



Upcoming Events

911 Coordinating Council Go-Live Dates

March:
Logan/Gove/Oakley – 7th
Ottawa County – 9th
Wilson County – 28th

Save the Date!
Mark your calendars for Admin Day!

The Operations Committee will host an Admin Day for PSAP operation directors, administrators and supervisors.

May 3rd, 2017
Finnup Center
312 Finnup Drive
Garden City, KS 67846

October, 2017
Topeka, KS



Kansas 911 Coordinating Council
Topeka, Kansas
www.kansas911.org
Scott Ekberg, Administrator
785-438-8440

NG911 Issue 10 Winter 2016/2017

Kansas APCO Conference

April 10th – 12th, 2017

Double Tree by Hilton
10100 College Blvd,
Overland Park, KS 66210

Reservations:
<http://www.ksapco.org/conference-registration-and-payment.html>

Recognize a Superstar!

Don't forget that we recognize our Telecommunicator of the Year, Line Supervisor of the Year, Director of the Year, and Team of the Year at our Spring APCO Conference so get your submissions sent in before it is too late!

Deadline for submission is Monday, March 13 @ 0700.

Forms available on the registration page:

<http://www.ksapco.org/conference-registration-and-payment.html>

Kansas 911 Coordinating Council Conference

April 10, 2017 10:00 AM – 12:00 PM

Kansas APCO Conference
Double Tree by Hilton
10100 College Blvd, Overland Park, KS 66210

Unable to attend in person?

Instructions for those joining by web conference:

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

US Toll Number: (701) 801-1220

MeetingID: 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.

Issue

10

Winter
2016/2017



Kansas 911 Coordinating Council Web Portal

911 Expenditure Reports were due March 1st. If you have not completed your report please log into the portal and complete the report.

Need Assistance? Email: Lori.alexander@kansas911.org or view the tutorial on the website. <https://ks-kansas911.civicplus.com/131/911-FEES>

The Web Portal can be accessed by going to: <https://portal.kansas911.org>

Kansas NG9-1-1

Kansas 911 Coordinating Council



this issue

Upcoming Events P.1

Message from the Chief P.2

Stars of the 300 Club P.3

Voice over LTE P.4

NG911 Saving Lives P.5

Message from the Chief

Chief Dick Heitschmidt, NG9-1-1 Chair

It has been said, the best way to predict the future is to create the future. The PSAPs of Kansas and the Kansas 911 Coordinating Council are doing just that.

The vision of NG911 is a nationwide 911 system that allows exchange of calls and information freely between PSAPs without regard for political jurisdictional boundaries. With this vision in mind, members of the Kansas 911 Coordinating Council invited members from Nebraska Public Service Commission and the Nebraska GIS Council to meet in January to hear the Kansas NG911 story and begin to forge the relationships with our bordering states. These relationships will be essential to fulfilling this vision.

In a recent meeting with Rear Admiral (Ret.) David Simpson, the vision of the nationwide 911 network was the focus. Admiral Simpson promoted the importance of GIS data no longer ending at a county line or state boundary. This is essential for 911 calls to route to the correct PSAP based on the caller's location. He also endorsed the concept that PSAP architecture should be designed around a public safety platform shared by many agencies to ensure scalability and economies of scale to save money and resources. All of these points raised by Admiral Simpson can be found in the Statewide Call Handling System. For more information regarding the Statewide Call Handling System, please review the latest article on the system, which can be found at <http://kansas911.org/DocumentCenter/Home/View/906>.

Chief Dick Heitschmidt
(620) 692-2820



Kansas NG911

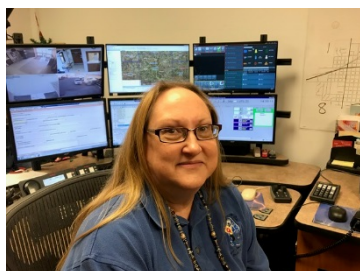
Ready to join the Kansas PSAPs who have made the switch to the Kansas NG911 network? Put our team of professionals to work for you! Contact [Scott Ekberg](#) to schedule a site consultation!



STAR OF THE '300 CLUB'



Introducing: NSI
Toyia Bulla, Chief Administrative Officer
Angela Westcott, Finance Manager and Fred Timberlake, VP of Finance



#45 Pratt County
Myonne Borst pictured above and Supervisor Becky Dreese pictured below after the install of the hosted solution.



Nonprofit Solutions, Inc. (NSI) is a 501(c)(3) organization with the mission of “providing efficient, effective administrative services to enable charities to focus on their clients’ needs”. They offer a spectrum of solutions including facilities management, finance, human resources, information technology, marketing, program support, risk management and training needs. Formed in 2007 by a child welfare organization to serve their administrative needs, it was opened up in 2014 to be available to serve all nonprofit and community service organizations. Since January of 2014, NSI has served over 40 nonprofit and governmental organizations in Kansas and Oklahoma. Please visit their website at <http://www.np-solutions.org> to find out more about NSI, who is serving as the Council’s new LCPA beginning January 1, 2017.



#48
The crew arrived in St. John on January 12, 2017 to bring the hosted solution to Stafford County.

Melonda Mercer



#49 Deanise Howard 911 Director at Russell County 911 was up and running on the system February 7th. The AT&T tiger team had a successful cut to the hosted solution and switch from the Century Link tandem to the AT&T tandem.



I Dispatch. What's your Superpower?

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

Training has been the hot topic the last few months. The training committee rolled out The Kansas 911 Knowledge Center, “going live” on February 1st. This is a training records management system and online training tool. If you have not had the opportunity to attend a webinar on how to use the center, training will be available at the Kansas Spring APCO conference. The vendor is currently working on creating short videos on how to use the Knowledge Center. They will be posted to the [website](#) as soon as they are available.

The 911 Knowledge Center is free to Kansas statutory PSAPs. Non-traditional PSAPs may access the 911 Center for a small fee of \$125.00 for a PSAP with 1-15 employees and \$200.00 annually for PSAPs with over 15 employees. Contact [Lori](#) to gain access to the Kansas 911 Knowledge Center and get your agency set up in the system. For more information on this training records management tool, contact [Lori](#).

This Month's Q&A



Q: What is geospatial call routing and how will it benefit a PSAP?

A: Geospatial call routing is the routing of 911 calls based on the location from which the call is placed. The caller’s location is identified via geospatial coordinates and routed to the PSAP within who’s boundary the

coordinates fall. This will dramatically reduce the number of misrouted wireless calls that a PSAP may be receiving based on the current system of routing the call based on the tower site that the caller utilizes to place the call. Geospatial routing will also benefit PSAPs by reducing cost. The costs for 911 circuits that are currently borne by the PSAPs will be eliminated when the Statewide Call Handling System migrates to geospatial call routing. The Council expects the system to migrate to geospatial call routing in 2018.

EYE ON IT

Voice over LTE or VoLTE is a new service currently being rolled out by Verizon Wireless nationwide. This service carries voice traffic over the high speed LTE data network. Up until now, only data has been carried on this network with voice traffic carried over the lower speed CDMA networks. With this migration to VoLTE an anomaly has arisen that PSAPs need to be aware of. The VoLTE system is designed so that if a VoLTE 911 call is not answered within 20 seconds of the call being placed (with call setup time, this really means if it isn't answered on the first ring in the PSAP) the system will automatically discontinue the VoLTE call and set it up as a CDMA call instead. To the PSAP this will most likely result in an abandoned 911 call being registered for the VoLTE call proceeded nearly simultaneously by a 911 call from the same number ringing into the PSAP. As we migrate into full IP based telephony this issue will disappear as call set up times will become much less than they are on the current analog telephony systems. Until that full migration occurs this scenario may be seen within the PSAPs. PSAPs should address this possible issue through policy so that all Telecommunicators are aware of the issue and are comfortable with their PSAPs procedure for handling the abandoned call.



#46 Rice County Director Josh Michaelis is testing the new hosted solution. Scott and Col. Stratmann are assisting with the tests.



#47 Barber County has the green light to GO!

Becky Dirks and the team experienced how well the maps work. The roads were icy, a rollover victim called 911 and Barber County 911 dispatchers provided the exact location for the incident to the first responders.



Kansas 911 Coordinating Council
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NG911 in the News

Barton County dispatch received an “open” wireless 911 call in December. The dispatcher was able to accurately locate the call and direct officers to the house. Once at the house the officers could hear a woman yelling for help.

Director Dena Popp advised with the Council’s Hosted Call Handling system they were able to locate exactly where the call was with greater accuracy than ever before.

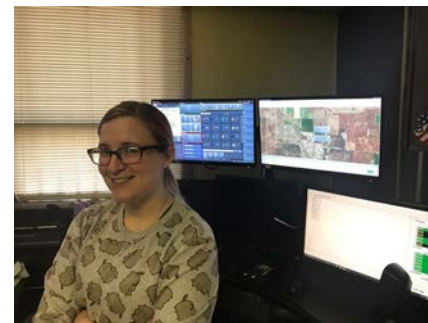
To read more on the story click the link <http://ksn.com/2016/12/19/dispatchers-act-quick-to-open-911-call/>



McPherson County dispatcher Chanda Jumet answered a wireless 911 call in January only to discover she would be providing instructions on how to deliver a baby. The wireless call routed to the correct address on the Vesta Locate map. First responders arrived on scene to deliver the healthy baby boy.

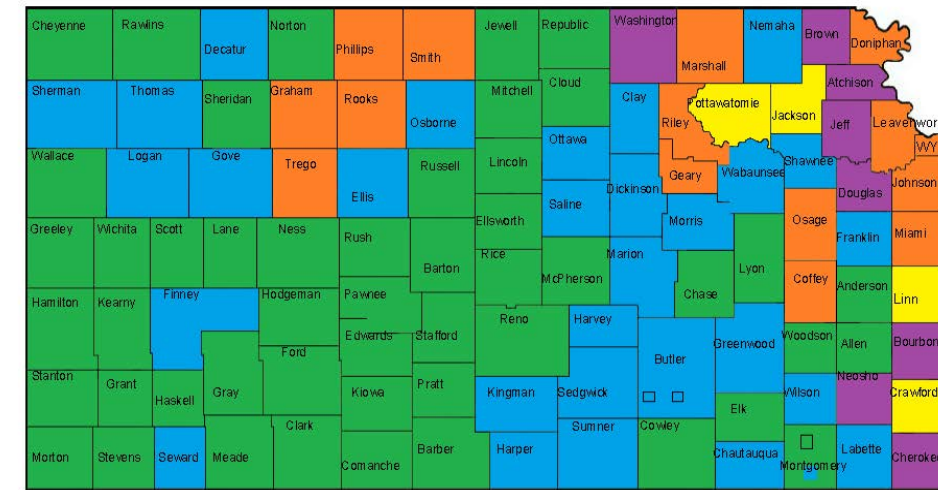
The dispatchers at McPherson County enjoy the ease of use and accuracy they receive from the hosted solution. Read more on the story at: <http://ksn.com/2017/01/02/911-dispatcher-helps-deliver-baby-over-phone-it-was-a-miracle/>

Welcome to the 50th PSAP to join the hosted solution: Clark County



Sheriff Ketron with the new equipment and dispatcher Lindsey Bird with the new Vesta

NG911 Status Map – 02/21/2017



- = Live on System
- = In Queue
- = Interest Indicated – No SOR
- = Other System Utilized
- = No Indication of Intent

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&q=blue%20star&form=QBIDMH&pg=blue%20star&sc=8-9&sp=-1&sk=>
<http://www.bing.com/images/search?q=dispatcher&view=detailv2&id=EE349D1B3C1A2A51A5EBA252C9A555EE0C3C3A46&selectIndex=85&ccid=L3XxdwbZ&simid=608018081589037324&thid=OIP.M2f75f17706d936e35f4c789fd09e7ebeo0&ajaxhist=0>