

Kansas NG911

Ready to join the Kansas PSAPs who have made the switch to the Kansas NG911 network?

Put our team of professionals to work for you!

Contact Scott Ekberg to schedule a site consultation!

scott.ekberg@kansas911.org



STAR OF THE '300 CLUB'



Introducing: Michele Abbott – NG911 Operations



#40 Comanche County Amber Doxon and Glenda Burt Very happy with the statewide map! No more white space at the county line.



#41 McPherson County Julie McClure and Tim Hawkinson Live with NG911!

What is your role with Kansas NG911?

In 2011, I was appointed by the Governor to serve on the Council representing PSAPs having a population of 75,000 or less. Subsequently, I was appointed as the Chair of the Operations Committee. I also serve on the Council's Executive Committee. My role is to ensure that all operational aspects of 911 and NG911 are considered: strategic planning, functional design, project implementation, training, support... anything that touches or impacts our PSAPs. Perhaps the most important aspect is that Kansas remains one of the most affordable 911 providers in the nation.

We couldn't do any of this without the support of some enormously talented people. Ellen Wernicke and her Training Subcommittee are developing best-in-class training standards. Josh Michaelis and his Text-to-911 Subcommittee are making sure that when we roll out texting in 2017, it's going to be the right thing, done the right way.

What do you see as the future of NG911?

Almost 30 years ago, I made public safety for Kansas my passion. My hope and my goal is that somehow my passion is contagious.

I want everyone to get excited about public safety. For example, I represent APCO, on the SIEC Board and the South Central Regional Council on Homeland Security. I hope that our readers will want to do the same. I started my career in 1989 in Marion County as a dispatcher. Then, I was promoted to supervisor and in 1996 I was promoted to director at Marion County. In 2010, I was hired as the 911 Director of Hutchinson/Reno County Emergency Communications. I hope dispatchers across Kansas will aspire to become directors.

What do you want our newsletter readers to know?

The future of Kansas 911 and NG911 depends on all of us making public safety our passion. Technology is a valuable tool, however, it is the people that make it happen. I hope our readers will call me and ask, "I want to become more involved – what can I do? Where can I help?" Kansas is an NG911 showcase. Less than a handful of states have come as far as Kansas. Other states are watching and asking how we are doing it. Why not leave your fingerprint on Kansas NG911? Make it your passion. Make it your legacy.



I Dispatch. What's your Superpower?

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

In late 2014, the Kansas 911 Coordinating Council adopted the State of Kansas Training Standards that identified the minimum training required for Public Safety Telecommunicators in the State of Kansas. During 2015, significant work was done on the how the State would implement the standards and the process by which certification of PSAP personnel would occur. It was quickly recognized that a solution was needed to easily manage communication with PSAP's. In early 2016, an RFP was issued for a software learning management solution. The intent was to find a solution that would assist PSAP Managers throughout the State to provide adequate and

continuous training to their personnel. In addition, the solution was to allow for efficient administration of their training programs to include ease in document sharing within a PSAP and with others across the State. In October 2016, a vendor was selected and, since that time, members of the Coordinating Council have been working collaboratively with the vendor on the implementation plan.

The "Kansas 911 Knowledge Center" will soon be available to PSAP's across the State. The online portal is provided at no charge to all Kansas PSAP's. PSAP Administrators will be able to easily upload training materials, policies, checklists, webinars, videos and other resources to their agency specific page.

Administrators can assign training courses, policies and other documents to employees and will have the opportunity to incorporate deadlines into the notifications. The solution will also allow agencies to easily create quizzes and tests to distribute to their staff. Opportunities to share those same resources with other PSAP's will also be available.

PSAP's will be contacted by email and phone to obtain an employee list along with email addresses to incorporate into the "Kansas 911 Knowledge Center". Administrator training will begin soon, so look for updates on training opportunities. In addition, we will be providing an overview and training at Kansas Spring APCO.



#42 Republic County Director Raymond Raney pleased with the install of NG911.



#43 Chase County a successful NG911 Go-Live! Sheriff Dorneker with the new equipment.

This Month's Q&A



The Training Subcommittee is working on standards for administrators, supervisors and training officers (CTOs). The link to the current standards:

<http://kansas911.org/132/TRAINING-STANDARDS>

Q: Where can I find training standards for 911 dispatchers for the State of Kansas?

A: The 911 Coordinating Council's has the training standards posted on the website. These standards were created by the Training Subcommittee.



#44 Cloud/Concordia PSAP is our latest PSAP on NG911 Chief Johnson and Zack Warner happy with results!



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