



KANSAS NG9-1-1 *IN THE NEWS* OCTOBER 2016

Interview with Jeremy Willmoth, Cowley County

How did you feel about being one of main Pilot Sites to go onto the new Statewide Hosted 911 system?

Being an early implementer of any new system can be unnerving. However, the AT&T Tiger Team, Scott and Phil really helped alleviate any fears or worries. The plan was well communicated and any issues we had were easily resolved long before the cutover.

How did you feel the 911 cutover went?

We had a few wrinkles, but everyone worked very well together to resolve them quickly. All-in-all, this was one of the smoothest cutover projects I have ever been involved with.

How are the PSAP operations working now?

Very good! We are having some internal issues about things that candidly we should have spent more time on before conversion. But I have heard of no problems with the 9-1-1 system or the phone lines into the facility.

Any special comments regarding the techs or personnel involved with the project?

I think the team that has been assembled for this project is very knowledgeable and able to respond to issues on the fly which helps those novices among us to be more at ease with the process.

Any words of encouragement you can think of for PSAP's coming on board with this system?

Communicate early and often with the Tiger team and feel free to call me if you have questions or concerns from the government side.

Interview by Phillip Ryan, NG911 ITSS



Lane County on NG9-1-1
Phil, Mary Eitel, and Scott



Sheridan County on NG9-1-1
Scott and Emma Eckhardt



Ness County on NG9-1-1
Scott and Elizabeth testing it out



Scott Ekberg and Phill Ryan
"We're not happy until the PSAP is happy."



LATE BREAKING NEWS –
THE HUTCHINSON NEWS INTERVIEWS CHIEF
DICK HEITSCHMIDT AND MICHELE ABBOTT

KANSAS 9-1-1
COORDINATING
COUNCIL
Topeka, Kansas

www.kansas911.org

Scott Ekberg, Administrator
(785) 438-8440

Kansas NG9-1-1
Deployment Schedule through Jan 14

<i>Hutchinson/Reno County Emergency Comm's</i>	<i>complete</i>
<i>Cowley County Emergency Communications</i>	<i>complete</i>
<i>Lane County Sheriff's Office</i>	<i>complete</i>
<i>Wallace County Sheriff's Department</i>	<i>complete</i>
<i>Rush County Sheriff's Office Communications</i>	<i>complete</i>
<i>Ness County Sheriff's Office</i>	<i>complete</i>
<i>Sheridan County Sheriff's Office</i>	<i>complete</i>
Wichita County Sheriff's Office	11/17/15
Greeley County Sheriff's Office	11/19/15
Hodgeman County Sheriff's Office	12/01/15
Gray County Sheriff's Office	12/03/15
Anderson County Communications Center	01/05/15
Meade County Sheriff's Office	01/07/16
Mitchell County Communications Center	01/12/16
Haskell County Sheriff's Office	01/14/16



During Fall APCO, Dodge City, APCO President, Josh Michaelis, presents Sherry Massey, GIS coordinator and expert, with Presidential Award for meritorious service and contribution.

**If your PSAP has an extenuating
circumstance that the Council needs to
consider, call Scott Ekberg
(785) 438-8440**

Frequently Asked Questions

Scott Ekberg, NG9-1-1 Administrator
(785) 438-8440

Why can't we just stay on our current system?

You can. The problem is that legacy equipment is failing, may not be supported, and the network is in the sunset phase.

How old is the current legacy system?

The technology that current legacy systems are based on is over 40 years old.

How does Kansas compare with the rest of the United States?

Kansas is in the top nine states actively

Is NG911 better than what I currently have?

NG911 will offer geo-spatial routing, text, photo, video, Telematics as NENA releases new standards.

How many PSAPs have committed to transition to NG911?

64 of our 117 PSAP; others are deciding weekly.

What if I decide to "go-it-alone"?

Your system may not be compatible with or interoperable with the statewide NG911 system. And the costs will become overwhelming as you are forced to all-IP technology.

Will we need special training?

Yes. While much of NG911 call handling is similar to what you are doing now, there are new procedures. Don't worry, we will give you everything you need.

How much does NG911 cost me?

It depends on what your center needs and wants. Call Scott Ekberg for your cost estimate.

Are there advantages to PSAPs collaborating and forming partnerships?

Yes. Neighboring PSAPs can back up each other during emergency situations, and in some cases may be able to reduce total seat count.