



## Upcoming Events

### 911 Coordinating Council Go-Live Dates

November:  
McPherson County- 8th  
Republic County- 10th  
Chase County- 15th  
Cloud/Concordia- 17th

December:  
Pratt County- 13th  
Rice County- 15th  
Barber County- 20th

January:  
Stafford County: 12th

### 911 Coordinating Council Holiday Schedule

We will be out of the office  
on the following days:

November 11th in observance  
of Veterans Day

November 24th and 25th  
For Thanksgiving Holiday

December 26th in celebration  
of Christmas

### Kansas 911 Coordinating Council Web Conference

Friday, December 2, 2016  
1100-1300 hours

Instructions for those joining by web  
conference:

Meeting Wall:  
<https://www.startmeeting.com/wall/912-550-374>

US Toll Number: (701) 801-1220

Meeting ID: 912-550-374

Instructions:

At the scheduled date and time of the meeting,  
dial into the conference line.

When prompted, enter the meeting ID, followed  
by the pound key.

To join the online meeting, click on the meeting  
link listed above, then press "Join".

On the next page, complete your name and email  
address, then press "Submit".

The system will guide you through the process of  
downloading the meeting dashboard to  
participate in the online meeting.



Kansas 911 Coordinating Council  
Topeka, Kansas  
[www.kansas911.org](http://www.kansas911.org)  
Scott Ekberg, Administrator  
785-438-8440

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### Kansas 911 Coordinating Council Web Portal

Kansas PSAPs on the NG911  
Call Handling System should  
now obtain user names and  
passwords by filling out the  
DDS form on the portal.

Review the tutorial on the  
website at:

[http://www.kansas911.org/  
137/NG911-Agent-Account](http://www.kansas911.org/137/NG911-Agent-Account)

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

Several members of the 911 Coordinating Council attended the National Association of State 911 Administrators (NASNA) fall meeting in Kansas City on October 25th and 26th. Sherry Massey was invited to speak on behalf of the Council on her expertise involving GIS. Sherry has provided insight to the Council and our partners into what is needed to successfully implement geospatial call routing. Laurie Flaherty, Coordinator, National 911 Program at US Department of Transportation would like Sherry to participate in a nationwide webinar. Michele Abbott (Operations Chair) has had ongoing discussions with Laurie in regard to NG911 training standards and the Kansas 911 Coordinating Council. To further demonstrate the success of the NG911 Call Handling System implemented in Kansas, Scott Ekberg was contacted by several agencies that are interested in visiting Kansas to see the system we have implemented. While at the NASNA meeting, we met with Admiral (Ret.) David Simpson, Chief of FCC Public Safety and Homeland Security Bureau and Deputy David Furth of the FCC. Admiral Simpson and Representative Tom Sloan invited myself, Colonel Chris Stratmann (Vice-Chair) and Jay Coverdale (Technical Chair) to speak on Kansas NG911 on the cyber security panel that was held at the University of Kansas. Information from the panel will be in the November newsletter.

Be sure to visit the [911 Council's website](http://www.kansas911.org) for updates to the calendar and newsflash.

Chief Dick Heitschmidt  
(620) 692-2820



## 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](mailto:scott.ekberg@kansas911.org)



### STAR OF THE '300 CLUB'



Introducing: Scott Ekberg – NG911 Administrator



Kansas 911 Coordinating Council meeting, October 17, 2016  
Wichita, Kansas



Kansas 911 Coordinating Council  
Topeka, Kansas  
[www.kansas911.org](http://www.kansas911.org)  
Lori Alexander, 911 Liaison  
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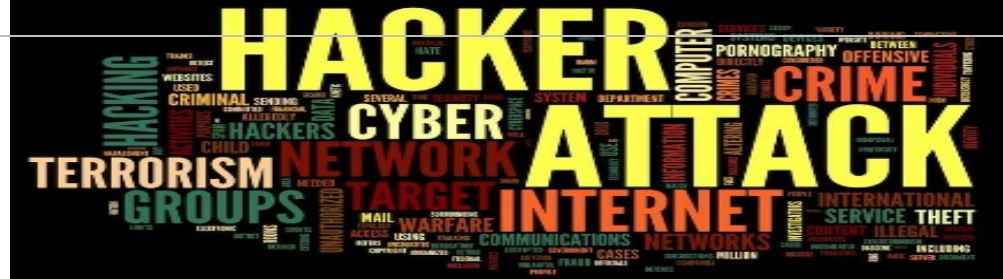
#### What is your role with Kansas NG911?

As the NG911 Administrator my role is to provide oversight of all Council activities. This includes contracts, statewide system management, and liaison and outreach activities to Kansas PSAPs and other states. In fulfilling these duties, I am involved in every aspect of the Council's mission. The best part of my job is that I get to work with some of the best people in the world. The Council is comprised of local and state government officials who volunteer vast amounts of time to the success of the Council. These folks serve as the Chairs of the Council's committees and they recruit subject matter expert volunteers to serve on their committees. The work that has been and is being accomplished by these committees has placed Kansas in a position as a national leader in the migration to NG911. Other States look to Kansas for the model to copy.

In addition to these fine folks, I also have the opportunity to work closely with Kansas PSAP administrators and personnel. The dedication of our PSAP Community in Kansas is second to none and it is a privilege for me to have the opportunity to work for them.

**What do you see as the greatest challenge for NG911?** In my opinion, the greatest challenge is the operationalization of the new technologies. Figuring out how to deal with vast amounts of data and how to make the best use of this data will be a significant lift.

**What do you want our newsletter readers to know?** I would like the leadership to know that I always stand ready to assist them in any way that I can. While I am often difficult to reach by telephone, if they drop me an email I will get back with them and offer whatever assistance I can in regard to any 911 related matter.



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

On October 26, 2016 several PSAPs started receiving multiple 911 calls. These PSAPs did not know it at the time but they had just been the victim of a TDoS (Telephone Denial of Service) attack. 911 centers received 911 calls after a link on a Twitter account was clicked on. The device owners had no idea their device was calling 911. This tied up lines and dispatchers while they called back the device. What can you do to prevent your PSAP from experiencing an attack? Nothing....but you can be prepared and train to counter that attack.

#### Prepare for a TDoS Attack:

Make sure employees are aware of this type of activity.

Remind employees and the public not to click on unknown links.

Have a working relationship with your telephony provider to assist in the event of an attack.

Plan to log and record the calls for the investigation.

#### During an attack:

Have a secondary means of communication.

PSAPs on the Coordinating Council's Call Handling System should call the AT&T Resolution Center first.

Use social media and your local media sources to provide alternate numbers to obtain emergency services.

The attacks in October occurred in 11 states and affected many PSAPs. Fortunately none of them were taken down in the attacks. Two people were arrested in separate incidents and the URL has been taken down.

If your PSAP experiences an attack contact the 911 Coordinating Council for additional resources and assistance.

#### EYE ON IT

Vesta  
Release 6.1

AT&T has the release in their test labs. AT&T continues to put the software through testing.

The software update will likely be available in January. More information to follow as it becomes available.

Lori Alexander, 911 Liaison

[Lori.alexander@kansas911.org](mailto:Lori.alexander@kansas911.org)



#### This Month's Q&A



**Q:** If I have my own call handling equipment and network provided by a vendor can I connect to the 911 Council's network?

**A:** The 911 Coordinating Council's network is leased through AT&T. Until the nationwide ESInet is available the 911 Coordinating Council's network is a closed network.

When the nationwide ESInet is available (mid to late 2017) this will allow networks to connect. I would encourage you to obtain pricing on connecting to an ESInet. The Council's solution includes ESInet connectivity in its pricing model. To learn more about the ESInet, link to the following document: <http://www.kansas911.org/DocumentCenter/Home/View/865>  
Kansas NG911 Position  
Paper  
Disparate Systems

Images retrieved from: <http://www.bing.com/images/search?q=Life+of+a+Dispatcher&FORM=IRIBE>  
<http://www.bing.com/images/search?q=blue%20star&qsn=&form=QBIDMH&pg=blue%20star&sc=8-9&sp=-1&sk=>  
<http://www.bing.com/images/search?q=Security+Threat&view=detailv2&id=D228B19AE43F8E5C2BB0C6E41647E74F68AE4EC4&selectedIndex=5&ccid=Wkrckp7W&simid=608026705879959447&thid=OIP.M5a4adca64ed644f7c464dc5b53c626c200&aihxist=0>