

## Upcoming Events

**NG911 Data Steward and Data Maintainer Class**

Hays- May 3rd, 2016

<https://www.eventbrite.com/e/kansas-ng911-gis-data-steward-and-data-maintainer-certification-classes-hays-registration-24438379852>

**NG911 Data Steward and Data Maintainer Class**

Manhattan- June 23<sup>rd</sup>, 2016

<https://www.eventbrite.com/e/kansas-ng911-gis-data-steward-and-data-maintainer-certification-classes-manhattan-registration-24438554374>

**NG911 Data Steward and Data Maintainer Class**

Lawrence- July 20<sup>th</sup>, 2016

<https://www.eventbrite.com/e/kansas-ng911-gis-data-steward-and-data-maintainer-certification-classes-lawrence-registration-24438676740>

**NG911 Data Steward and Data Maintainer Class**

Iola- July 26<sup>th</sup>, 2016

<https://www.eventbrite.com/e/kansas-ng911-gis-data-steward-and-data-maintainer-certification-classes-iola-registration-24438708836>

### Grant County-

Pictured to the right-

Scott with the Grant County crew: Charlotte Stein, Rachael Groomer, Leah Groover and Sheriff Lance Babcock.



### Kansas 911 Coordinating Council Web Portal

The Kansas 911 Coordinating Council portal is for submissions of GIS data and 911 expenditures. Did you know that you should submit GIS data to the portal on a regular basis? Are you aware that you can submit expenditures for the current year as you spend your 911 fees? The Web Portal can be accessed by going to:

<https://portal.kansas911.org>

# Kansas NG9-1-1

Kansas 911 Coordinating Council

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## Message from the Chief

### Chief Dick Heitschmidt, NG9-1-1 Chair

Kansas now has 27 PSAPs operating on the 911 Coordinating Council's NG9-1-1 network with the addition of Norton, Morton, Grant and Yoder PSAPs in April.

During its periodic review, the 911 Coordinating Council focused on NG9-1-1 program status, cyber security, GIS data maintenance and the future of geospatial call routing.

A new subcommittee has been formed (Text to 9-1-1 & Public Education). The committee will be chaired by Rice County 911 Director Joshua Michaelis.

Thanks to the Shawnee County Sheriff's Office for hosting the Spring Kansas APCO Conference and to the numerous volunteers and vendors who assisted with another successful conference.

PSAPs needing hardware updates are scheduled and work has already begun. However, the Council decided to delay the upgrade of our call handling platform to R6.0 until R6.1 is tested and fully certified this summer. Working with their supplier, our provider AT&T uncovered some minor software irregularities that need additional attention. Rather than inconveniencing our PSAPs twice, we decided to wait and catch the following software release. Future newsletters will keep you posted on progress.

Chief Dick Heitschmidt

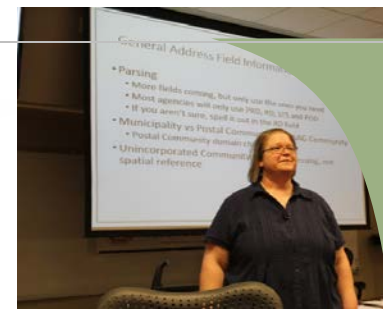
## GIS Data Training

GIS Data is an important piece of the NG9-1-1 puzzle. What is your role? Data Maintainer or Data Steward? Sign up for a class today! See page 1 for more details!

# Why do I need to update my GIS data?

“GIS Will Become the MSAG; therefore we cannot let the data get out of date.”

—Sherry Massey



### Questions for the PSAP:

#### How does data flow through your organization?

#### What does your workflow look like?



Scott and Phill completed another successful NG9-1-1 deployment. Brandi Keith the PSAP Director at Norton County



Morton County online with NG9-1-1! Scott and Tracie Nixon are pictured.

**Data Steward:** The data steward is responsible for assuring the maintenance is performed on the GIS data and that updates are report to the Coordinating Council. The data steward must be a staff person for the City or County responsible for the PSAP; even if a vendor handles the actual data maintenance. Every PSAP has to have a data steward. Possible candidates are the PSAP director, PSAP supervisor, or Sheriff/Undersheriff.

**Data Maintainer:** responsible for performing the actual GIS data maintenance. This person may be a vendor. Every agency must have a data maintainer. The data maintainer will be involved in the work flow involving address changes, corrections, additions, new roads, closed roads, changed roads, new addresses, annexations and emergency service boundary changes. Data changes should be maintained in the portal on a regular basis. If you have changes weekly then you should update the data weekly. If your agency has no changes you must report “no changes” quarterly. **Mandated report dates are: January 1, April 1, July 1 and October 1.**

**Unsung Hero:** a person who makes a substantive yet unrecognized contribution; a person whose bravery is unknown or unacknowledged.

911 DISPATCHERS

### Letter from the Editor- Lori Alexander, NG9-1-1 Liaison

The Kansas Spring APCO Conference was held April 11<sup>th</sup> – 13<sup>th</sup>, 2016 in Topeka, Kansas. The conference was hosted by the Shawnee County Sheriff's Office. The Shawnee County Sheriff's Office personnel did a great job hosting! Thank you for all the hard work. Thanks to the Kansas APCO Board Members and those of you that helped out with registration. It takes a lot of time and effort to make these conferences come together.

I would like to reiterate what Shawnee County Sheriff Herman T. Jones said during the opening remarks. “You are the lifeline, you are communication specialists....not just a dispatcher”. I would like to add you can and should be proud of what you do, you are the unsung hero. I am very proud of my years of service and look forward to many more years in public service. I am excited to be involved in the Coordinating Council's NG9-1-1 solution, public education and training standards.

Congratulations to the award recipients.

Nancy Ganson, Shawnee County Sheriff's Office – Director of the Year

Shinita Rice, Sedgwick County ECC - Telecommunicator of the Year

Chelsea Barclay, Sedgwick County ECC - First Runner up

Yessenia Baquera, Salina Police Department – 2<sup>nd</sup> Runner up

Lyon County – Team of the Year

Lance Royer, Shawnee County Sheriff's Office – Kansas APCO Lifetime Member

## EYE ON IT

### Cyber Risks to NG 9-1-1

In March members of the 911 Council attended APCO's Emerging Technology Forum where there was a lot of discussion on cyber security. The Council is committed to protecting the network to ensure the PSAPs are supported. The Council is up to date on NENA and APCO standards as are our vendors. What can the PSAP do to prevent the loss of services? In a word.....training. It is recommended that PSAPs provide cyber security training 4 times each year. Insider threats both intentional and unintentional are real concerns. A PSAP recently lost their 911 call taking ability when a PSAP employee plugged a personal device into the USB of the phone system. Are you PSAP employees trained not to access USB drives?



### This Month's Q&A



**NENA compliant IP network that will deliver i3 services (text-to-911, geospatial call routing, picture and video messaging, etc.), redundant connectivity, initial and on-going training, and reroute and overflow options for 911 calls. In addition the Council offers routinely updated statewide mapping and aerial imagery to further enhance the delivery of emergency services.**

**Q: I can purchase my own equipment. Why should I consider the 911 Council's Solution?**

**A: The solution is not just the equipment. It is the network and infrastructure behind the solution including: 24/7 monitoring and technical support,**



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Images retrieved from: <http://www.bing.com/images/search?q=Life+of+a+Dispatcher&FORM=IRIBEP>

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