

911 Coordinating Council
Minutes from the
September 6, 2012 Meeting

The meeting was held at the Docking State Office Building, Topeka, Kansas.

Attendance

Members Present: Chair Walt Way, Michele Abbott, Sen. Pat Apple, Bob Boaldin, Jay Coverdale, Keith Faddis, Sen. Marci Francisco, Jessica Frye, Rep. Kyle Hoffman, Coleen Jennison, Chris Kelly, Mike Napolitano, Kim Pennington, Rob Roberts, Rebecca Rosenthal, Phillip Ryan, Jimmy Todd, Richard Vogt, and Mike Koss representing Kim Winn.

Members Absent: Pat Collins, Rep. Annie Kuether, Jimmy Reed, and Gary Smith.

Other in Attendance: Melissa Wangemann, LCPA; and guests Liz Cole and Jim Shinpaugh with Mission Critical Partners.

Proceedings

Chairman Walt Way called the meeting to order at 1:12 p.m.

The first item on the agenda was approval of the August 3, 2012 minutes. Kim Pennington moved approval and adoption of the minutes and Mike Napolitano seconded the motion. The motion passed.

Melissa Wangemann provided the LCPA report. She handed out a chart showing the total distributions to PSAPs from January through August (reflecting fee remittances received through June, 2012). She also handed out a shorter version of the chart that listed only the PSAP payments as compared with estimates from the Kansas Legislative Research Department, noting that the distributions reflected 48% of the year's estimated receipts, but that percentage did not account for the \$810,000 sitting in the minimum distribution fund. When added to the amount distributed, the total amount of 911 fees received account for 52.50% of monies estimated by Kansas Legislative Research.

Michele Abbott provided the Operations Committee report. She discussed the review of PSAP reports and noted that she had provided the LCPA documentation the day before to use for follow-up letters to PSAPs, which will outline if 911 fees were used inappropriately and if any remedial actions are necessary. She noted that many PSAPs asked before using the 911 fees, and that has assisted in PSAPs following the statutory requirements.

Michele Abbott discussed the APCO conference, which runs Oct 14-17. The 911 Council meeting will occur Monday, October 15 at 1:00 p.m., with committees meeting before at 11:00 a.m. Walt Way will give a general session presentation at noon. Vendors will be available at 10:00 a.m. that day to visit with 911 Coordinating Council members.

Michele Abbott said she requested suggestions from the Operations Committee on updating the annual PSAP report, and they are to respond in two weeks. She will present their recommendations at the October meeting.

Walt Way presented the Administrative Committee report. He called on Melissa Wangemann to provide the update on the federal grant regulation. Melissa explained the process of writing the regulation. She explained that the delay in adopting the regulation was caused by the Attorney General requesting an incorporation of reference of the NENA standards, and then following up with a request for specific page numbers. Walt Way and Melissa Wangemann explained that the AG cut out ½ of the regulation, saying the language was self-directing. Melissa explained the need for an economic impact statement to accompany the regulation and asked if anyone had any comments on what should be included – there were no comments. Senator Francisco suggested including a statement about statewide consistency in the economic impact statement.

Walt Way provided information on the “one map” legislation. He noted that this legislation relating to GIS will create the opportunity for partnerships with the 911 GIS project, and that Ivan Weichert will present more information at the next meeting. The new law, contained in HB 2175, was signed by the Governor in June. It creates a GIS mapping group that is directed to engage with state agencies and local governments.

Walt noted the NG911 technology seminar will occur September 18 in Salina, KS. That information has been distributed to the council members and county officials. Kim Pennington asked about what level of employees should attend the program and Walt Way said it was a high-level discussion on NG911 and intended to provide overall general knowledge about NG911.

Michele Abbott asked about the registration process for the APCO conference and the NG911 seminar. Melissa Wangemann explained that the NG911 seminar included an email address for RSVPs – council members should send a confirmation as instructed on the seminar notice, and Melissa Wangemann will process reimbursements for mileage following the seminar. If Council members want to attend the APCO conference, they can advise Melissa Wangemann and she will process all the registrations with one payment from the state grant fund.

Walt Way turned to discussion on the award philosophy and criteria, noting the importance of the document. He reviewed the incorporation of edits suggested at the last council meeting.

Chair Way read comments from Jimmy Reed relating to needs of PSAPs for maintenance. Kim Pennington and Michele Abbot expressed agreement with Jimmy's comments, saying maintenance of current systems is necessary until NG911 arrives. Senator Francisco asked about balancing the purpose of current monthly 911 fees with the purpose intended for the grant funds. Walt Way noted that smaller jurisdictions may need flexibility to use grant funds for maintenance. Chris Kelly said that grant funds may be used for maintenance but shouldn't be the first priority. Richard Vogt said the grant funds should be focused on NG911 and regionalization. Michele Abbott said that some jurisdictions will need grant monies to replace obsolete equipment.

The Council reviewed the sections one-by-one, and Walt Way explained any edits he had made to the document. Richard Vogt said we needed some flexibility on adopting NENA standards. Senator Francisco suggested an amendment regarding the NENA standards on GIS established by the Council, asking whether the "one map" legislation should be recognized. Jessica Frye suggested the use of the word "recommended" instead of "established." Senator Francisco agreed that the word "recommended" was a better word choice. Senator Francisco suggested an amendment to the section "Grant Award Priorities for 2012-13" with regard to the availability of \$2m in state 911 grant funds, saying the Council should be able to approve a higher expenditure of grant funds if necessary. Walt Way said he would amend the sentence to allow the Council to approve more than \$2m in expenditures. Mike Napolitano suggested to Walt Way that the previous word change relating to "recommended" be made in subsection 2 under eligible entities as well, to be consistent.

In reviewing the section on "Grant Award Priorities for 2012-13" Jessica Frye also suggested that section 2 be amended to reference sharing GIS databases with other government entities, like appraisers, not with PSAPS. She thought this reference was wrong and should be a reference to local governments. Jessica Frye said that other states are moving to statewide GIS that is shared with local governments.

Michele Abbott noted Section 4's discussion on technical consulting services, and asked if implementation and maintenance of 911 services could be included. Walt Way suggested adding the word "administration" to the sentence.

A motion to approve the state grant fund philosophy and criteria was made by Mike Napolitano and seconded by Representative Kyle Hoffman. The motion passed.

Walt Way turned to Richard Vogt for the Technical Committee report and the review of the 911 Grant Findings Report and Recommendations. Richard Vogt said the Council's approach could change due to technology changes. Jay noted that the pilot project helped develop concepts but the solution may be very different from what methods were explored during the pilot

project. He said we may have some learning experiences (“a-ha” moments) that will alter our perspective on methodology. Jay noted that pilot project represented one way NG911 could be deployed, but the method could easily change as we get to the point of implementation.

Walt noted page 5 of the report, which lists the recommendations. Walt discussed some of the potential costs relating to 911 and also the need for a technical consultant for the ESInet. Walt Way noted that the Governor’s Grants Program had a consultant who assisted in communications with PSAPs. He said that the Council may be well-served by having a statewide advocate working with the PSAPs. Bob Boaldin said he agreed with this recommendation, noting that Council members do not have time to field all the calls and that one person will help provide consistent answers to the PSAPs. Richard Vogt suggested that PSAPs will see some savings from new statewide structure, and the council will need to discuss in the future how to incorporate the savings at the local government level to help pay for the services at the state level. Senator Pat Apple talked about the changes to the court system under consideration, such as electronic record-keeping, and how that would impact technology in the courthouse or other county buildings relating to other county functions such as PSAPs. Walt Way noted that the State Interoperability Executive Committee considering broadband radio backbone, which complements the issues discussed by the Council, may be inviting a Council member to sit on the SIEC.

The Council reviewed section 5.4 of the L.R. Kimball report, the recommendations:

1. The pilot ESInet should be funded through the end of 2012 to further its use as a testing laboratory and educational tool. The main cost is the monthly recurring charge for the ESInet, CAMA trunks, and ALI circuits, which currently average \$3,500 per month.
2. Kansas should proceed with NG9-1-1 deployment as rapidly as funding and organizational considerations permit, so that the momentum, knowledge, and shared vision of the stakeholders is not diminished or lost.
3. The Council must seek a funding mechanism that can accommodate the order-of-magnitude funding requirements for a Kansas NG9-1-1 system (presented in section 5.3 above).
4. State-level staffing should include a full-time non-technical PSAP advocate, perhaps as an employee of the Council. This person should regularly (at least once a year) visit as many PSAPs as possible, explain the NG9-1-1 program, and bring PSAP concerns back to the Council. If time permits, this person could also play an executive role in communication with and/or supervising NG9-1-1 contractors for the Council.
5. Construction of a statewide GIS database should begin as soon as possible, beginning with adopting GIS standards, defining or refining the GIS operational structures and authorities, and outsourcing labor to assist in the construction as authorities see fit. The Council should lead this effort unless and until this responsibility might be handed over to a state-level agency. Should this occur, the Council must retain representation in that agency to ensure the GIS database remains compatible with public safety requirements and goals.

6. OITS should be charged with constructing and operating the ESInet on a site-demand basis, using the pilot ESInet as a template. Depending on how rapidly the ESInet is deployed, OITS must be funded for additional personnel as required to support the ESInet. At full deployment, this would likely require at least two FTEs—one to perform configuration and change management functions from the OITS office and another to be a field technician to visit PSAP sites for equipment installation and maintenance activities. If the build-out of the ESInet is especially rapid, temporary or outsourced assistance will be required.

7. The Council should recommend and take other actions to provide incentives for smaller PSAPs (three positions or less) to utilize core NG9-1-1 services in lieu of local backroom equipment. The maintenance savings on legacy backroom PSAP equipment can rapidly pay for hosted NG9-1-1 solutions. Larger PSAPs may wish to have a local instance of the host, and use the cloud for additional/backup instances. The largest PSAPs should be self-contained as much as possible, and use the cloud as a last resort. The purpose is to distribute risk and points of failure while arriving at an efficient cost structure.

8. The Council should develop and issue an RFP for a NG9-1-1 service provider to provision the core 9-1-1 call delivery applications that will utilize the ESInet. This service provider should be managed either directly via the Council, or indirectly via OITS, or via a separate outsourced management company with expertise in NG9-1-1. Management staffing for the Council or for OITS must be considered.

Walt Way noted that the state's ESInet and the OITS put Kansas ahead of other states to implement NG911. Walt Way noted other states still have legislative impediments to moving ahead on NG911. With SB 50 and SB 384 passed, Kansas is in a good position for its legal basis for NG911.

Richard Vogt moved and Rob Roberts seconded a motion to accept the report submitted by L.R. Kimball. The motion passed.

Chairman Way turned to the GIS Task Force Report. Jessica Frye referenced her notes on the GIS Scope of Work Discussion. The group has two GIS contractors in the group, but these contractors abstained from the meeting out of concern for the perception of conflict of interest. The group reviewed the Pro West Report. Jessica Frye discussed the problems with addressing standards, saying there are addressing standards available, but no one is following these standards because there is no enforcement for addressing standards. She noted as an example one county that has addresses in the wrong location. The group questioned whether legislation was needed to fix the addressing problem. The group talked about the L.R. Kimball project. They reviewed the \$1.8m projection to fix what they had – the group expects the cost to be higher. In reviewing the 2008-11 grants provided by the Governor's Grants Office, Jessica Frye found 76 were for GIS costs. Based on this information, she expects the costs to be actually higher than the costs given in the L.R. Kimball report. She said a new survey would go out to PSAPs about GIS Operations Committee to review the survey. The survey will go out

with a cover letter coming from the Operations Committee. The LCPA will send out the survey and cover letter – Jessica will send the survey to the LCPA and the Michele Abbot will send the cover letter to the LCPA. Michele Abbott said PSAPs will need more time to review the survey because another department other than the PSAP will likely have to review it.

Senator Pat Apple raised questions about wireless capability for residential phone numbers – is the mapping project geared towards the changes in technology? We should keep in mind that changes in technology may make mapping less of a concern. Jessica explained that the Next Generation phone call will hit GIS data to determine its routing – so GIS data is absolutely necessary for Next Generation. Mapping abilities are still necessary for the 911 dispatchers in order to find the person calling 911. Richard Vogt and Keith Faddis discussed the routing of phone calls and the importance of the GIS data in routing phone calls.

Jessica Frye discussed a single statewide contract at the GIS meeting, and the committee overwhelmingly recommended a statewide contract for managing GIS, and noted the recommendation of the group on page 5. Jessica Frye noted that a single vendor is unlikely to handle all three roles of gap analysis, QA/QC and the work contract. Richard Vogt agreed that a single vendor for all database clean-up work projects was not likely, although it would be preferred. Jessica Frye said they would use the existing NENA standards until the new NENA NG911 standards were approved.

Jessica Frye said the group decided that, if there was not enough funding for all PSAPs and the data layers, we should not limit the PSAPs participating, but limit the number of data layers.

Jessica Frye said the group discussed items for the criteria/condition for grants (page 8 of notes). There was discussion on offsite back-up. It was expected this concern will be addressed when regionalization occurs. The group also said it would be helpful for the PSAPs to maintain a GIS data point of contact.

Jessica Frye summarized her group's findings as follows:

- Do single statewide contact for multiple vendors.
- Contract for gap analysis and QA/QC and contract separately for database clean-up work – should not find single vendor for both. One should be hired for two roles, another vendor for the third contract.
- At minimum, the vendor will need to meet NENA NG911 standards.
- If the project must be limited due to costs, we will prioritize GIS data, if necessary, by data layers, not by number of PSAPs participating.
- PSAPs should back up data offsite.
- Give preference for awarding grant funds to those jurisdictions that work together.

Senator Francisco asked for clarification about how many vendors could serve in the contracting roles, and Jessica Frye said she would amend the sentence relating to the number of contractors needed for the project.

Senator Francisco asked if the preference for awarding grants would be based on contiguous relationships and not a requirement that they co-apply for the grants. Mike Napolitano asked about grouping by homeland security regions. Walt Way asked if there was another natural grouping of PSAPs. Mike Napolitano discussed the method of bidding used by KWEAB and asked about the timeline for the RFP. Senator Francisco asked if the Council wants a plan from the PSAPs on how they will manage the project and maintain the equipment. Walt Way suggested a possible MOU with each jurisdiction on maintaining the equipment. Michele Abbott raised concerns about project management.

Jessica Frye reviewed her draft RFI (Request for Information). She noted that the RFI contains 12 questions for vendors. Mike Napolitano asked if the Council will send the RFI to a certain list of vendors, and Jessica Frye said there are certain vendors known to have expertise in this area. Walt Way asked about regionalization and Jessica Frye said she could add a question relating to regionalization to the RFI. She asked the Council members to review the RFI and get back with her with comments by the October 15 meeting.

Walt Way noted that the next meeting for the 911 Council is October 15 at the Ramada Inn in Topeka.