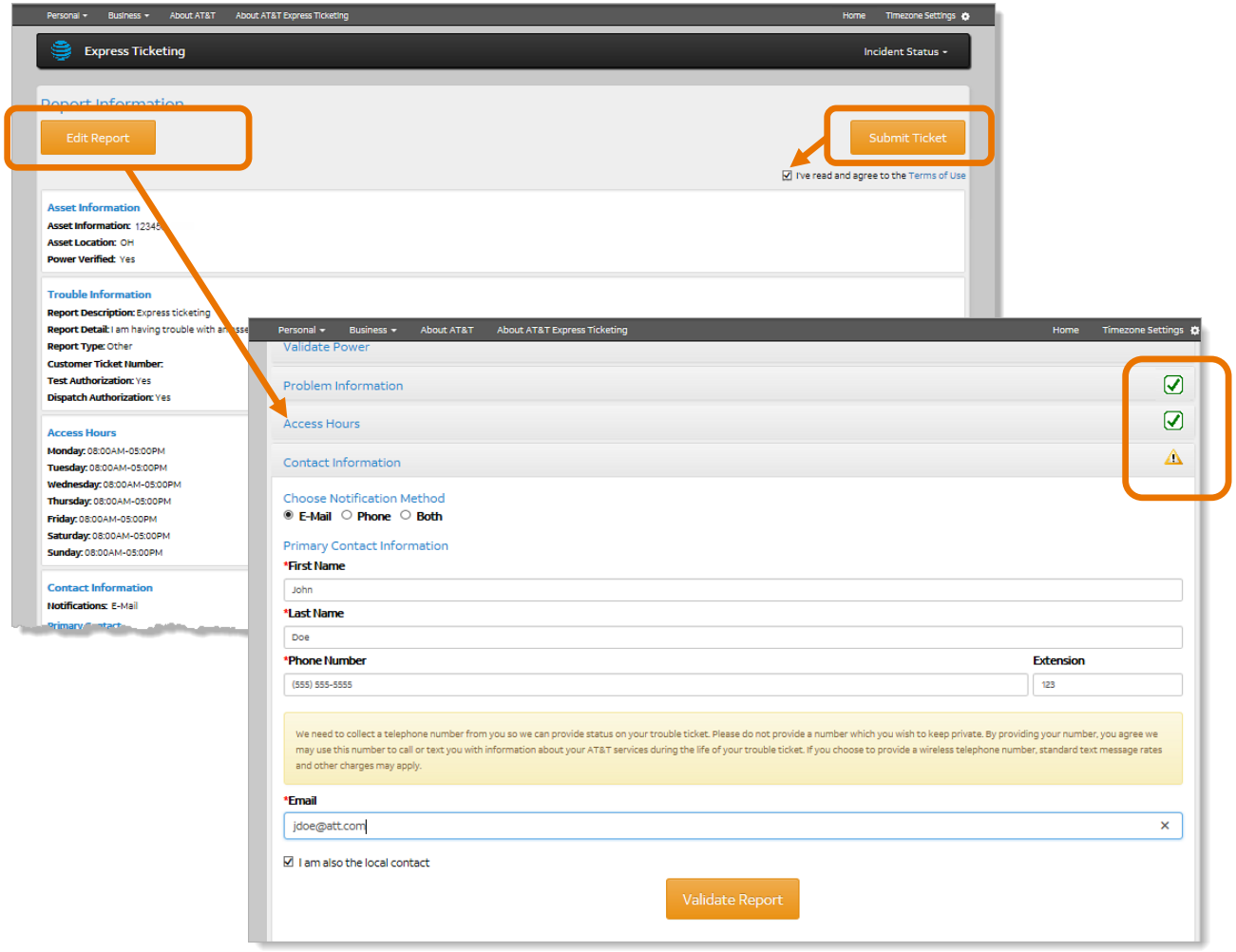


© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Review the report information summary

- A summary of your report information appears. If you need to change anything, click **Edit Report.**
- When the screen refreshes, select the section you need to update, such as access hours.
  - The green check mark indicates your information is complete.
  - The caution symbol indicates you have incomplete data.
- Check the box to agree to the **Terms of Use.**
- When you are ready, click **Submit Ticket.**



© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

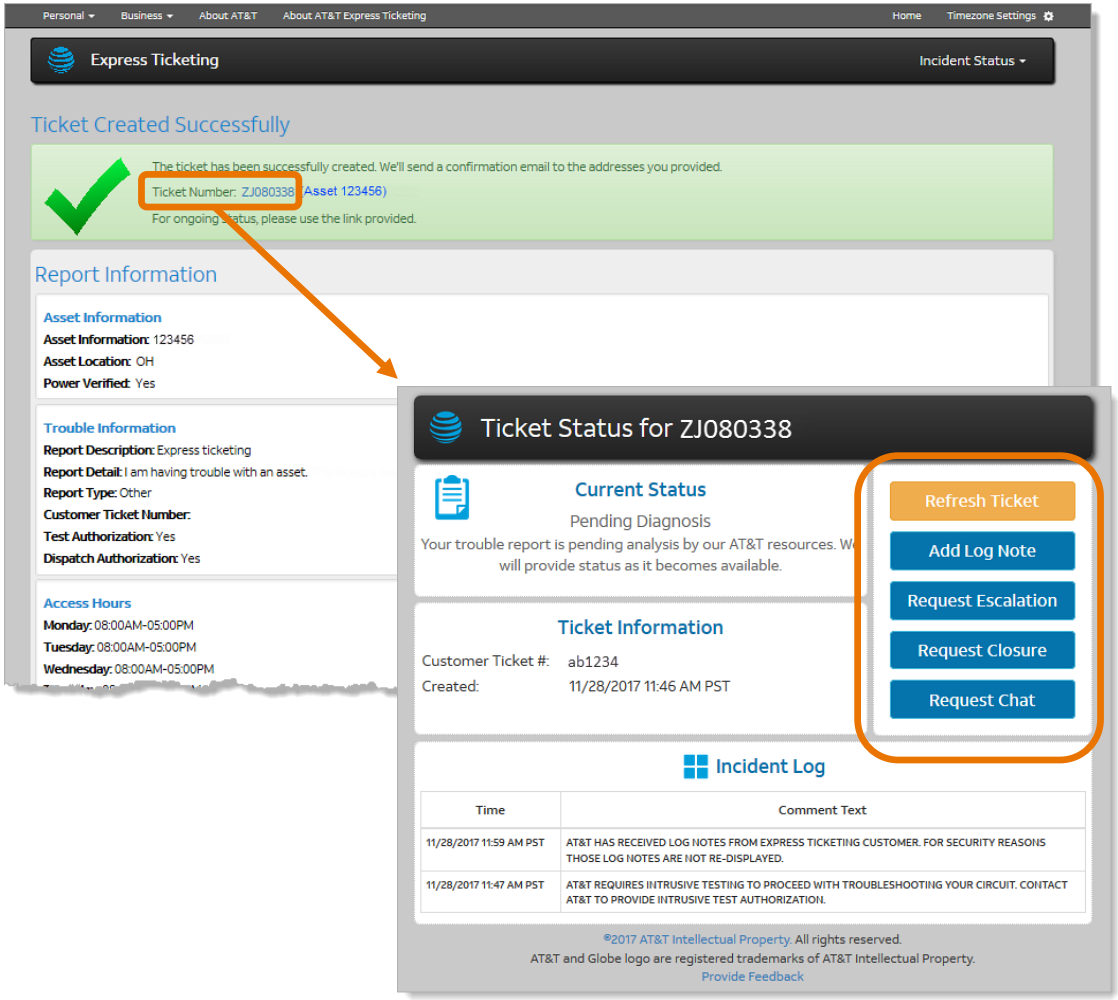
View the ticket confirmation window

After your ticket is successfully created, a confirmation message appears.

For your ticket status, click the **Ticket Number** link.

From the **Ticket Status** pop-up window, you can:

- Refresh Ticket
- Add Log Note
- Request Escalation
- Request Closure

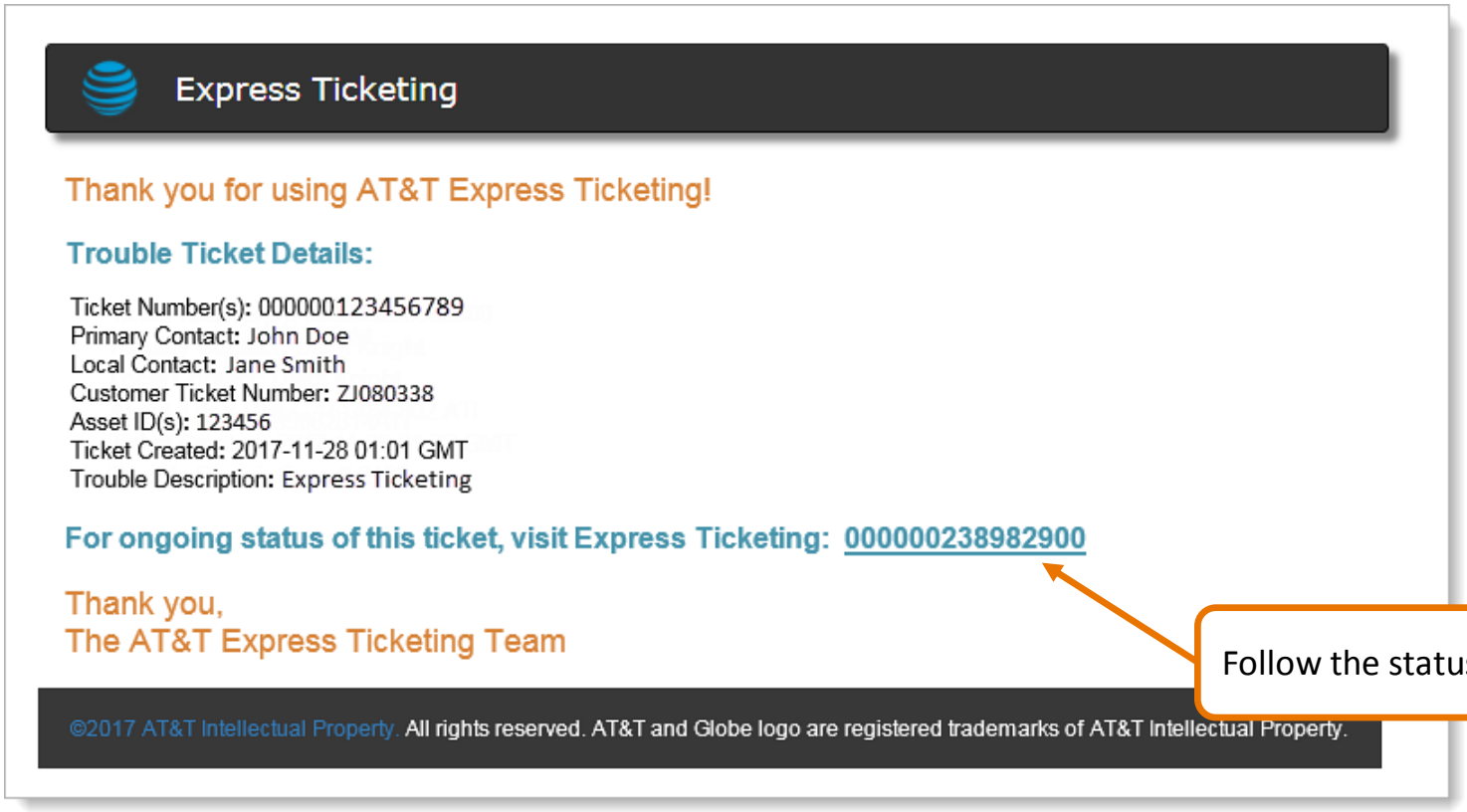


© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

View your confirmation email

You will receive an email confirming that your ticket was created.



© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

KS NG911 Email Group Notification

As a step in the trouble notification process, an email should be sent to ksng911rescenter@googlegroups.com. This email ensures that the Council is aware of every trouble ticket that is created for any of the hosted PSAPs. The subject line for this email should be the PSAP name and the trouble ticket number obtained from the Resolution Center. The following figure depicts the formatting of the email.

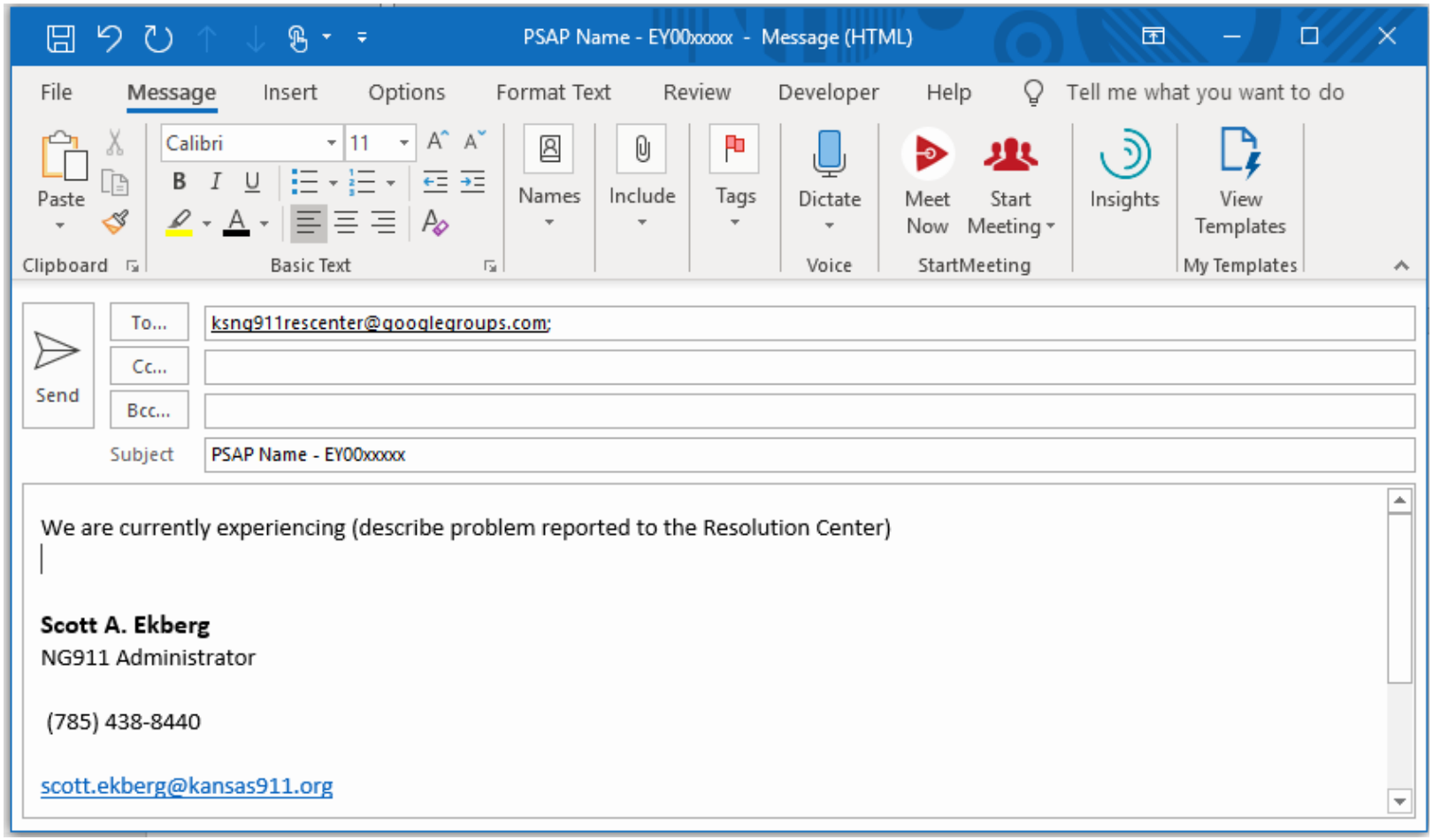
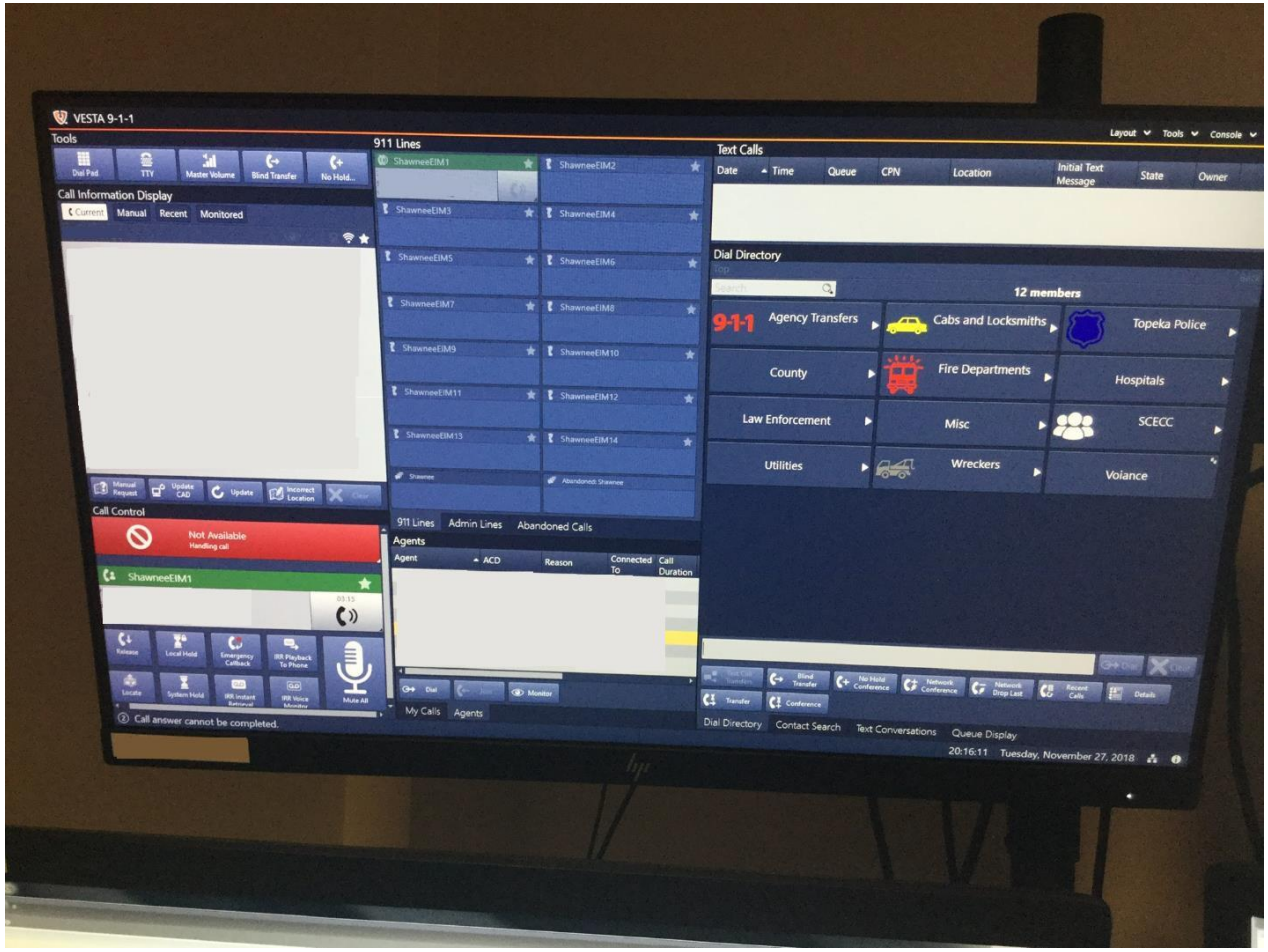


Figure 1 - Group Email Example

Pictures of the Vesta screen depicting the problem being experienced can be attached to the email, or any other file attachment that helps to explain the problem. When taking photos of the Vesta screen, be sure to capture at least one photo of the entire screen, as shown in Figure 3. Attaching photos or other files to this email will allow the Tiger Team Technicians, Council personnel and the Resolution Center to all receive the attachments from a single email. This will streamline the process and ensure that all parties working on the problem are working from the same information.

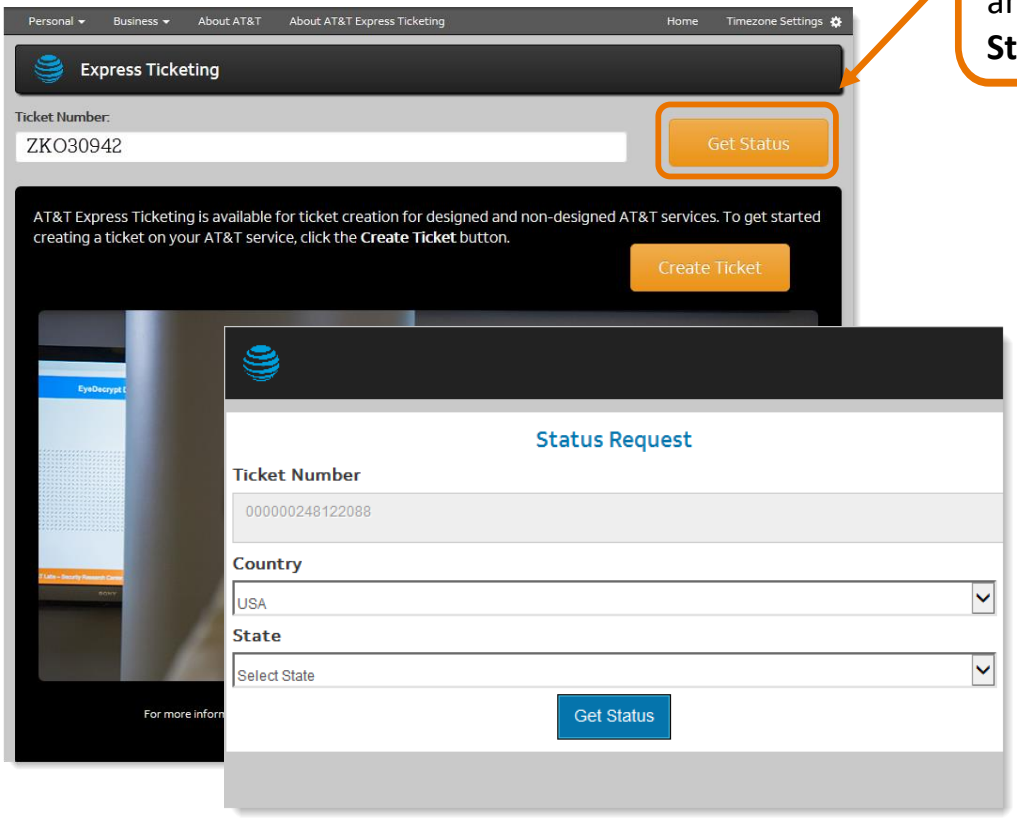
In the event that your email service is down, and you do not have email capability from your phone, trouble ticket number, pictures and a description of the problem you are experiencing can be texted to Lori Alexander (785-840-5772) or Scott Ekberg (785-438-8440) and a group email message will be created on your behalf. A voice call alert to the texted number is recommended for late night or early morning events.

Figure 2 - Screenshot Example



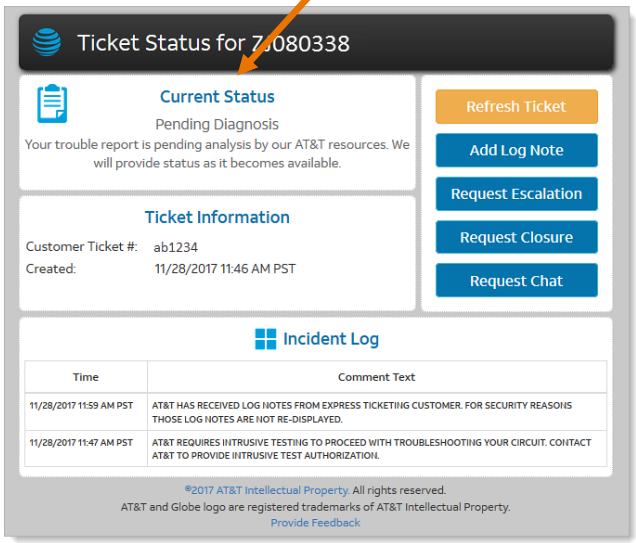
Check Ticket Status

You can check the status of your ticket from the AT&T Express Ticketing homepage.



To view ticket status, enter the ticket number (EY00xxxxx) and state. Then click **Get Status**.

The **Ticket Status** pop-up window appears.

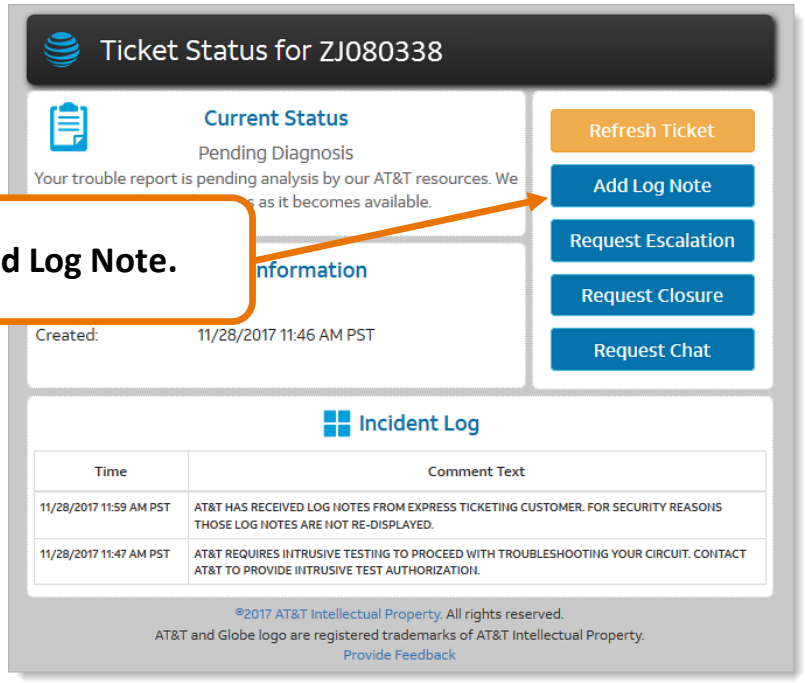


© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

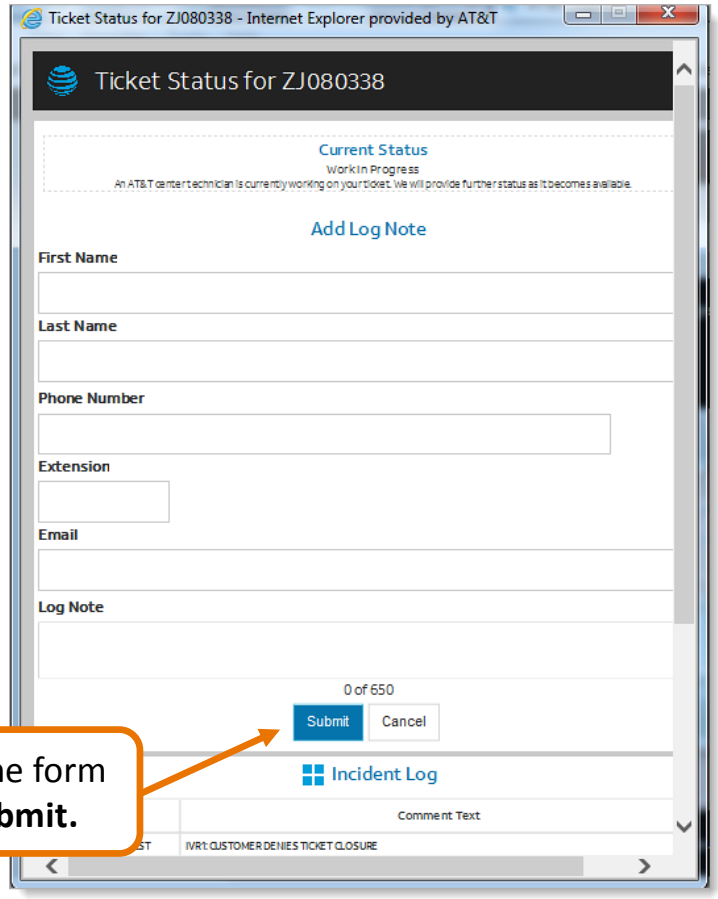
AT&T Business

Add a log note to your report

You can add a log note from the **Ticket Status** window.



Click **Add Log Note.**



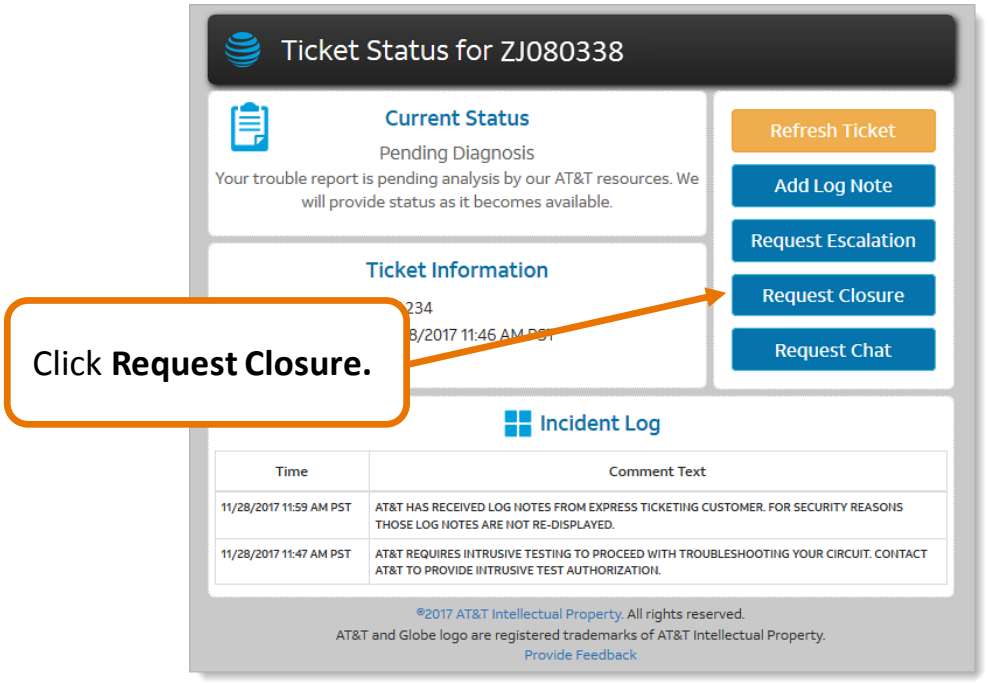
Complete the form and click **Submit.**

© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

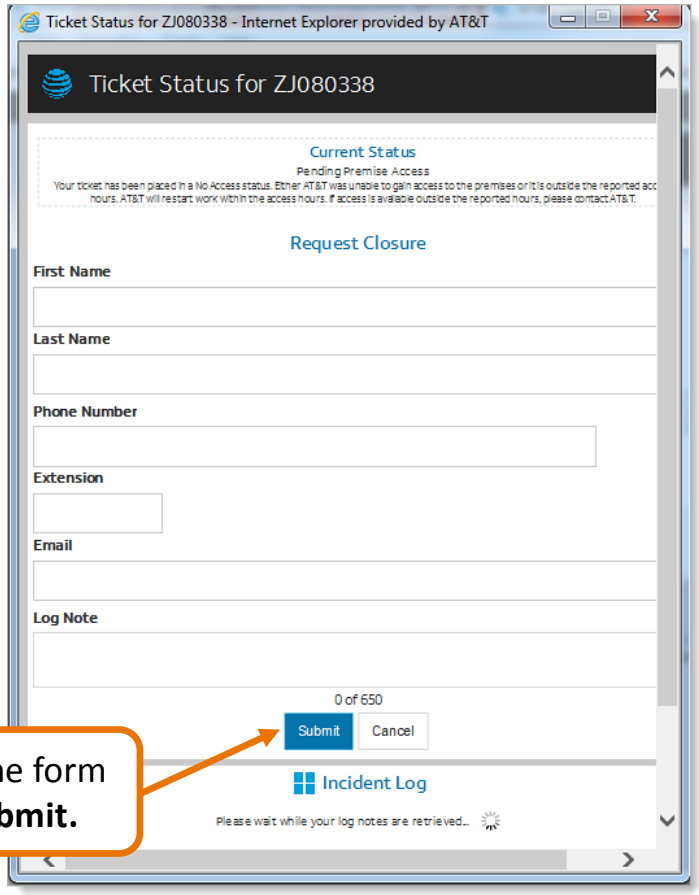
AT&T Business

Request ticket closure

You can request that a ticket be closed from the **Ticket Status** window.



Click **Request Closure.**



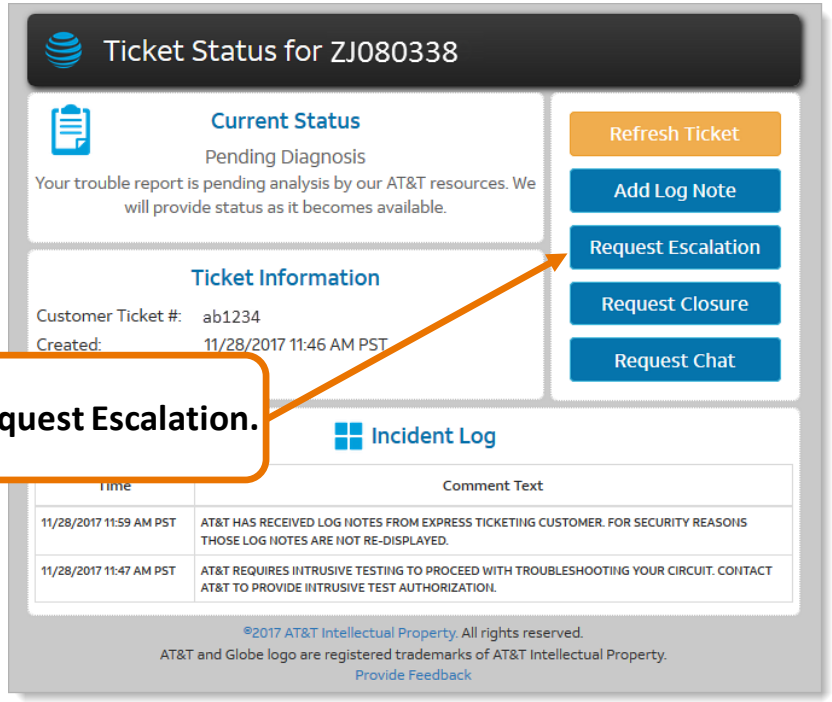
Complete the form and click **Submit.**

© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

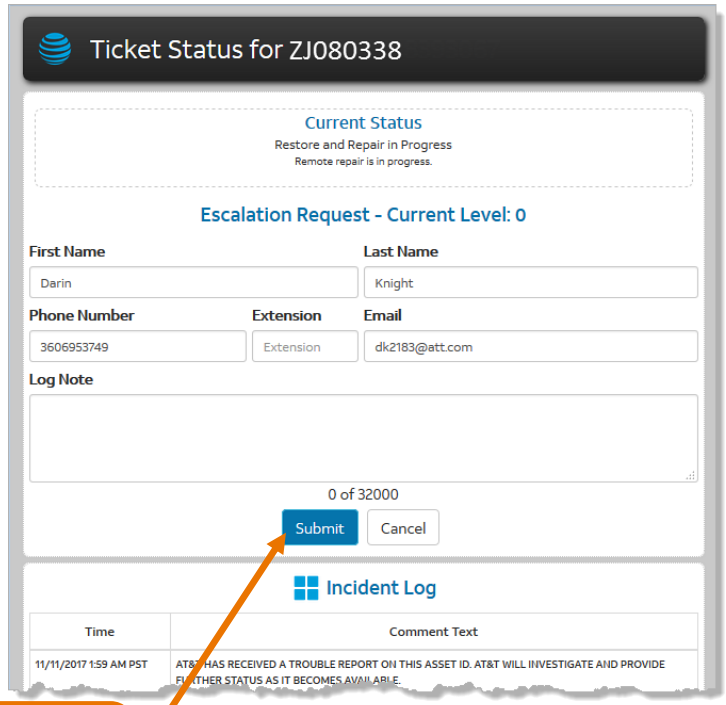
AT&T Business

Request ticket escalation

You can request a ticket escalation from the **Ticket Status** window. If a ticket has been opened for more than one hour on a critical, service effecting issue, and no action is shown in the incident log, an escalation request may be made.



Click **Request Escalation.**



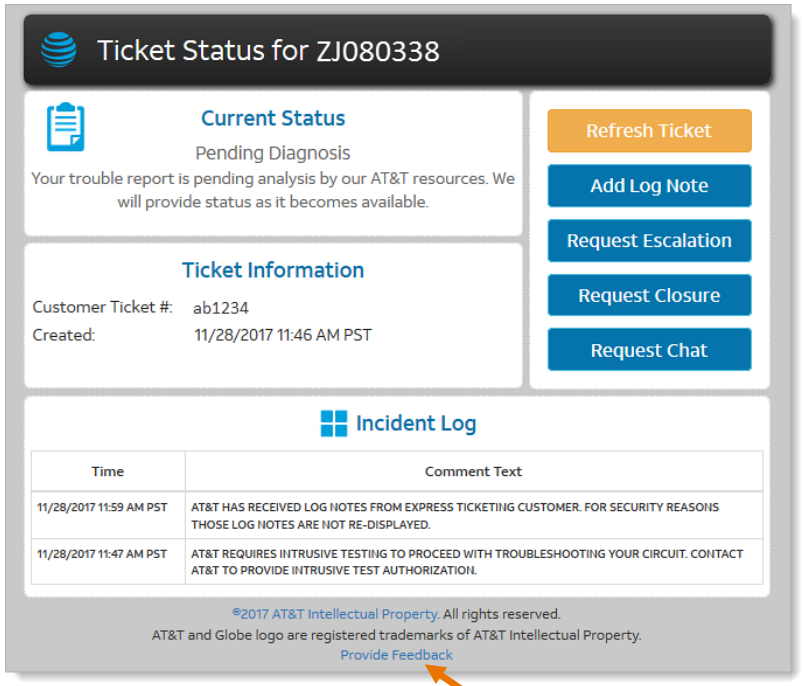
Complete the form and click **Submit.**

© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

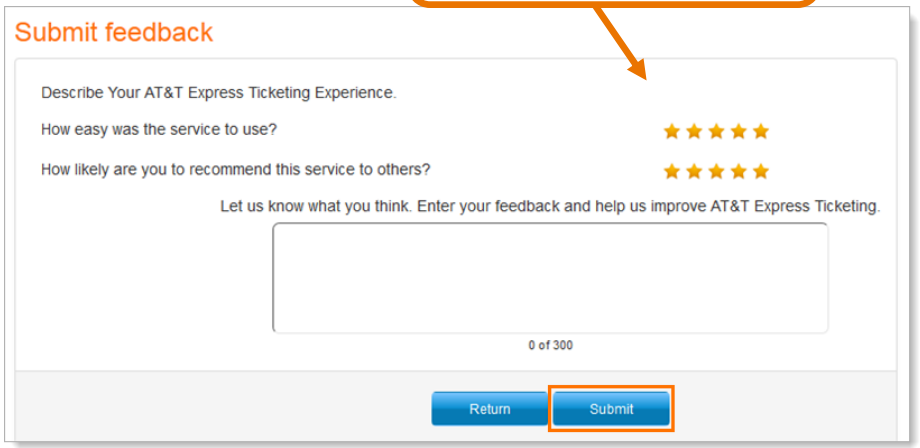
Submit your feedback

We would love to hear from you! Please let us know about your experience with AT&T Express Ticketing.



Click **Provide Feedback.**

Rate your AT&T Express Ticketing experience.



© 2017 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Contact Numbers

AT&T Reference Guide for PSAP's on the Kansas Hosted 911 System					
Date:	10/10/2018				
Prepared by:	Lesa Thye	Service & Technical	Administrative	Service Executive	Sales
Provider	Equipment/Service Type	Support	Support		Support
AT&T 911	Landline 911 database records	AT&T Resolution Center	Judy Wickcliff	Service Executive	Justin Vaughn
AT&T 911	911 CAMA trunks for PSAP (Charges go away w/ESInet)	1-866-722-3911	713-567-4143	Lesa Thye	jv6080@att.com
AT&T 911	End Office to Tandem 911 Trunks		jh9022@att.com	816-714-4504	816-808-7364
AT&T 911	Long Distance Charges		Lori Shelton	as4848@att.com	
AT&T 911	Hunting, Universal Service Fee, LD etc		ls5505@att.com	ALT # 816-540-6393	
AT&T 911	Wireless 911 Phase 1 & 2 Database access		Lisa Duette King	816-803-9477	
AT&T 911			ld4148@att.com		
AT&T 911			Wanda Cruthis		
AT&T 911			wc8507@att.com		
KS 911 Council	Kansas Coordinating Council Hosted 911 Equipment >>>>>>	AT&T Resolution Center	Lori Alexander	Service Executive	Justin Vaughn
KS 911 Council	911 Positions, EIP telephone sets, Soft Phones	1-866-722-3911	785-840-5772	Lesa Thye	jv6080@att.com
KS 911 Council	Vesta Monitor & Map Monitor, rack of equipment		lori.alexander@kansas911.org	816-714-4504	816-808-7364
KS 911 Council	911 Data connection comes in on AT&T Fiber (included in annual billing)		Scott Ekberg	as4848@att.com	
KS 911 Council	Includes, Maintenance, Proactive Management & Monitoring		785-438-8440		
KS 911 Council	PSAP not responsible for upgrades, Council own & maintains		Scott.Ekberg@kansas911.org		
KS 911 Council	PSAP no longer has to purchase 911 call handling equipment				
KS 911 Council	PSAP no longer has to pay maintenance on call handling equip				
AT&T Equipment	Administrative Phone System if Provided by AT&T (Avaya)	1-800-248-8484	Robin Waclawski		
AT&T Equipment	Standard Maintenance Contract?		912-236-2498		
			rw2364@att.com		
AT&T Business	Administrative Phone Lines for 911 if provided by AT&T	Express Ticketing Website			
AT&T Business	IP Flex phone lines (PRI's etc)	https://expressticketing.acss.att.com/expressticketing/			
AT&T Business	Plain Old Telephone Lines (POTs)	or			
AT&T Business	Plexar Telephone lines	Stacy Bell (effective November 2018)			
AT&T Business	Internet / other AT&T services	816-804-8033			
AT&T Business		sb4152@att.com			

Manual Transfer List

Transfer of 911 Calls

There are two methods of transferring 911 Calls. Those methods are:

One-button Transfer

To conduct a one-button transfer, follow the following steps:

1. While connected to a caller on a 911 trunk, locate the speed dial button within your 911 transfers group in the dial directory
2. Click the speed dial button
3. When the PSAP being transferred to answers, announce the call. You can then either release from the call or participate in the conferenced call. (See Figure 4)

Figure 4 – Dial Directory

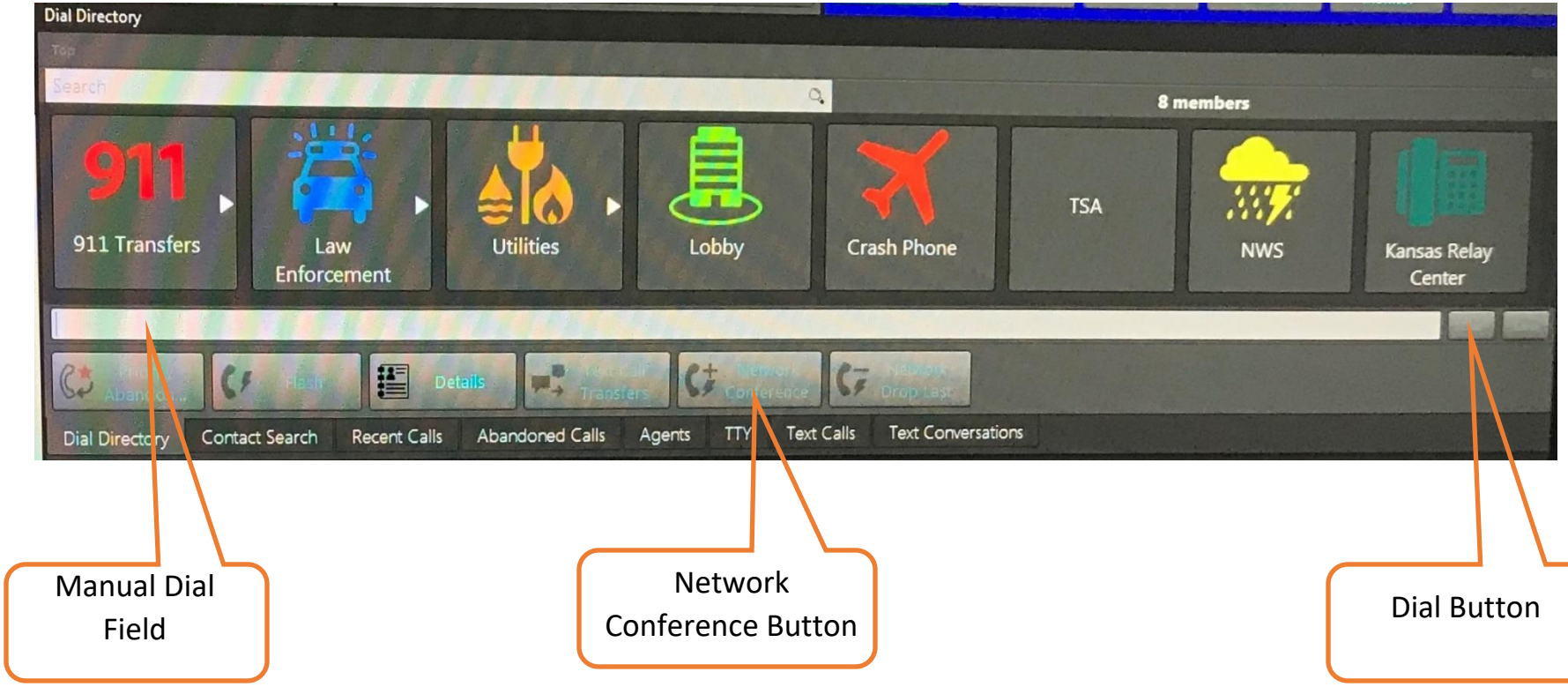
Manual Transfer List

Manual Transfer

To conduct a manual transfer, follow the following steps:

1. While connected to a caller on a 911 trunk, locate the transfer number from the list on the following page for the PSAP to which you wish to transfer the call
2. Enter that number in the manual dial field, click network transfer, then click the dial button. (See Figure 5)
3. When the PSAP being transferred to answers, announce the call. You can then either release from the call or participate in the conferenced call.

Figure 5 – Manual Transfer Components



Manual Transfer List

PSAP NAME	ESInet Manual Transfer Number	PSAP NAME	ESInet Manual Transfer Number
Allen County Sheriffs Department	6201194003	Franklin County	7851194016
AMR - Shawnee	7851194076	Grant County Sheriffs Office	6201194026
Anderson County Communications Center	7851194000	Gray County Sheriffs Office	6201194027
Andover City Police Department	3161194072	Greeley County Sheriffs Office	6201194028
Augusta Department of Public Safety	6201194001	Greenwood County Sheriffs Office	6201194029
Barber County Sheriffs Office	6201194005	Hamilton County Sheriffs Office	6201194030
Barton County Communications Center	6201194006	Harper County 9-1-1	6201194031
Butler County Emergency Communications	6201194002	Harvey County 9-1-1 Communications	3161194073
Chase County Sheriff	6201194010	Haskell County Sheriffs Office	6201194032
Chautauqua County Sheriffs Office	6201194012	Hodgeman County Sheriffs Office	6201194034
Cherokee County Sheriffs Office	6201194013	Hutchinson - Reno County 9-1-1	6201194035
Cheyenne County Communications Center	7851194003	Independence Police Department	6201194036
Clark County Sheriffs Office	6201194014	Jackson County	7851194023
Clay County Sheriffs Office	7851194004	Jefferson County 9-1-1 Communications	7851194024
Coffeyville Police Department	6201194017	Jewell County Sheriffs Department	7851194025
Comanche County Sheriffs Department	6201194000	Kearny County Sheriffs Office	6201194037
Concordia City Police Department - Cloud Co	7851194006	Kingman County Sheriffs Office	6201194038
Cowley County Consolidated ECC	6201194018	Kiowa County Sheriffs Department	6201194039
Decatur County Emergency Communications	7851194007	Labette County Emergency Communications - Oswego	6201194040
Dickinson County Emergency Communications Center	7851194008	Lane County Sheriffs Office	6201194041
Edwards County Sheriffs Office	6201194020	Larned Police Department	6201194042
Elk County Emergency Services	6201194021	Liberal-Seward County Emergency Communications	6201194044
Ellis County / Hays Communication Center	7851194020	Lincoln County Sheriffs Office	7851194030
Ellsworth County Sheriff	7851194013	Logan-Gove County 911 / Oakley Police Department	7851194039
Finney Co - Garden City Police Department	6201194025	Lyon County Sheriffs Office	6201194046
Ford County Communications Center	6201194022	Marion County Communications	6201194047
Fort Scott Police Department - Bourbon Co	6201194023	McPherson County Communications	6201194048

Manual Transfer List

PSAP NAME	ESInet Manual Transfer Number	PSAP NAME	ESInet Manual Transfer Number
Meade County Sheriffs Office	6201194050	Sabetha Police Department - Nemaha Co	7851194055
Mitchell County Communications Center	7851194034	Salina Police Department	7851194057
Morris County Sheriffs Office	7251194075	Salina Police Department	7851194057
Morton County Sheriffs Office	6201194053	Scott County Law Enforcement Center	6201194061
Nemaha County Sheriffs Office	7851194035	Sedgwick County Emergency Communications	3161194075
Neosho County Sheriffs Office	6201194055	Shawnee County Emergency Communications Center	7851194060
Ness County Sheriffs Office	7851194036	Sheridan County Sheriffs Office	7851194062
Norton County Sheriffs Office	7851194038	Sherman County Communications	7851194063
Osborne County Sheriffs Department	7851194041	Stafford County Sheriffs Office	6201194062
Ottawa County Sheriffs Office	7851194042	Stanton County Sheriffs Office	6201194063
Parsons Police Department	6201194056	Stevens County Sheriffs Office	6201194064
Phillips County Sheriffs Office	7851194043	Sumner County 9-1-1	6201194065
Pottawatomie County Sheriffs Department	7851194045	Thomas County / Colby Police Department	7851194005
Pratt County 9-1-1	6201194059	Wabaunsee County Sheriffs Office	7851194071
Rawlins County Communications	7851194046	Wallace County Sheriff	7851194072
Republic County Communications Center	7851194048	Wamego Police Department - Pottawatomie Co	7851194073
Rice County 9-1-1 Emergency Communications Center	6201194060	Washington County Sheriff	7851194074
Riley County	7851194049	Wichita County Sheriffs Office	6201194067
Rooks County Sheriffs Office	7851194050	Wilson County 911 Central Dispatch	6201194068
Rush County Sheriffs Office	7851194051	Woodson County Sheriffs Office	6201194070
Russell Police Department	7851194054		

Klobuchar co-introduces bill to modernize 911 emergency systems

By **Brainerd Dispatch** on May 16, 2019 at 10:30 a.m.

Sen. Amy Klobuchar, DFL-Minn.

Sens. Amy Klobuchar, D-Minn., co-chair of the Senate Next Generation 911 (NG911) Caucus, and Catherine Cortez Masto, D-N.M., introduced legislation Wednesday, May 15, 2019, to accelerate federal efforts to modernize the nation's aging 911 systems.

According to a news release, the Next Generation 911 Act creates a federal grant program to help state and local governments deploy next generation 911 systems across the country. The upgrades are urgently needed to help move the country's largely outdated 911 call centers and related technology into the digital age and enables them to handle text messages, pictures, videos, and other information sent by smartphones, tablets, and other devices when faced with an emergency.

Companion legislation was also introduced Wednesday in the U.S. House of Representatives led by Representatives Anna G. Eshoo, D-Calif., and John Shimkus, R-Ill., was included in the Leading Infrastructure For Tomorrow's America Act.

"In a crisis, no one should be put in danger because of outdated 911 systems—first responders, public safety officials, and law enforcement must be able to communicate seamlessly," Klobuchar stated in the release. "This legislation will bring our 911 systems into the 21st century by providing state and local governments with the resources they need to update our emergency response networks and keep our communities safe."

"In America, infrastructure means more than just roads and bridges—it includes critical technologies. This is an important step towards upgrading our outdated 911 systems and I look forward to swift passage in the House and Senate," Klobuchar's statement added.