



Kansas NG9-1-1 Regular Council Meeting Minutes

Friday, February 3, 2017

1 Call To Order

Chairman Heitschmidt called the Kansas 911 Coordinating Council (“Council”) meeting to order at 11:00a.m. He recognized new Council members, Jerry Daniels, from the Kansas Association of Counties, and Sheriff Troy Briggs, from the Kansas Sheriffs Association. He also recognized Toyia Bulla and Gayle Schwarzrock, who are representing our new Local Collection Point Administrator, Nonprofit Solutions, Inc.

2 Roll Call

Council Members in Attendance

Michele Abbott, Mike Albers, Rep. John Alcala, Troy Briggs, Jay Coverdale, Robert Cooper, John Fox, Sen. Marci Francisco, Adam Geffert, Dick Heitschmidt, Kathy Kuenstler, Michael Leiker, Kerry McCue, Robert McLemore, Ken Nelson, Lance Royer, Chris Stratmann, Jimmy Todd, and Ellen Wernicke.

Council Members Absent

David Cowan, Jerry Daniels, Larry Dexter, Rusty Griffin, Rep. Kyle Hoffman, and Josh Michaelis.

Also in Attendance

Lori Alexander, Eileen Battles, Scott Boden, Toyia Bulla, Jason Conn, Scott Ekberg, Stacen Gross, Kelly Lemmon, Julie Pennington, Gayle Schwarzrock, Becky Stewart, and Randall White.

3 Approval of Minutes

Chairman Heitschmidt asked the Council members to review the December minutes. No comments, changes, or corrections to the minutes. On a motion by Lance Royer to approve the minutes, seconded by Michele Abbott, the motion to adopt the minutes passed.

4 Approval of Agenda

5 Presentations

5.1 LCPA Report

Chairman Heitschmidt called on Toyia Bulla to give the Local Collection Point Administrator (LCPA) report.

January Financial Report. Ms. Bulla, from Nonprofit Solutions, Inc. (NSI), provided a draft of the January financial report. This included a new addition to the report reflecting the percentage of Council operating expenses to the total telecommunication and prepayment fee payments to track progress in



relation to the 2 ½ % cap. The report also includes a comparison to budget and remaining budget for the year for lines items. No questions on the January financial report.

Payments To PSAPs. Ms. Bulla reviewed the payments made to PSAPs since the last Council meeting. October payments were made in December by KAC and November payments were made in January by NSI. No questions on the Payments to PSAPs report.

Cash Balances Report. Ms. Bulla reviewed the bank activity for the Council since NSI has taken over as the new LCPA. The December 31st balance reflects the amount brought in from KAC which was split into 2 accounts, the 911 State Fund and the 911 Grant Fund. The report also reflects the receipts received for each account in January, and payments made out of each account for that month, along with the ending balance for the month. No questions on the Cash Balances report.

Financial reports will be sent to meeting attendees after the meeting.

5.2 Chairman Report

Council Member Appointments. Chairman Heitschmidt discussed expiration of member terms this year. Chairman Heitschmidt contacted the Governor’s office, as well as the Attorney General’s Office, to clarify procedures regarding appointments. He received confirmation yesterday from the Governor’s office that the term limits do not affect non-voting members. Therefore, those non-voting members whose terms expire this year can be reappointed, because those limits do not apply to them. We have members whose terms will expire in June, and we will have further discussion regarding this as that time draws nearer. We are still missing a majority member from the Senate. Chairman Heitschmidt will work on getting that position filled.

9-1-1 Goes To Washington. The executive committee will attending the “9-1-1 Goes To Washington” conference February 25-28. The focus will be to get a feel for what the national vision is for NexGen 911. The committee will also continue promoting the progress that Kansas has made. The committee will also be meeting with Senator Moran to discuss where Kansas is at and where we are headed, as well as voicing our hope that the new FCC leadership is as supportive of NexGen 911 as the past administration at FCC has been. The committee also hopes to meet with the new Chief of Public Safety Bureau from FCC.

Attorney General Legal Support. In our December meeting we discussed entering into a memorandum of understanding with the Attorney General’s Office to provide the Council with legal representation. The cost of that will be billed only as needed, at a rate of \$50.00 per hour. A total of \$5,000.00 was budgeted for this service. Assistant Attorney General, Cheryl Whalen, will be our point of contact. On January 24, 2017, Chairman Heitschmidt, Randall White, and Scott Ekberg met with her to discuss the process and gave her a list of issues that the Council would like direction on. Council is waiting to hear back from her on those issues.

5.3 Executive Committee Report

2017 Strategic Plan. Vice-Chair Colonel Stratmann reviewed the Strategic Plan, which includes accomplishments of the Council for 2016, as well as a strategic plan, goals, and objectives for the next 3 years. The plan is divided into 4 sections – Administration, GIS, Operations, and Technology, with specific goals and objectives for each area. The plan synchronizes all efforts with our mission partners and stakeholders, taking into consideration the needs of the PSAPs and citizens of Kansas, as well as the outlook for the Council as a whole. Robert Cooper brought to the attention of Council a typo on page 8, in the Funding paragraph, where “unknown” is missing an “n”. Scott will make this correction on the



final copy. On a motion by Michele Abbott to accept the Strategic Plan with the correction, seconded by Kathy Kuentler, the motion to accept the Strategic Plan passed.

Public Relations. Colonel Stratmann advised the Council of an article in Emergency Management Magazine entitled “Saving Lives In Kansas With NG911”. He also advised that there is a video, “Evolution of 911” out on the Council website and YouTube for viewing. It was created by Sherry Massey and serves as a primer of where we are today and how we got to this point with NG911. Colonel Stratmann also pointed out that Google searches for Kansas and 9-1-1 are reflecting that across the country, Kansas is the leader in this regard, and it is a goal to maintain that status. We are working on ways to message and market what we do to reap the benefits of being in that leadership role. Utilization of the strategic plan will help us to do so.

KHP. A visit was made to the Yoder site. A mutual conversation was had with KHP about how the NG911 system can benefit the Patrol. We are looking at an equitable cost sharing model, including training for Patrol members and staff.

FirstNet. Recent court documents have confirmed that a team led by AT&T is the only respondent to the RFP that has reached the competitive range for that award. Rivada Mercury has filed suit in federal court that they were not correctly considered for having moved to the competitive range, and their final written briefs for that are due in mid-February. No award will be presented until the first of March. The Legislative Post Audit (LPA) in Kansas is continuing their review of state options (opt-in vs opt-out) as requested by Chief Information Technology Officer regarding FirstNet. Details are being finalized on a request for proposal for consulting services to help the state evaluate the state plan as presented to Kansas. The intent is for the RFP to be funded with funds received for FirstNet prep. In order to utilize those funds, the RFP has to be very narrowly focused on evaluation of the FirstNet plan only, and cannot be used for consulting services to look at an opt-out option. Chairman Heitschmidt requested that Colonel Stratmann give a brief summary of what FirstNet is for new members. Colonel Stratmann explained that the Middle Class Tax Relief Act of 2012 created an entity called FirstNet which is charged with setting up a nationwide wireless network for public safety use.

5.4 Operations Committee Report

Operations Manual. Michele Abbott advised that an operations manual is in production to cover processes, policies, and procedures of NG911.

LCPA Transition. Michele discussed the LCPA transition from KAC to NSI. Several meetings have been held with representatives from NSI regarding the transition process, and she is pleased to report that the transition is now complete. All PSAPs have received their monthly distributions in a timely manner, and there have been no lapse of services.

Reimbursement Process. In working with Lori Alexander and Kelly Emmons from Ken’s team, a new online submission process has been created on the portal for the Council to utilize for expenditure reimbursement requests. A demo of the process was shown to the Council by Kelly Emmons of DASC. Senator Francisco brought to the attention of the Council that legislators may not be able to utilize this process. Representative Alcalá agreed with the Senator. Scott will review the requirements and make any adjustments needed for legislators.

LCPA Instruction Manual. NSI is working on creating an instruction manual that will cover all of the LCPA processes, so the Council can have a better understanding of all of the procedures and processes the LCPA utilizes.



PSAP Annual Expenditure Report. Michele reported that Kelly Emmons has put together the PSAP Annual Expenditure report on the website portal. Completed expenditure reports are currently coming in. The LPA has requested that we look at individual invoices that are in conjunction with noted and reported expenditures. We will be utilizing the portal to be able to document and pull that information. The operations team will review the expenditure reports, then reach out to PSAPs for clarification on expenditures, and will then review a sampling of invoices from individual PSAPs. We are also in the process of updating PSAP contact information and are working directly with each PSAP to update those records.

PSAP Distribution Report. Michele inquired with the Council on the PSAP Distribution Report, which is provided by the LCPA and reflects funds distributed to the PSAPs, as to how to best distribute the report since it is so large. Chairman Heitschmidt confirmed with Michele that the report is always available on the website. Michele further confirmed it will also continue to be presented and discussed during Council meetings. No feedback given.

Final Workplan. Michele discussed orientation for new and transitioning council members, which is currently slated for August 11, 2017.

SMS Text-To-911. Michele presented on behalf of Josh Michaelis. The public brochure for approval will be deferred to the next planned meeting. The PSA group continues to work on concepts for the video that they would like to produce. There has been a slight delay in Text-To-911 rollout which Scott will discuss in his report.

Training. Ellen Wernicke gave an update on the Kansas 911 Knowledge Center. She gave a detailed report on the Kansas 911 Knowledge Center, including its purpose and the success of the departments that have piloted the project. She advised the knowledge center went live as of February 1, 2017. Webinar training is being offered over the next 3 weeks with the vendor, as well as during Spring APCO. Lori Alexander will be assisting the vendor with that training. Lori is also working on gathering and uploading PSAP personnel information across the state into the knowledge center. Scott stressed a large outreach effort to ensure its clearly understood what the Kansas 911 Knowledge Center is. Feedback he has received is inquiries of what it is and the benefits it provides. He feels that the more the PSAPs understand the benefits, the higher the participation will be. Ellen and Lori are discussing a marketing strategy for the Knowledge Center and will take Scott's input back to the Operations Committee. Michele thanked the team for testing the site and getting it up and running. There are currently 2 admin days in 2017 to meet with 911 administrators and supervisors throughout the state to discuss training, positions, policies, and what we do for 911 as a whole that affects the PSAPs. The first admin day will be on May 3, 2017 in Garden Center, and the second is set to be held at a date in the Fall in Topeka.

5.5 Technical Committee Report

Project Status. Jay Coverdale presented the Program Management Status Report, which reflects the status and accomplishments of program initiatives, and goals and steps for the future.

LCPA - Jay covered the budget allocated to the new LCPA, their expenditures to date, as well as what they have achieved to date.

DASC and Dickinson County - Both groups are within the budget allocated to them.

Program Management - Randall White Consulting is managing the active programs and projects, and continues to keep the Council on track with that regard.



Infrastructure - There is still work being done on the call handling texting solution that is being developed by Airbus and has been in the AT&T labs undergoing testing for several months. AT&T is working closely with Airbus to identify and clear up bugs. Once that is done, should be able to transition without issue. We currently have 47 out of 117 PSAPs currently utilizing the new solution. The goal is to have 82 sites up by the end of December 2017. There have also been a few application upgrades with the call handling solution through Airbus. The upgrades are going well with good communication between AT&T and Airbus. On February 13, 2017, the Salina circuit will go online and complete the necessary redundant connectivity with the 2 data centers in Kansas. This work will require a 6-8 hour outage with the 47 PSAPs that are currently running the solution. This has been addressed with each of the PSAPs and a process is in place to keep calls coming through during the outage. Troy Briggs inquired if this work would fix outage issues with fiber cuts that have occurred in his area. Jay clarified the work will only impact connectivity between the centers in Topeka and Wichita. Jay requested for Randall to follow up with the resolution center regarding Troy's issues. Scott advised the process is already in motion to follow up.

Implement Tech. Support Specialist – Phil Ryan is working with the PSAPs on preparing them for the upgrades and maintaining the system.

Knowledge Center – The budget and expenses to date were reviewed.

Technical/Security. The committee continues to work with AT&T and internally on security plans. They are looking at policies and working to keep abreast of developments in cybersecurity to ensure our policies reflect the most current information. Also working on a Day-2 incident management support plan that will be utilized in the event that security issues arise, and how those issues will be handled and reacted to, and then communicated to the PSAPs and the public.

5.6 GIS Committee Report

GIS Data Maintenance. Ken Nelson presented the GIS Strategic Plan that has been developed to compliment the NG911 Strategic Plan. It is a review and recast of the 2016 plan. The committee reviewed the 3 year goals and developed an updated plan of current and future goals for GIS. The full plan is available upon request from Ken. GIS is currently in maintenance mode. The current governance policy calls for at least quarterly submissions of data. Ken presented a map reflecting that all areas are in compliance at this time.

Nebraska Workshop. A full-day meeting was held with a group from Nebraska in January to discuss where we are with NG911 and where they are with their program. Both groups found it to be very beneficial overall. It appears that currently Kansas is a bit further ahead in progress than Nebraska, but both are coming along very well.

GIS User Groups. Focused on the technical side of those maintaining data. Web meeting scheduled for February 23, 2017.

Vesta Map User Group. Focused on those that use the data through the Vesta Locate software within the PSAPs. Planning to meet at the Spring APCO.

General Updates.

GIS Toolbox – Tools that allow a data maintainer to test their data before they submit it to ensure it meets our data model and specifications. The goal is to do a monthly release or update. Since last Council meeting, there have been 2 releases of updates for the software in December and January.



Program Portal – Continuing updates to the portal, including enhancements to the reimbursements module, development of travel module, and site hosting and maintenance.

GIS Imagery Network Attached Storage (NAS) Devices – Continuing to ship the devices out as PSAPs come on line. Currently have 50 shipped/operational.

Call Handling Solution Map Templates (Vesta Locate) – Continuing to publish and maintain the maps. Currently have 51 templates published/maintained.

5.7 Administrator Report

Statistics Reports. Scott Ekberg discussed the reports and data available about PSAPs and data available for each PSAP to pull directly.

911 Calls By Class of Service Report – The report reflects a continued 80% average of calls coming in are wireless. A total of 12,566 calls were taken on the system in January overall.

911 Call Volumes For PSAPs With Greater Than 2 Seats – Hutchinson/Reno continues to lead the way with over 100 calls per day.

911 Call Volumes For PSAPs With Less Than 2 Seats – The range varies from locations with less than 1 call per day to over 16 calls per day.

Status Map. Scott presented the NG911 status map as of January 12, 2017. All areas in green are currently on the system. Areas in blue are signed up and waiting to come on to the system. The purple areas have indicated their interest.

Airbus R6.1 HF2 Upgrade. There are 2 PSAPs left on the North host that are being touched today. Once those are done, we will be done with the hot fix upgrade. This puts all of the software needed for Text-To-911 into the PSAPs. Once the issues currently being worked on at the AT&T labs are corrected, it will just require a patch to that software that will address those issues.

Salina PoP Connectivity Migration. Worked with the PSAPs involved and got their admin numbers, so their calls can be routed to those numbers during the outage. PSAPs will be contacted prior to the re-route, AT&T will do the re-route, we will do test calls to ensure the re-route worked, the work will be completed, calls will be sent back to their original lines, and final test calls will be made to ensure everyone is up and running.

PSAP Deployment Update. We have 48 PSAPs currently on the system. Since the last Council meeting, Rice, Barber, Pratt, and Stafford Counties have come on. We have migrated Anderson County. They were a Century Link 911 customer prior. Phil and Sherry have been working on these Century Link counties and getting them moved over. Russell County will be complete next week – migrating from Century Link as well. Installations are scheduled out through August 2017. At present, there are more waiting in queue but not on schedule yet. We are working with the AT&T Program Manager to get those additional dates scheduled. We will also be working with some current PSAPs who have recently decided to go with the statewide solution that are sitting in perilous situations. Sedgwick County has executed an MOA and are not yet scheduled. Their desire is to be on the system by July 1, 2017. With the volume of work related to this project, it may not be possible to meet that timeline, but we are going to do our best. They are one that is in a perilous position with a very aged system. Shawnee County and Ford County are both in discussions with getting an MOA signed. Part of the discussions have involved training standards, and it is the position of the Executive Committee that those training standards should remain as they are. With regard to the KHP, they are looking at operating as a secondary PSAP. They do not intend to ever actually accept 911 calls, but rather that calls transferred to them come with data reflecting location of calls, so they can track the calls that are in motion, since



majority of their calls will come from the public on roadways. Since the last Council meeting, 11 sales and consult visits have been completed with positive outcomes on all of them. The sales visits agreed that they want to come on to the system and have been added to the install queue. The consult visits are on the installation schedule and are in queue waiting to be installed and turned on live on the system.

PSAP Relations and Security Audits. Lori Alexander presented and advised she has been reviewing the webportal with PSAP Directors, Managers, and fiscal staff, going over the security audit and expenditures. Have quite a few expenditure reports in so far, but will be following up with those who have not yet turned them, to ensure they come in on time. The deadline for those to be received is March 1, 2017. Going to Western Kansas next week and will work to hit several of the PSAPs to review the security audit with them. Will do another security audit class at Spring APCO as well. Lori has been asked to attend a few meetings around the state. Southeast Kansas invited her down to meet with the Southcentral users group. Discussed the Knowledge Center, expenditures, the portal, call handling system, and the security audit. Very well attended meeting. Will plan to go back in March. Phillips County Sheriff reached out to Lori and she met with him in January. She also stopped in Mitchell County and spoke to the Director there. Lori also met with Anderson County after they completed their transfer from Century Link to AT&T. The Director there is very happy with the system.

Michele Abbott reiterated the significance of the statistical reports that Scott went over. There is much more information than what Scott showed that the PSAPs can take advantage of, including 911 calls per hour, integrated calls, inbound/outbound calls, average duration, whether NFPA standards have been met, calls answered within a specific timeframe, and more.

6 New Business

Chairman Heitschmidt thanked the Committee Chairs for their hard work.

Next meeting is currently scheduled for March 3, 2017, followed by the Spring ACPO Conference on April 10, 2017 in Overland Park. Chairman Heitschmidt requested the Council's input on whether the March 3 meeting is necessary. Robert Cooper responded and advised he felt that was a decision to be made closer to the meeting date. Michele Abbott agreed with Robert. She advised if there are no new items to be discussed, then 2 weeks from the meeting date a determination be made to either proceed or cancel. Chairman Heitschmidt advised the Council that he will make a determination in 2 weeks and e-mail the Council to advise the status of whether the March 3 meeting will occur or be cancelled.

Chairman Heitschmidt also inquired with Michelle about an upcoming meeting in Newton. Michelle advised that in the 2017 work plan a co-conference with APCO was planned. It has been set at the Meridian Center in Newton on October 9-11, 2017. There will not be any vendors present. It will include full-day meetings of the Council and committee meetings on the 9th, followed by the conference on the 10th and 11th.

Chairman Heitschmidt asked that all Council members planning to attend the April 10 APCO conference, please notify Gayle Schwarzrock and advise if they will be attending the full conference or just the Council meeting, so that registrations can be made. Scott pointed out the e-mail address for the members to use for that notification and all future contact for KS911. Scott will also send out a contact card to all in attendance. Toyia reiterated the contact info for the LCPA and to have the members contact us with their registrations for the Spring conference.

Troy Briggs voiced a concern about the PSAP Direct Deposit form, and the section authorizing KS911 Coordinating Council to make withdrawals from their bank account in the event that a credit entry is made in error. He advised his Treasurer is not happy about it and he has heard similar concerns from



other PSAPs. Scott advised he heard the same. Scott advised the language in that form is the same language on the previous form that KAC used, and therefore KAC had that authority for the last 4 years. Troy inquired if the form could be returned with that section marked through and a note written on the form indicating that error payments will be sent by check in lieu of withdrawals from the bank account. Toyia advised that is ok and to mark the section out and write in that overpayments will be reimbursed by check. Troy agreed and advised he would spread the word to other PSAPs who had similar concerns.

7 Adjournment

On a motion by Troy Briggs to adjourn the meeting, seconded by Lance Royer, the motion to adjourn the meeting passed. The meeting adjourned at 12:37PM

Submitted by:

Scott Ekberg
NG911 Administrator