# Kansas NG9-1-1 Strategic Plan 2016

Original          January 29, 2016
Last Revised      January 29, 2016


Prepared by       Executive Committee
Approved by       Dick Heitschmidt, Chair, and Col. Chris Stratmann, Vice-Chair
Prepared for      Kansas 9-1-1 Coordinating Council

# Contents

# Letter from the Chair and Vice-chair

This is a historic year for Kansas. Kansas joins a very select group of public safety leaders in the country with our inauguration of Next-Generation 9-1-1 (NG9-1-1). This advanced platform replaces a technology that is 40 years old. Once fully implemented, NG9-1-1 will allow our citizens not only to make emergency 9-1-1 phone calls, but also text, send photos and videos to our Public Safety Answering Points (PSAPs). With our enhanced mapping capability, PSAPs that are on the new system are able to provide more effective emergency response.

### Accomplishments for 2015

1. Installed two Data Centers that provide our hosted call handling capability.
2. Will have migrated 19 PSAPs by Feb 11. Feedback from users is very positive.
3. Increased monthly fee from .53 to .60 cents per line to finance NG9-1-1 projects; this is well within the average fee nationwide.
4. Architecture ensures greater continuity of operations for each PSAP creating a statewide benefit.
5. System concept and success have generated nationwide interest.

### Activities for 2016

1. Bring an additional 24 PSAPs onto the NG911 system. Time slots are filling quickly, so PSAPs with equipment that is failing or no longer supported should sign up soon.
2. Complete the remediation and consolidation of GIS data statewide.
3. Fill the NG911 Liaison position.
4. Some Council positions are expiring this year; we hope they will renew their terms. We will continue to recruit and retain the highest quality subject matter experts for Council positions.
5. Implement Text-to-911 capability.
6. Establish a statewide testing and training facility that may also be used as a statewide backup center.
7. Maximize 9-1-1 fee revenues to gain optimum economy of scale.
8. Collaborate with FirstNet. Our hosted solution places Kansas ahead of the curve in terms of integrating NG911 and the Nationwide Public Safety Broadband Network (PSBN).
9. As we build the number of participating traditional PSAPs, we need to develop efforts aimed at possible non-traditional mission partners such as military, tribal and education.

If you would like additional information or have thoughts and insight, please call us.

Sincerely,


_____          _____

Chief Dick Heitschmidt, Chair                    Colonel Chris Stratmann, Co-chair

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# Introduction

We have changed the format of our annual NG911 Strategic Plan and organized it into three main sections. We hope that you find it easier to understand our strategy for 2016.

- Section 1 **Strategy Summary**. Provides a summary table for the strategy of each committee of the 9-1-1 Coordinating Council ("Council"). This gives the reader a better sense of what the Council hopes to accomplish overall for NG911.
- Section 2 **Goals and Objectives**. Our goals are a high-level, broad strategy for accomplishing our mission. Our objectives are specific, tangible, realistic and attainable in order to accomplish our goals. Our goals and objectives support both our vision and mission for 2016. The tables from the Strategy Summary are repeated in the Goals and Objectives section so you don't have to flip back and forth between sections.
- Section 3 **Acronyms, Terms and Definitions**. Abbreviations and terms that are unique to 9-1-1 and public safety are explained.

You will notice that some of the roles and responsibilities among the Council committees seem to somewhat overlap. This is normal and intentional. Overlap helps us ensure that important factors don't "fall in a crack" and are overlooked.

# Section 1 Strategy Summary

Kansas NG9-1-1 service as a solution replaces our legacy 9-1-1 infrastructure that is 40 years old. Because of age, a large number of PSAPs have equipment that has already failed or may fail soon. NG9-1-1 provides not only traditional voice emergency services, but also introduces new functionality. This new functionality will be introduced in phases, and includes test-to-911 capability, photos, video, telematics from any wired, wireless or IP-based device.

This Executive Summary addresses our overall strategy for our 3-year planning window 2016-2018.

Our goals and objectives for the planning window are addressed in the Goals and Objective section below.

## Vision Statement

The Executive Committee recommends changing the Council Vision Statement in order to define a simple end state that is holistic and achievable.

Former Vision Statement

> *The Council's vision is to develop, coordinate, and integrate the foundation for an evolved, fully-functional "Next Generation 911" system that responds anytime, anywhere, from any device in order to realize the full potential for 911 to provide public access to emergency services, enable interoperability between systems, protect human life, preserve property, and maintain public safety.*

Recommended Vision Statement

> To enhance public safety in Kansas by providing statewide access to Next Generation 9-1-1 (NG911) services.

## Mission Statement

The Executive Committee recommends changing the Council Mission Statement to emphasize that NG911 is a service to Kansas PSAPs, and provide better alignment of our mid-term mission with our vision.

Former Mission Statement

> *The Council's mission is to enhance public safety for Kansas by developing reliable statewide access to 911 and by fostering a voluntary, unified approach to Next Generation 911 services supported by policy leadership, operational review, technological advancement, education, and training.*

Recommended Mission Statement

> To serve Kansas PSAPs by implementing a coordinated, sustainable and comprehensive Next Generation 9-1-1 (NG911) service that responds anytime, anywhere, from any device in order to realize the full potential for 9-1-1 to provide public access to emergency services.

# Executive Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Implementation** <br> • PSAP deployment <br> • PSAP satisfaction <br> • Test/Evaluation Equipment Suite (TEES) BackUp Site (BUS) <br> • Text-to-911 Plan & Deploy <br> • Cross-border agreement(s) | **Implementation** <br> • PSAP deployment <br> • PSAP satisfaction <br> • Cross-border agreement(s) <br> • i3 architecture plan | **Implementation** <br> • PSAP deployment <br> • PSAP satisfaction <br> • Cross-border agreement(s) <br> • i3 architecture Implementation |
| **Communication and PR** <br> • Council website facelift <br> • Intra-state outreach (1) <br> • Text-to-911 public education <br> • Inter-state outreach <br> • National outreach | **Communication and PR** <br> • Interstate influence (2) <br> • Intrastate influence <br> • National influence <br> • International outreach | **Communication and PR** <br> • Interstate influence <br> • Intrastate influence <br> • National influence <br> • International outreach |
| **Inside Funding** <br> • Orthoimagery cost sharing <br> • GIS database maintenance cost sharing <br> • Grants channeled thru state organizations | **Inside Funding** <br> • Orthoimagery cost sharing <br> • GIS database maintenance cost sharing <br> • Grants channeled thru state organizations | **Inside Funding** <br> • Orthoimagery cost sharing <br> • GIS database maintenance cost sharing <br> • Grants channeled thru state organizations |
| **Outside Funding** <br> • Federal grant applications (FCC, NENA, NASNA…) | **Outside Funding** <br> • Federal grant applications (FCC, NENA, NASNA…) | **Outside Funding** <br> • Federal grant applications (FCC, NENA, NASNA…) |
| **Annual Review and Audit** <br> • Strategic Plan <br> • Governance <br> • Security Plan <br> • Security Audits <br> • Incident Management <br> • Change Management <br> • Communication Plan <br> • Public Relations Plan | **Annual Review and Audit** <br> • Strategic Plan <br> • Governance <br> • Security Plan <br> • Security Audits <br> • Incident Management <br> • Change Management <br> • Communication Plan <br> • Public Relations Plan | **Annual Review and Audit** <br> • Strategic Plan <br> • Governance <br> • Security Plan <br> • Security Audits <br> • Incident Management <br> • Change Management <br> • Communication Plan <br> • Public Relations Plan |

## Operations Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Operational Performance**<br>• Test/Evaluation Equipment Suite (TEES) BackUp Site (BUS)<br>• Existing PSAPs metrics such as day-2 support (trouble tickets) and bandwidth utilization<br>• Text-to-911 transition | **Operational Performance**<br>• TEES and BUS<br>• Existing PSAPs metrics such as day-2 support (trouble tickets) and bandwidth utilization<br>• Text-to-911 transition | **Operational Performance**<br>• TEES and BUS<br>• Existing PSAPs metrics such as day-2 support (trouble tickets) and bandwidth utilization<br>• Text-to-911 transition |
| **Communication and PR**<br>• Intra-state outreach<br>• Inter-state outreach<br>• National outreach | **Communication and PR**<br>• Intra-state influence<br>• Inter-state influence<br>• National influence | **Communication and PR**<br>• Intra-state influence<br>• Inter-state influence<br>• National influence |
| **Training**<br>• PSAP Training: supervisor, admin, call taker<br>• Public Awareness and Training: citizen, local council, jurisdictions | **Training**<br>• PSAP Training: supervisor, admin, call taker<br>• Public Awareness and Training: citizen, local council, jurisdictions | **Training**<br>• PSAP Training: supervisor, admin, call taker<br>• Public Awareness and Training: citizen, local council, jurisdictions |
| **Resource Management**<br>• Council membership<br>• Succession Plan<br>• Employees<br>• Contractors and vendors | **Resource Management**<br>• Council Membership<br>• Succession Plan<br>• Employees<br>• Contractors and vendors | **Resource Management**<br>• Council Membership<br>• Succession Plan<br>• Employees<br>• Contractors and vendors |
| **Annual Review and Audit** | **Annual Review and Audit** | **Annual Review and Audit** |

# Technical Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Policy and Standards** | | |
| External Compliance<br>• NENA<br>• FCC<br>• KCJIS | External Compliance<br>• NENA<br>• FCC<br>• KCJIS | External Compliance<br>• NENA<br>• FCC<br>• KCJIS |
| Annual Review and Audit<br>• Technical Strategic Plan<br>• Technical Governance<br>• PSAP Security Policy<br>• PSAP Security Audit<br>• Infrastructure Security Policy<br>• Infrastructure Security Audit<br>• ESInet Incident Management<br>• Tech Change Management<br>• Tech Communication Plan | Annual Review and Audit<br>• Technical Strategic Plan<br>• Technical Governance<br>• PSAP Security Policy<br>• PSAP Security Audit<br>• Infrastructure Security Policy<br>• Infrastructure Security Audit<br>• ESInet Incident Management<br>• Tech Change Management<br>• Tech Communication Plan | Annual Review and Audit<br>• Technical Strategic Plan<br>• Technical Governance<br>• PSAP Security Policy<br>• PSAP Security Audit<br>• Infrastructure Security Policy<br>• Infrastructure Security Audit<br>• ESInet Incident Management<br>• Tech Change Management<br>• Tech Communication Plan |
| | | |
| **Technology Roadmap 3-5 Year** | | |
| Text-to-911 and Language Services | 2-tier database integration with KDHE Hazardous Materials | |
| Site Deployment Plan/Tracking | Site Deployment Plan/Tracking | PSAP Deployment Plan/Tracking |
| Tandem Selective Routing | IP Selective Routing | Geo-spatial Routing (i3) |
| Infrastructure Provider Roadmap | Infrastructure Provider Roadmap | Infrastructure Provider Roadmap |
| Infrastructure Upgrades (hw/sw) | Infrastructure Upgrades (hw/sw) | Infrastructure Upgrades (hw/sw) |
| | | |
| **Team Alignment** | | |
| Council Committees | Council Committees | Council Committees |
| Regional PSAP Tech Reviews | Regional PSAP Tech Reviews | Regional PSAP Tech Reviews |
| MARC Collaboration | MARC Collaboration | MARC Collaboration |
| Neighboring State Outreach | Neighboring State Outreach | Neighboring State Outreach |
| FirstNet Alignment Strategy<br>• Technology Strategy | FirstNet Strategy<br>• Technology Plan | FirstNet Alignment Strategy<br>• Technology Policies |
| • Test/Evaluation Equipment Suite (TEES) BackUp Site (BUS) | BUS Policies | BUS Procedures |

# GIS Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Standards and Regulations**<br>• Review Data Model for compliance national standards and potential added value<br>• Statewide GIS governance review and update<br>• Monitor GIS data maintenance compliance<br>• <u>Active</u> participation on NENA *GIS Data Model* and *GIS Data Provisioning* committees<br>• Explore other organizations and determine relationship to KS NG911<br>• Determine appropriate level of coordination and participation with national address database efforts – National Address Point Database (NAPD) & National Emergency Address Database (NEAD) | **Standards and Regulations**<br>• Review Data Model for compliance national standards and potential added value<br>• Statewide GIS governance review and update<br>• Monitor GIS data maintenance compliance<br>• <u>Active</u> participation on NENA *GIS Data Model* and *GIS Data Provisioning* committees<br>• <u>Active</u> participation in appropriate NG-related groups<br>• Coordination with national address database efforts – NAPD & NEAD | **Standards and Regulations**<br>• Review Data Model for compliance national standards and potential added value<br>• Statewide GIS governance review and update including boundary annexation requirements<br>• GIS data regulation review<br>• <u>Active</u> participation on NENA *GIS Data Model* and *GIS Data Provisioning* committees<br>• Coordination with national address database efforts – NAPD & NEAD |
| **GIS Outreach & Training**<br>• GIS data maintenance training<br>• Engage all levels of state and local government in NG911 GIS program<br>• Promote use of NG911 GIS data outside of 911 arena<br>• Establish NG911 GIS User Group<br>• Establish certification program for data stewards and maintainers<br>• Establish training cadre<br>• Establish user groups for centrally-managed Hosted Call Handling mapping solution users at APCO conferences | **GIS Outreach & Training**<br>• GIS data maintenance training<br>• MSAG to SIF transition training provided for all affected parties<br>• Continue outreach efforts outline in the GIS Governance Policy and reassess partnerships<br>• Promote use of NG911 GIS Data outside of 911 arena<br>• Coordinate NG911 GIS User Group<br>• certification program for data stewards and maintainers<br>• Establish user groups for centrally-managed Hosted Call Handling mapping solution users at APCO conferences. | **GIS Outreach & Training**<br>• GIS data maintenance training occurs once in each region annually<br>• MSAG to SIF transition training provided for all affected parties<br>• Continue outreach efforts outline in the GIS Governance Policy and reassess partnerships<br>• Promote use of NG911 GIS Data outside of 911 arena<br>• Coordinate NG911 GIS User Group<br>• certification program for data stewards and maintainers<br>• Establish user groups for centrally-managed Hosted Call Handling mapping solution users at APCO conferences. |
| **Statewide GIS Database**<br>• GIS data remediation complete<br>• Local GIS data maintenance | **Statewide GIS Database**<br>• Orthoimagery refresh<br>• Orthoimagery buy-up program<br>• Local GIS data maintenance | **Statewide GIS Database**<br>• MSAG/SIF/SI transition<br>• Local GIS data maintenance |

| 2016 | 2017 | 2018 |
|---|---|---|
| • Statewide GIS data aggregation and conflation with KDOT<br>• Local GIS data submission via NG911 Program Portal<br>• Development & maintenance of NG911 GIS Toolbox<br>• MSAG remediation and maintenance<br>• Develop orthoimagery renewal plan; research buy-up options<br>• Explore Tier-2 database integration options with KDHE<br>• Explore alternatives that data from NG911 can be integrated into the missions of other state agencies (e.g. crash data, injuries, telematics)<br>• With the results of data aggregation put up a portal so that PSAPs can edit data thru web portal<br>• Research GIS data dissemination strategies | • Ongoing statewide GIS data aggregation<br>• Develop implementation strategy for Tier-2 database integration with KDHE<br>• Implement GIS data dissemination strategies | • Ongoing statewide GIS data aggregation<br>• Implement Tier-2 database integration with KDHE<br>• Maintain GIS data dissemination strategies |
| **Hosted Call Handling Solution Mapping Support**<br>• Create, publish and maintain centrally managed map templates<br>• Adjust centrally managed map templates based on user needs<br>• Produce and support statewide GIS Imagery Network Attached Storage (NAS) devices | **Hosted Call Handling Solution Mapping Support**<br>• Create, publish and maintain map templates<br>• Adjust templates based on user needs<br>• Produce and support GIS Imagery NAS devices<br>• Produce and support statewide GIS Imagery Network Attached Storage (NAS) devices | **Hosted Call Handling Solution Mapping Support**<br>• Create, publish and maintain map templates<br>• Adjust templates based on user needs<br>• Refresh statewide GIS Imagery Network Attached Storage (NAS) devices |
| **Spatial Interface**<br>• Discovery and Fact Finding for geospatial call routing | **Spatial Interface**<br>• Request For Information (RFI) for geospatial call routing | **Spatial Interface**<br>• Request For Proposal (RFP) for geospatial call routing |
| **GIS Financial Plan**<br>• Identify GIS-related costs. Build cost-sharing partnerships as appropriate. | **GIS Financial Plan**<br>• Identify GIS-related costs. Build cost-sharing partnerships as appropriate. | **GIS Financial Plan**<br>• Identify GIS-related costs. Build cost-sharing partnerships as appropriate. |

## Administrative Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|------|------|------|
| **Annual Review and Audit**<br>• Admin Strategic Plan<br>• Administrative Governance<br>• Financial Plan / Budget<br>• Support Financial Audit<br>• Admin Change Management<br>• Admin Communication Plan | **Annual Review and Audit**<br>• Admin Strategic Plan<br>• Administrative Governance<br>• Financial Plan / Budget<br>• Support Financial Audit<br>• Admin Change Management<br>• Admin Communication Plan | **Annual Review and Audit**<br>• Admin Strategic Plan<br>• Administrative Governance<br>• Financial Plan / Budget<br>• Support Financial Audit<br>• Admin Change Management<br>• Admin Communication Plan |

# Section 2 Goals and Objectives

Our **goals** are high-level, broad strategies for accomplishing our mission.

Our **objectives** are specific, tangible, realistic and attainable in order to accomplish our goals.

## Executive Committee

The role of the Executive Committee is to provide overall leadership on behalf of the Council to facilitate 9-1-1 public safety for Kansas. For example, the Executive Committee provides oversight of all Council committees by previewing proposals submitted by committees for consideration by the Council. If the proposal of a committee is accepted by the Executive Committee, the Executive Committee presents the proposal to the Council for final approval, modification or rejection of the proposal.

The Executive Committee is comprised of the chair of each Council committee. In addition, the Executive Committee may invite advisor(s) to support them as shown in organizational chart Figure 1.

The Executive Committee meets weekly to review and assess the status of 9-1-1 and NG911. Then, the Executive Committee reports bi-monthly to the Council.

The Executive Committee meets in early fall each year to develop a proposed strategic plan for the Council. The proposed strategic plan is presented by the Executive Committee to the Council each February for official adoption of the strategic plan.

**Executive Committee** responsibilities:

- Develop and manage annual NG911 Strategic Plan
- Develop and manage the NG911 Communications Plan
- Develop and manage the NG911 Public Relations (PR) Plan
- Develop and manage the NG911 Implementation Plan
- Develop and manage the Public Safety Dispatch Center (PSDC) inclusion plan / policy
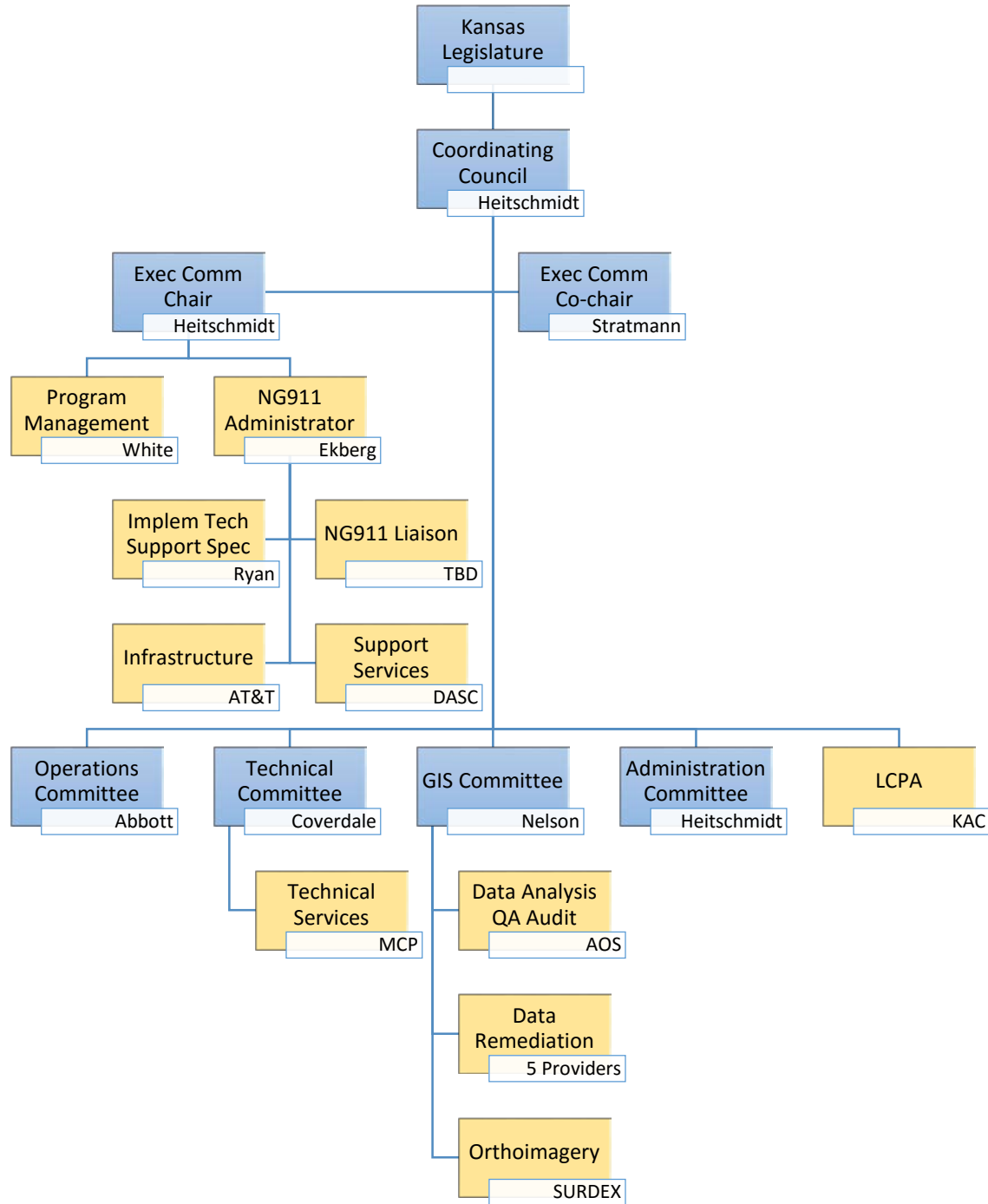- Develop, submit, manage annual Legislative Report including any legislative action needed.

*Figure 1 Executive Committee Organization*

## Executive Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Implementation**<br>• PSAP deployment<br>• PSAP satisfaction<br>• Test/Evaluation Equipment Suite (TEES) BackUp Site (BUS)<br>• Text-to-911 Plan & Deploy<br>• Cross-border agreement(s) | **Implementation**<br>• PSAP deployment<br>• PSAP satisfaction<br>• Cross-border agreement(s)<br>• i3 architecture plan | **Implementation**<br>• PSAP deployment<br>• PSAP satisfaction<br>• Cross-border agreement(s)<br>• i3 architecture Implementation |
| **Communication and PR**<br>• Council website facelift<br>• Intra-state outreach (1)<br>• Text-to-911 public education<br>• Inter-state outreach<br>• National outreach | **Communication and PR**<br>• Interstate influence (2)<br>• Intrastate influence<br>• National influence<br>• International outreach | **Communication and PR**<br>• Interstate influence<br>• Intrastate influence<br>• National influence<br>• International outreach |
| **Inside Funding**<br>• Orthoimagery cost sharing<br>• GIS database maintenance cost sharing<br>• Grants channeled thru state organizations | **Inside Funding**<br>• Orthoimagery cost sharing<br>• GIS database maintenance cost sharing<br>• Grants channeled thru state organizations | **Inside Funding**<br>• Orthoimagery cost sharing<br>• GIS database maintenance cost sharing<br>• Grants channeled thru state organizations |
| **Outside Funding**<br>• Federal grant applications (FCC, NENA, NASNA…) | **Outside Funding**<br>• Federal grant applications (FCC, NENA, NASNA…) | **Outside Funding**<br>• Federal grant applications (FCC, NENA, NASNA…) |
| **Annual Review and Audit**<br>• Financial<br>• Programmatic | **Annual Review and Audit**<br>• Financial<br>• Programmatic | **Annual Review and Audit**<br>• Financial<br>• Programmatic |

Notes:

1. *Outreach*: proactively reaching out to another entity with the intention of developing a working relation with that entity.
2. *Influence*: proactively attempting to influence an entity after a relationship is developed.

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**NG911 Implementation for 2016-2018**

Goal: to migrate from E9-1-1 to NG9-1-1 as quickly as possible.

Objective-1 PSAP deployment
• Migrate 24 PSAPs per year

Objective-2 PSAP satisfaction

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- Test and acceptance after initial migration.
- Sponsor regional PSAP and jurisdictional workshops to jointly improve NG911 policy and plans.

Objective-3 Test and Evaluation Equipment Suite (TEES)
- TEES Feasibility Study
- TEES grant application
- TEES procurement, build-out, certification, acceptance

Objective-4 Text-to-911
- File application after successful AT&T pilot trials
- Develop implementation mini-plan

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**Communication and Public Relations (PR) for 2016-2018**

Goal: Foster partnerships, develop synergistic partner alignment strategy that enhances Kansas NG911 effectiveness.

Objective-1 Intra-state Outreach
- Intentional NG911 awareness program for citizens of Kansas (newspaper articles, media interviews, periodical articles)
- Update Kansas House and Senate on NG911 purpose and progress (Council representatives, hearings, reports)
- Enhance PSAP relationship with regional meetings to exchange ideas (APCO, training)
- Develop non-traditional mission partners such as military, tribal and education through face-to-face meetings and web-conference follow-up
- Text-to-911 public awareness and education

Objective-2 Inter-state Outreach
- Leverage Mid-America Regional Council (MARC) through cross-pollination activities
- Form alliances with neighboring states starting with Nebraska since they are farther ahead than MO, OK, CO

Objective-3 National Outreach
- Encourage personal relationship with FCC (Adm. Simpson), NENA (Lauri Flaherty), FirstNet (Phil Witmore), APCO International (Jeff Cohen), NASNA (Evelyn Bailey)
- Speaking engagement opportunities APCO, NASNA, NENA
- Periodical articles on Kansas NG9-1-1

Objective-4 International Outreach
- Investigate cross-cultural exchanges with Canada APCO-iCERT, Toronto, Ontario, Canada

**NG911 Funding for 2016-2018**

Goal: to ensure the financial viability of NG911, now and for the future as technology needs to be maintained, updated, upgrades, refreshed, and replaced.

Objective 1 Inside Funding
- Investigate and secure cost sharing programs with users of NG911 including the GIS database.

Objective 2 Outside Funding
- Partner with state agencies and organizations to channel funding that defrays the cost of new features and functionality such as North Central Kansas Region Planning Commission (NCRPC) with Homeland Security grants, January, 2016.
- Apply for and secure federal grants to defray the cost of new features and functionality such as:
  - ENHANCE 911 ACT National Highway Traffic Safety Administration (NHTSA) and National Telecommunications and Information Administration (NTIA) 9-1-1 grants
  - Middle Class Tax Relief and Job Creation Act matching grants for early adopters NG911

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**Annual Review and Audit for 2016-2018**

Goal: Ensure NG911 solution stays in conformance with Council policies and standards.

Objective 1 Conduct and support NG911 Financial Audit
- Develop comprehensive financial Database Management System (DBMS) that integrates financial reporting of LCPS, NG911 administration, NG911 program management.

Objective 2 Conduct an annual review and audit of Council policy, process, procedure
- Strategic Plan
- Governance
- Security Plan
- Security Audits
- Incident Management
- Change Management
- Communication Plan
- Public Relations Plan

## Operations Committee

The role of the Operations Committee is to address NG911 operations from a strategic level (rather than day-to-day operations such as day-2 support). The Operations Committee continually looks at NG911 performance metrics and constantly considers methods for improving future performance and reliability. For example, on-going training is an essential ingredient for improving operational metrics. Likewise, stakeholder communication is vital for ensuring that NG911 remains relevant to Kansas public safety.

Operation Committee responsibilities:

- Communicate with our NG911 stakeholders through awareness, education, training and open forums.
- Operational management of NG911 from an operation perspective such as resource management and performance metrics such as day-2 support.
- Financial and business management of NG911 from an operational perspective.
- Develop and manage the NG911 Training Plan.
- Recommend training standards for PSAP Administrators, Supervisors, Certified Training Officers.

## Operations Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Operational Performance**<br>• Test/Evaluation Equipment Suite (TEES) BackUp Site (BUS)<br>• Existing PSAPs metrics such as day-2 support (trouble tickets) and bandwidth utilization<br>• Text-to-911 transition | **Operational Performance**<br>• TEES and BUS<br>• Existing PSAPs metrics such as day-2 support (trouble tickets) and bandwidth utilization<br>• Text-to-911 transition | **Operational Performance**<br>• TEES and BUS<br>• Existing PSAPs metrics such as day-2 support (trouble tickets) and bandwidth utilization<br>• Text-to-911 transition |
| **Communication and PR**<br>• Intra-state outreach<br>• Inter-state outreach<br>• National outreach | **Communication and PR**<br>• Intra-state influence<br>• Inter-state influence<br>• National influence | **Communication and PR**<br>• Intra-state influence<br>• Inter-state influence<br>• National influence |
| **Training**<br>• PSAP Training: supervisor, admin, call taker<br>• Public Awareness and Training: citizen, local council, jurisdictions | **Training**<br>• PSAP Training: supervisor, admin, call taker<br>• Public Awareness and Training: citizen, local council, jurisdictions | **Training**<br>• PSAP Training: supervisor, admin, call taker<br>• Public Awareness and Training: citizen, local council, jurisdictions |
| **Resource Management**<br>• Council membership<br>• Succession Plan<br>• Employees<br>• Contractors and vendors | **Resource Management**<br>• Council Membership<br>• Succession Plan<br>• Employees<br>• Contractors and vendors | **Resource Management**<br>• Council Membership<br>• Succession Plan<br>• Employees<br>• Contractors and vendors |
| **Annual Review and Audit** | **Annual Review and Audit** | **Annual Review and Audit** |

Notes:
1. *Outreach*: proactively reaching out to another entity with the intention of developing a working relation with that entity.
2. *Influence*: proactively attempting to influence an entity after a relationship is developed.

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**Operational Performance for 2016-2018**

Goal: enhance the efficiency and economy of NG911 through operational assessment and improvement. Create a statewide back up site to be utilized in the event of natural or manmade events causing loss of service to any 911 center. Backup site to be utilized as a "test lab" for future feature sets and or software version updates. Fully functional back up site on the managed services system. Hot/live training site.

Objective-1 Test and Evaluation Equipment Suite (TEES) and Back-Up Site (BUS) at Yoder
- Apply for and secure funding for facility such as a grant
- Install/Test/Evaluate TEES based on Feasibility Study of 2015
- Develop and launch BUS as a regional training platform
- Back-up Site trials and effectiveness rating
- Develop annual readiness assessment through mock and actual back-up exercises

Objective-2 NG911 Performance Improvement
- Existing PSAPs metrics such as day-2 support (trouble tickets)
- Bandwidth utilization by PSAPs: both current usage and future growth
- Investigate and promote regional consolidation interest and opportunities

Objective-3 Text-to-911
- Text-to-911 implementation and transition
- Language translation: interpretation/text (implement/review); Language Line? Cost? check with AT&T-Airbus to determine roadmap and rollout

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**Operations Communication and Public Relations (PR) for 2016-2018**

Goal: develop synergistic partner alignment strategy that enhances NG911 operational performance. The Kansas 911 Act defines a PSAP as one operated by a City or County Government. The reality in Kansas is that there are numerous Public Safety Dispatch Centers (PSDC) operated by Regent's Institutions, military installations, and Tribal Governments that do not meet the statutory definition of a PSAP. Additionally, the Kansas Highway Patrol operates a statewide radio dispatch center that in many cases operates as a PSDC. While these entities are not eligible for 911 funding under the Kansas 911 Act, it may be desirable to include these PSDCs in the statewide NG911 system. The impacts of, and methods for, including these PSDCs in the statewide system are not currently understood fully. These factors need to be researched and analyzed to provide a full understanding upon which the Council can make policy decision.

Objective-1 Intra-state outreach
- Intentional NG911 awareness program for citizens of Kansas (newspaper articles, media interviews, periodical articles) such as Public Service Announcements (PSAs)
- Enhance PSAP relationship with regional meetings to exchange ideas (APCO, training)
- Text-to-911 public awareness and education
- State Interoperability Executive Committee (SIEC)
- Public-Safety Dispatch Center (PSDC) Working Group to develop inclusion plan and policy for non-traditional mission partners such as highway patrol, military, tribal and education; face-to-face meetings and web-conference follow-up. Note: currently there is no budget for this but discussions may surface financial opportunities for their integration into NG911.

Objective-2 Inter-state outreach
- Leverage Mid-America Regional Council (MARC) operations experience
- Form alliances with neighboring states starting with Nebraska to ensure continuity of cross-border services

Objective-3 National outreach
- Foster personal relationship with NENA (Lauri Flaherty), APCO International (Jeff Cohen), NASNA (Evelyn Bailey), FirstNet (Stratmann)
- Keep APCO, SEIC and Council closely integrated
- Speaking engagement opportunities APCO, NASNA, NENA
- Periodical articles on Kansas NG9-1-1

**Operations Training for 2016-2018**

Goal: ensure sufficient and adequate statewide training for NG911.

Objective-1 PSAP
- Refine voluntary training standards annually for example APCO Project P33 ANSI Amer Natl Std
- Revise Curriculum to meet or surpass industry standards (P33/ansi)
- On-going Ops Training
- On-going ECaTS Ops Training
- On-going ECaTS Tech Training
- On-going GIS Training and upcoming geo-spatial routing training of PSAPs
- Contractor-hired Curriculum
- Initial and on-going Text-to-911 Training
- Public Service Announcement (PSA) / PR training
- CTO /Admin Standards Supervisor recommendations
- PSAP Security Policy Training: TDOS (Telecommunication Denial of Service) cyber security
- Expenditure Report Training
- Initial and on-going i3 architecture operations such as photo/video/telematics
- Revise Curriculum to meet or surpass industry standards
- Voluntary CTO Admin Standards Supervisor recommendations

Objective-2 Public Awareness and Training
- Initial and on-going Text-to-911 Training
- Public Service Announcement (PSA) training for PSAPS as well as PR subcommittee of Operations Committee (working with TV, radio) needs to be developed jointly

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**Resources Management for 2016-2018**

Goal: ensure that from the Council perspective, NG911 is properly represented and staffed to fulfill the requirements of our legislative statute.

Objective-1 Develop management succession plan due to natural attrition, illness,

Objective-2 How do we retain people who understand their own areas of disciple as well as NG911, FirstNet knowing that these same people hold full-time jobs.

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**Annual Review and Audit for 2016-2018**

Goal: Ensure NG911 solution stays in conformance with Council policies and standards

Objective 1: Conduct an annual review and audit of the following Council documents
- Strategic Plan
- Technical Governance
- PSAP Security Policy
- PSAP Security Audit
- Infrastructure Security Policy
- Infrastructure Security Audit
- Incident Management
- Change Management
- Communication Plan

## Technical Committee

The Technical Committee along with the Security Subcommittee support the Council vision and mission by providing technical advice and recommendations related to the 911 infrastructure including but not limited to the ESInet, Data Centers, Call Handling solution, and PSAP infrastructure. The following goals and objectives outline the strategic roadmap of these committee's over the next three (3) years.

## Technical Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Policy and Standards** | | |
| **External Compliance**<br>• NENA<br>• FCC<br>• KCJIS | **External Compliance**<br>• NENA<br>• FCC<br>• KCJIS | **External Compliance**<br>• NENA<br>• FCC<br>• KCJIS |
| **Annual Review and Audit**<br>• Technical Strategic Plan<br>• Technical Governance<br>• PSAP Security Policy<br>• PSAP Security Audit<br>• Infrastructure Security Policy<br>• Infrastructure Security Audit<br>• ESInet Incident Management<br>• Tech Change Management<br>• Tech Communication Plan | **Annual Review and Audit**<br>• Technical Strategic Plan<br>• Technical Governance<br>• PSAP Security Policy<br>• PSAP Security Audit<br>• Infrastructure Security Policy<br>• Infrastructure Security Audit<br>• ESInet Incident Management<br>• Tech Change Management<br>• Tech Communication Plan | **Annual Review and Audit**<br>• Technical Strategic Plan<br>• Technical Governance<br>• PSAP Security Policy<br>• PSAP Security Audit<br>• Infrastructure Security Policy<br>• Infrastructure Security Audit<br>• ESInet Incident Management<br>• Tech Change Management<br>• Tech Communication Plan |
| | | |
| **Technology Roadmap 3-5 Year** | | |
| Text-to-911 and Language Services | 2-tier database integration with KDHE Hazardous Materials | |
| Site Deployment Plan/Tracking | Site Deployment Plan/Tracking | PSAP Deployment Plan/Tracking |
| Tandem Selective Routing | IP Selective Routing | Geo-spatial Routing (i3) |
| Infrastructure Provider Roadmap | Infrastructure Provider Roadmap | Infrastructure Provider Roadmap |
| Infrastructure Upgrades (hw/sw) | Infrastructure Upgrades (hw/sw) | Infrastructure Upgrades (hw/sw) |
| | | |
| **Team Alignment** | | |
| Council Committees | Council Committees | Council Committees |
| Regional PSAP Tech Reviews | Regional PSAP Tech Reviews | Regional PSAP Tech Reviews |
| MARC Collaboration | MARC Collaboration | MARC Collaboration |
| Neighboring State Outreach | Neighboring State Outreach | Neighboring State Outreach |
| **FirstNet Alignment Strategy**<br>• Technology Strategy | **FirstNet Strategy**<br>• Technology Plan | **FirstNet Alignment Strategy**<br>• Technology Policies |
| • Test/Evaluation Equipment Suite (TEES) BackUp Site (BUS) | BUS Policies | BUS Procedures |

**External Compliance for 2016-2018**
Goal: Maintain External Compliance with key standards bodies relative to NG911

Objective 1: Participate in NENA conference and committees to stay abreast of 911 strategies and direction. One member of technical committee will be assigned to this effort.

Objective 2: Conduct annual review of NG911 solution to ensure compliance with standards bodies.

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**Annual Review and Audit for 2016-2018**

Goal: Ensure NG911 solution stays in conformance with Council policies and standards

Objective 1: Conduct an annual review and audit of the following Council documents
- Technical Strategic Plan
- Technical Governance
- PSAP Security Policy
- PSAP Security Audit
- Infrastructure Security Policy
- Infrastructure Security Audit
- ESInet Incident Management
- Tech Change Management
- Tech Communication Plan

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**Technology Roadmap**
**For 2016**
Goal: Team with Infrastructure Provider to deploy, maintain, and enhance the NG911 solution.

Objective 1: Explore opportunities to enhance Text-to-911 and Language Services

Objective 2: Observe NG911 Site Deployment Plan and track progress according to schedule.

Objective 3: Work with Infrastructure Provider to create roadmap for replacing Tandem Selective Routing with IP call routing functionality and Geo-Spatial Routing (i3).

Objective 4: Partner with Infrastructure Provider to develop a solution maintenance plan to project hardware, software, firmware upgrades.

**For 2017**
Goal: Team with Infrastructure Provider to deploy, maintain, and enhance the NG911 solution.

Objective 1: Explore opportunities to develop a 2-tier database integration with KDHE Hazardous Materials.

Objective 2: Observe NG911 Site Deployment Plan and track progress according to schedule.

Objective 3: Continue Work with Infrastructure Provider to follow roadmap for replacing Tandem Selective Routing with IP call routing functionality.

Objective 4: Partner with Infrastructure Provider to follow & enhance maintenance plan for hardware, software, firmware upgrades.

**For 2018**
Goal: Team with Infrastructure Provider to deploy, maintain, and enhance the NG911 solution.

Objective 1: Observe NG911 Site Deployment Plan and track progress according to schedule.

Objective 2: Continue Work with Infrastructure Provider to follow roadmap for geo-spatial routing (i3).

Objective 3: Partner with Infrastructure Provider to follow & enhance maintenance plan for hardware, software, firmware upgrades.

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**Team Alignment**

**For 2016**
Goal: Develop/Strengthen relationships with peer teams and selective partners to provide technical alignment with business goals and objectives.

Objective 1: Establish relationships with:
- Council Committees
- Regional PSAP Tech Reviews, APCO, NENA, NASNA
- MARC and FirstNet collaboration
- Neighboring State Outreach
- Back Up Site (BUS) partnership

**For 2017**
Goal: Develop/Strengthen relationships with peer teams and selective partners to provide technical alignment with business goals & objectives.

Objective 1: Strengthen relationships with NENA, FirstNet, NASNA and APCO.

**For 2018**
Goal: Develop/Strengthen relationships with peer teams and selective partners to provide technical alignment with business goals & objectives.

Objective 1: Offer leadership support for NENA, FirstNet, NASNA and APCO.

## GIS Committee

Geographic Information System (GIS) technology, associated statewide geographic data layers, and location-based system components are the cornerstone of a Next Generation 911 (NG911) system. Numerous aspects of the NG9-1-1 GIS footprint need to be synchronically planned, implemented, and managed to ensure program success. The GIS footprint includes standards and regulations development and implementation, outreach and training, statewide GIS database enhancement and ongoing maintenance, implementation planning and support for map-based system components, and long-term financial planning. Each aspect of the GIS footprint has the potential to impact the larger NG9-1-1 system, therefore communication and collaboration the NG9-1-1 Administrator and each of the Council's standing committees is paramount. Accurate GIS data is required to power NG911. Without it, NG911 will fail.

## GIS Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Standards and Regulations**<br>• Review Data Model for compliance national standards and potential added value<br>• Statewide GIS governance review and update<br>• Monitor GIS data maintenance compliance<br>• <u>Active</u> participation on NENA *GIS Data Model* and *GIS Data Provisioning* committees<br>• Explore other organizations and determine relationship to KS NG911<br>• Determine appropriate level of coordination and participation with national address database efforts – National Address Point Database (NAPD) & National Emergency Address Database (NEAD) | **Standards and Regulations**<br>• Review Data Model for compliance national standards and potential added value<br>• Statewide GIS governance review and update<br>• Monitor GIS data maintenance compliance<br>• <u>Active</u> participation on NENA *GIS Data Model* and *GIS Data Provisioning* committees<br>• <u>Active</u> participation in appropriate NG-related groups<br>• Coordination with national address database efforts – NAPD & NEAD | **Standards and Regulations**<br>• Review Data Model for compliance national standards and potential added value<br>• Statewide GIS governance review and update including boundary annexation requirements<br>• GIS data regulation review<br>• <u>Active</u> participation on NENA *GIS Data Model* and *GIS Data Provisioning* committees<br>• Coordination with national address database efforts – NAPD & NEAD |
| **GIS Outreach & Training**<br>• GIS data maintenance training<br>• Engage all levels of state and local government in NG911 GIS program<br>• Promote use of NG911 GIS data outside of 911 arena<br>• Establish NG911 GIS User Group | **GIS Outreach & Training**<br>• GIS data maintenance training<br>• MSAG to SIF transition training provided for all affected parties<br>• Continue outreach efforts outline in the GIS Governance Policy and reassess partnerships<br>• Promote use of NG911 GIS Data outside of 911 arena | **GIS Outreach & Training**<br>• GIS data maintenance training occurs once in each region annually<br>• MSAG to SIF transition training provided for all affected parties<br>• Continue outreach efforts outline in the GIS Governance Policy and reassess partnerships |

| 2016 | 2017 | 2018 |
|---|---|---|
| • Establish certification program for data stewards and maintainers<br>• Establish training cadre<br>• Establish user groups for centrally-managed Hosted Call Handling mapping solution users at APCO conferences | • Coordinate NG911 GIS User Group<br>• certification program for data stewards and maintainers<br>• Establish user groups for centrally-managed Hosted Call Handling mapping solution users at APCO conferences. | • Promote use of NG911 GIS Data outside of 911 arena<br>• Coordinate NG911 GIS User Group<br>• certification program for data stewards and maintainers<br>• Establish user groups for centrally-managed Hosted Call Handling mapping solution users at APCO conferences. |
| **Statewide GIS Database**<br>• GIS data remediation complete<br>• Local GIS data maintenance<br>• Statewide GIS data aggregation and conflation with KDOT<br>• Local GIS data submission via NG911 Program Portal<br>• Development & maintenance of NG911 GIS Toolbox<br>• MSAG remediation and maintenance<br>• Develop orthoimagery renewal plan; research buy-up options<br>• Explore Tier-2 database integration options with KDHE<br>• Explore alternatives that data from NG911 can be integrated into the missions of other state agencies (e.g. crash data, injuries, telematics)<br>• With the results of data aggregation put up a portal so that PSAPs can edit data thru web portal<br>• Research GIS data dissemination strategies | **Statewide GIS Database**<br>• Orthoimagery refresh<br>• Orthoimagery buy-up program<br>• Local GIS data maintenance<br>• Ongoing statewide GIS data aggregation<br>• Develop implementation strategy for Tier-2 database integration with KDHE<br>• Implement GIS data dissemination strategies | **Statewide GIS Database**<br>• MSAG/SIF/SI transition<br>• Local GIS data maintenance<br>• Ongoing statewide GIS data aggregation<br>• Implement Tier-2 database integration with KDHE<br>• Maintain GIS data dissemination strategies |
| **Hosted Call Handling Solution Mapping Support**<br>• Create, publish and maintain centrally managed map templates<br>• Adjust centrally managed map templates based on user needs<br>• Produce and support statewide GIS Imagery Network Attached Storage (NAS) devices | **Hosted Call Handling Solution Mapping Support**<br>• Create, publish and maintain map templates<br>• Adjust templates based on user needs<br>• Produce and support GIS Imagery NAS devices<br>• Produce and support statewide GIS Imagery Network Attached Storage (NAS) devices | **Hosted Call Handling Solution Mapping Support**<br>• Create, publish and maintain map templates<br>• Adjust templates based on user needs<br>• Refresh statewide GIS Imagery Network Attached Storage (NAS) devices |

| 2016 | 2017 | 2018 |
|---|---|---|
| **Spatial Interface** <br> • Discovery and Fact Finding for geospatial call routing | **Spatial Interface** <br> • Request For Information (RFI) for geospatial call routing | **Spatial Interface** <br> • Request For Proposal (RFP) for geospatial call routing |
| **GIS Financial Plan** <br> • Identify GIS-related costs. Build cost-sharing partnerships as appropriate. | **GIS Financial Plan** <br> • Identify GIS-related costs. Build cost-sharing partnerships as appropriate. | **GIS Financial Plan** <br> • Identify GIS-related costs. Build cost-sharing partnerships as appropriate. |

**GIS Standards and Regulations**

Goal: The Kansas NG911 GIS Data Model and the GIS Governance Policy have been published and will be reviewed yearly to assure that they maintain compliance with national standards and continue to address evolving project needs.

Objectives:
• The GIS Committee will maintain active participation with NENA committees and other organizations responsible for setting national standards in order to monitor and provide input on potential changes to those standards.
• National efforts to establish address databases will be evaluated for impact on the Kansas NG911 project, and appropriate participation in those efforts will be determined and implemented. PSAP compliance with GIS data maintenance and submission requirements will be monitored and deficiencies will be addressed.

**GIS Outreach & Training**

Goal: The scope and impact of the Kansas NG911 project calls for on-going communication and engagement at all levels of government.

Objectives:
• GIS data maintenance training workshops will be offered in each of the six regions across the state annually.
• A certification program will be developed for NG911 GIS Data Stewards and Data Maintainers with yearly requirements.
• A NG911 GIS training cadre will be established to collaboratively maintain and present workshop materials.
• Outreach efforts will include forming a NG911 GIS User Group, as well as user groups for centrally managed Hosted Call Handling mapping solution users.
• Additionally, various forms of communication will be utilized for on-going outreach efforts, including but not limited to mass email, websites, and presentations at various GIS and 911 related conferences throughout the region.

**Statewide GIS Database Development & Maintenance**

Goal: With the anticipated completion of the GIS Data Enhancement Project, the focus of GIS efforts will turn to data maintenance and utilization.

Objectives:
- PSAPs will maintain the data locally, utilize the NG911 GIS toolbox to assure compliance with standards and submit the data through the NG911 Web Portal.
- PSAPs will also perform any MSAG edits indicated by their GIS data changes.
- To support this local data maintenance effort, the NG911 GIS Toolbox and NG911 Web Portal will be reviewed and updated as needed.
- A refresh of the statewide orthoimagery, along with a possible local buy-up program, will be evaluated and implemented as indicated by project need and available resources.
- Once submitted, local data will then be aggregated into the Vesta Locate application within the hosted call handling solution and provided to KDOT to support their statewide aggregation and conflation project.
- Other possible venues for use of the data will be evaluated, like integration with the KDHE Tier 2 database and the KDOT Crash Reporting systems.
- Since it is anticipated that further dissemination of the statewide GIS data will be an important concern of many stakeholders, strategies for appropriate and responsible dissemination will be researched and implemented.

**Hosted Call Handling Solution Mapping Support**

Goal: Centrally and self-maintained PSAPs pull NG911 GIS data and map templates from the state hosted solution.

Objectives
- Each PSAP template must be created, published, maintained, and may even require some customization and adjustments based on user needs.
- Network Attached Storage (NAS) devices store statewide GIS imagery for use in the hosted call handling mapping solution.
- The imagery on these NAS devices will be updated if a refresh of the imagery is elected.

**Spatial Interface**

Goal: The Spatial Interface (SI) is the database that will store the statewide geographic data and provision it to key system components that support geospatial call routing. While the current project timeline does not call for SI or geospatial call routing implementation until 2018/19, the GIS Committee and Technical Committee need to better understand the current landscape of commercial software solutions, emerging national standards, and the potential impact of federal regulations.

Objective: To this end, the 911 Coordinating Council chartered a workgroup to study these very issues. The workgroup will conduct vendor interviews and fact finding during 2016 with plans for an eventual Request for Proposal (RFP) release in 2018. This timeline may be adjusted as information is gathered or as the project timeline is modified.

**GIS Financial Plan**

Goal: The majority of NG9-1-1 GIS program expenses to date have been in two primary categories – GIS data enhancement and statewide aerial imagery procurement.

Objectives:
- Moving forward, this will change. The cost of long-term GIS data maintenance will be responsibility of each local jurisdiction, statewide aerial imagery refresh will require cost-share partnerships, and it is expected that adding geospatial call routing services to the Emergency Services IP Network (ESINet) will be costly.
- The GIS Committee, in collaboration with the Technical Committee and the NG9-1-1 Administrator, will work to identify all GIS-related costs and build cost-sharing partnerships where appropriate.

**Annual Review and Audit for 2016-2018**

Goal: Ensure NG911 solution stays in conformance with Council policies and standards

Objective: Conduct an annual review and audit of the following Council documents
- GIS Strategic Plan
- GIS Governance
- DASC Security Policy
- DASC Security Audit
- GIS Incident Management
- GIS Change Management
- GIS Communication Plan

**Administrative Committee** roles and responsibilities:

- Prepare annual PSAP Financial Expenditure Report
- Provide annual report to FCC and Profile Database
- Oversee LCPA contract services
- Develop RFP for LCPA Services; recommend award (current contract expires 12/31/16)
- Support Legislative Post Audit

## Administration Committee 3-year Strategy

| 2016 | 2017 | 2018 |
|---|---|---|
| **Annual Review and Audit**<br>• Admin Strategic Plan<br>• Administrative Governance<br>• Financial Plan / Budget<br>• Support Financial Audit<br>• Admin Change Management<br>• Admin Communication Plan | **Annual Review and Audit**<br>• Admin Strategic Plan<br>• Administrative Governance<br>• Financial Plan / Budget<br>• Support Financial Audit<br>• Admin Change Management<br>• Admin Communication Plan | **Annual Review and Audit**<br>• Admin Strategic Plan<br>• Administrative Governance<br>• Financial Plan / Budget<br>• Support Financial Audit<br>• Admin Change Management<br>• Admin Communication Plan |

**Annual Review and Audit**
- monitor 911 revenue collection and approve Council budget
- identify Administrative Regulations needed
- distribute prepaid wireless 911 fees in excess of $2 million/year
- provide guidance to PSAPs on use of 911 funds
- monitor service provider compliance with 911 Act requirements and Regulation

# Section 3 Special Terms and Abbreviations

## Acronyms

| | |
|---|---|
| **ALI** | Automatic Location Identification |
| **ANI** | Automatic Number Identification |
| **BUS** | Back-Up Site |
| **PSBN** | Nationwide Public Safety Broadband Network |
| **ECRF** | Emergency Call Routing Function |
| **ESInet** | Emergency Services IP Network |
| **ESN** | Emergency Service Number |
| **ESRP** | Emergency Services Routing Proxy |
| **FCC** | Federal Communications Commission |
| **FirstNet** | First Responder Network Authority |
| **HAZMAT** | Hazardous Materials |
| **IM** | Instant Messaging |
| **IP** | Internet Protocol |
| **KCJIS** | Kansas Criminal Justice Information System |
| **KDHE** | Kansas Department of Health and Environment |
| **LVF** | Location Validation Function |
| **MARC** | Mid-America Regional Council |
| **NASNA** | National Association of State 911 Administrators |
| **NENA** | National Emergency Number Association |
| **NTIA** | National Telecommunications and Information Administration |
| **NG** | Next Generation |
| **PSAP** | Public-Safety Answering Point |
| **PSDC** | Public-Safety Dispatch Center |
| **SI** | Spatial Interface (replacing SIF) |
| **SIF** | Spatial Information Function (replaced by SI) |
| **TEES** | Test and Evaluation Equipment Suite |

## Terms and Definitions

| | |
|---|---|
| **Incident Management** | Relates to the improvement of NG911 operational performance through monitoring, analysis and reporting of trouble ticket outages. |
| **FirstNet** | An independent within the National Telecommunications and Information Administration (NTIA) with the mission to build, operate and maintain the first high-speed, nationwide wireless broadband network dedicated to public safety communications. |
| **Geo-spatial Routing** | Usual legacy ANI/ALI/ESN tables or caller geospatial routing database (latitude, longitude), geo-spatial routing ensures that E9-1-1 calls are routed to the correct PSAP for emergency response regardless of the network used by the caller. |

| | |
|---|---|
| **Governance** | The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies. |
| **I3 architecture** | NENA standards-based NG9-1-1 solution standards offering not only voice traffic but also text, IM, streaming video, photo, telematics, and other non-voice media using ESRP and ECRF. |
| **Infrastructure** | The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support. |
| **IP Selective Routing** | End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state. |
| **NAS Device** | Network-Attached Storage (NAS) is a GIS data storage server connected to the NG911 network at the host and PSAP level. |
| **Neighboring States** | Nebraska, Missouri, Oklahoma, Colorado. |
| **PSAP** | A call center located within a defined geographic area responsible for answering calls to an emergency telephone number for first responder services. |
| **RFI** | Request For Information invites interested parties to share their products and offers excluding price and cost information. |
| **RFP** | Request for Proposal invites potential bidders to propose their offer; contract award based on best value. |
| **RFQ** | Request for Quotation invites potential bidders to propose their offer; contract award based on lowest price. |
| **Tandem Selective Routing** | The capability to route emergency calls to a PSAP over 911/E911 network trunking using a special switch (selective router) and associated databases. |
| **TEES** | A suite of equipment located in a suitable facility that serves as a central NG911 training center, technical platform for test and evaluation of configuration changes prior to system-wide introduction, emergency Back-Up Site (BUS). |
| **Vehicle Telematics** | The computer and electronics in a vehicle that collect and store critical information that can be used to determine events leading to a crash. |