

## **Text-To-911 on the Kansas Statewide Hosted Call Handling System**

**SMS** Text-to-911 is coming to the Kansas Statewide Hosted Call Handling System! In an effort to keep our participating PSAPs informed of the implementation process we are providing this information. This document will cover three topics: Timeline for implementation, Training and Wireless Carrier testing. We will follow up this document with an implementation package containing additional information, sample policy for operationalizing Text-to-911 and sample media and public relations materials.

### **Timeline**

SMS Text-to-911 will require a software update to Release 6.1 SP1. This software update will require a Tiger Team technician at your PSAP. The anticipated time to update each workstation is 5 minutes. No reroute is anticipated for this update. Workstations will be updated one at a time. The timeline for the update to R6.1 SP1 is September 18 – 22, 2017 for the Wichita Host and September 25 – 29, for the Topeka Host. You should anticipate a Tiger Team Technician arriving at your PSAP during one of those time periods.

The schedule for PSAP visits for the SP1 update is:

<b>PSAP</b>	<b>HOST</b>	<b>DATE</b>	<b>AM/PM</b>	<b>TECH</b>
MORTON	Wichita	9/19/2017	AM	Morgan
STEVENS	Wichita	9/19/2017	AM	Morgan
MEADE	Wichita	9/19/2017	PM	Morgan
CLARK	Wichita	9/19/2017	PM	Morgan
STANTON	Wichita	9/19/2017	AM	Holmes
GRANT	Wichita	9/19/2017	AM	Holmes
HASKELL	Wichita	9/19/2017	PM	Holmes
GRAY	Wichita	9/19/2017	PM	Holmes
GREELEY	Wichita	9/19/2017	AM	Peterson
WICHITA	Wichita	9/19/2017	AM	Peterson
SCOTT	Wichita	9/19/2017	PM	Peterson
LANE	Wichita	9/19/2017	PM	Peterson
HAMILTON	Wichita	9/19/2017	AM	Kramer
KEARNEY	Wichita	9/19/2017	AM	Kramer
FINNEY	Wichita	9/19/2017	PM	Kramer
LYON	Wichita	9/19/2017	AM/PM	Parmalee
BUTLER	Wichita	9/19/2017	AM	Wimberly
BUTLER-AUGUSTA	Wichita	9/19/2017	PM	Wimberly
BUTLER-ANDOVER	Wichita	9/19/2017	PM	Wimberly
FORD	Wichita	9/20/2017	AM	Holmes
HODGEMAN	Wichita	9/20/2017	PM	Holmes
PAWNEE	Wichita	9/20/2017	PM	Holmes



PSAP	HOST	DATE	AM/PM	TECH
EDWARDS	Wichita	9/20/2017	PM	Holmes
PRATT	Wichita	9/20/2017	AM	Morgan
STAFFORD	Wichita	9/20/2017	AM	Morgan
COMMANCHE	Wichita	9/20/2017	PM	Morgan
KIOWA	Wichita	9/20/2017	PM	Morgan
BARTON	Wichita	9/20/2017	AM	Peterson
CHASE	Wichita	9/20/2017	PM	Peterson
RICE	Wichita	9/20/2017	AM	Kramer
McPHERSON	Wichita	9/20/2017	PM	Kramer
WOODSON	Wichita	9/20/2017	AM	Parmalee
ALLEN	Wichita	9/20/2017	PM	Parmalee
GREENWOOD	Wichita	9/20/2017	AM	Wimberly
ELK	Wichita	9/20/2017	AM	Wimberly
COWLEY	Wichita	9/20/2017	PM	Wimberly
RENO	Wichita	9/21/2017	AM	Holmes
RENO (YODER)	Wichita	9/21/2017	PM	Holmes
BARBER	Wichita	9/21/2017	AM	Morgan
KINGMAN	Wichita	9/21/2017	AM	Morgan
SUMNER	Wichita	9/21/2017	PM	Morgan
WILSON	Wichita	9/21/2017	AM	Wimberly
MONTGOMERY-INDEPENDENCE	Wichita	9/21/2017	PM	Wimberly
SEDGWICK	Wichita	9/22/2017	AM/PM	DH, BM
LABETTE-OSWEGO	Wichita	9/22/2017	AM	Wimberly
LABETTE-PARSONS	Wichita	9/22/2017	PM	Wimberly
CHEYENNE	Topeka	9/26/2017	AM	Peterson
RAWLINS	Topeka	9/26/2017	AM	Peterson
DECATUR	Topeka	9/26/2017	PM	Peterson
NORTON	Topeka	9/26/2017	PM	Peterson
WALLACE	Topeka	9/26/2017	AM	Kramer
LOGAN	Topeka	9/26/2017	AM	Kramer
THOMAS	Topeka	9/26/2017	PM	Kramer
SHERIDAN	Topeka	9/26/2017	PM	Kramer
MORRIS	Topeka	9/26/2017	AM	Parmalee
NESS	Topeka	9/27/2017	AM	Peterson
RUSH	Topeka	9/27/2017	AM	Peterson
ELLIS	Topeka	9/27/2017	PM	Peterson
RUSSELL	Topeka	9/27/2017	AM	Peterson
REPUBLIC	Topeka	9/27/2017	AM	Kramer
JEWELL	Topeka	9/27/2017	AM	Kramer
MITCHELL	Topeka	9/27/2017	AM	Kramer

LINCOLN	Topeka	9/27/2017	PM	Kramer
ANDERSON	Topeka	9/27/2017	AM	Parmalee
OSBORNE	Topeka	9/28/2017	AM	Peterson
CLOUD	Topeka	9/28/2017	AM	Peterson
ELLSWORTH	Topeka	9/28/2017	AM	Kramer
OTTAWA	Topeka	9/28/2017	AM	Kramer
CLAY	Topeka	9/28/2017	PM	Kramer

Upon completion of the R6.1 SP1 update, configuration and testing of SMS Text-to-911 will be completed for the Topeka Host. This work has already been completed on the Wichita Host utilizing Vesta R6.1 HF4 software. This work will migrate forward with the SP1 update. Once the configuration and testing is complete on the Topeka Host, we will begin Wireless Carrier testing at each PSAP. This testing will begin on October 16 and will conclude on November 1. At the conclusion of the Wireless Carrier testing, the Council will make a statewide press release announcing the availability of Text-to-911 for the participating Counties. We would encourage each of the participating Counties to make their own press release to their local print media. We have produced two public service announcements in video format for release to television stations serving Kansas and two longer videos (approx. 3 minutes) for use in educating the public on use of text-to-911. In the next few weeks, these will be made available to the PSAPs through the website, [www.kansas911.org](http://www.kansas911.org).

### **Carrier Testing**

To streamline the implementation of Text-to-911, the Council has agreed to provide testing of Text-to-911 for the Wireless Carriers. To accomplish this in the shortest timeframe possible, we will utilize three testing teams. One member of each team will be a Council representative and we are asking the PSAPs to provide an individual to complete the testing team. The Council representative will be in the PSAP, while the PSAP representative will be in the field initiating the test messages. The Carrier testing will require two texts each from two separate devices be made to 911. Upon successful completion of the tests, the Council Representative will move on to their next assigned PSAP Jurisdiction. The Council will provide the devices to conduct these test texts. A follow up email to this notification will be forthcoming to identify the test personnel being provided by each PSAP.

The schedule for Carrier Testing is:

Date	Team 1	Team 2	Team 3
10/16/2017	Stevens Co. Morton Co.	Hamilton Co. Kearny Co.	Stanton Co. Grant Co.
10/17/2017	Haskell Co. Finney Co.	Gray Co. Meade Co.	Clark Co. Ford Co.



Date	Team 1	Team 2	Team 3
10/18/2017	Comanche Co. Kiowa Co.	Edwards Co. Pawnee Co.	Hodgeman Co. Pratt Co.
10/19/2017	Barton Co. Stafford Co.	Barber Co. Rice Co.	Reno Co. Kingman Co.
10/20/2017	Sumner Co. Sedgwick Co.	McPherson Co. Cowley Co.	Butler Co. Andover PD Augusta DPS
10/23/2017	Scott Co. Wichita Co.	Greeley Co. Wallace Co.	Logan Co. Gove Co.
10/24/2017	Cheyenne Co. Rawlins Co.	Thomas Co. Sheridan Co.	Decatur Co. Norton Co.
10/25/2017	Lane Co. Ness Co.	Rush Co. Ellis Co.	Russell Co. Osborne Co.
10/26/2017	Harvey Co.		
10/27/2017	Ellsworth Co. Lincoln Co.	Mitchell Co. Jewell Co.	Republic Co. Cloud Co.
10/30/2017	Ottawa Co. Clay Co.	Morris Co. Chase Co.	Lyon Co. Greenwood Co.
10/31/2017	Harper Co.		
11/1/2017	Elk Co. Woodson Co.	Labette Co. Parsons PD Montgomery Co.	Wilson Co. Allen Co. Anderson Co.

## **Training**

Text-to-911 will be rolled out to the PSAPs on the system with a default screen layout for all PSAPs. The Tiger Team Technicians will add the text elements to the PSAPs existing call handling screen and that screen layout will be utilized for Wireless Carrier testing. A training course for users will be made available through the Kansas Knowledge Center. This training course will consist of a video and a short quiz. The training course will be made available on the Knowledge Center beginning September 11<sup>th</sup>. The course will remain on the Knowledge Center, for new hire and refresher training, indefinitely. All Dispatchers within a PSAP must complete this training course prior to October 16, 2017.



**Should** you have additional questions, feel free to reach out to Lori Alexander ([lori.alexander@kansas911.org](mailto:lori.alexander@kansas911.org)) or Scott Ekberg ([scott.ekberg@kansas911.org](mailto:scott.ekberg@kansas911.org)) for assistance.

