

911 Coordinating Council
Minutes
October 17, 2016

Council Members in Attendance: Michele Abbott, John Alcala, Robert Cooper, Jay Coverdale, David Cowan, Chairman Dick Heitschmidt, Kathryn Kuenstler, John Fox, Rep. Kyle Hoffman, Sen. Marci Francisco, Mike Leiker, Kerry McCue, Bob McLemore, Josh Michaelis, Ken Nelson, Lance Royer, Colonel Chris Stratmann, Jimmy Todd, Michael Albers and Ellen Wernicke.

Council Members Absent: Robert Boyd, Frank Denning, Keith Faddis, and Rusty Griffin.

Also in attendance were Scott Ekberg, Melissa Wangemann, Phill Ryan, and others attending the APCO conference. Chair Heitschmidt asked those in attendance to introduce themselves.

Chairman Dick Heitschmidt called the meeting to order at 10:08 a.m. He asked Melissa Wangemann to call roll and record the attendance. He then called on Sherry Massey to provide a special presentation on the "History of 911 in Kansas and the Road Ahead." She talked about the evolution of 911, noting the changes from E911 to NG911 and saying that GIS replaces ESN as the director of 911 traffic.

Chairman Heitschmidt called the Council's attention to the August minutes. Kathryn Kuenstler moved and Kyle Hoffman seconded the motion to approve the minutes. The motion passed.

Dick Heitschmidt called on Melissa Wangemann to give her report. Melissa Wangemann provided the LCPA report. She reviewed the PSAP distribution chart with the members of the Council, explaining each column and the totals given to the PSAPs from the 911 fees. Scott Ekberg noted that last year's distribution seemed to be down about \$200,000 and this year's distribution seems to be following the same trend. Representative Kyle Hoffman asked why the number was down. Melissa Wangemann said KAC Finance Director Dennis Kriesel had reviewed that question in the last year, and she will review those communications to refresh her memory on his conclusions. Scott Ekberg said he believed the conclusion was that fewer people were using hard-wire phones and thus the number of phones paying the fee is lower. She also reviewed the handout showing the budget of the Council and the actual expenditures of the Council. She said the July 31st bank statement showed a balance of \$14,922,695.25 in the 911 State Grant Fund.

Dick Heitschmidt provided the Executive Committee report, noting that Keith Faddis is retiring, after being an original member of the Council. He reviewed the membership of the Council and noted the Senate Republican representative is absent, and the KAC representative will become absent after January. Dick Heitschmidt noted the progress on the legislative post audit. He said the executive committee met in Hutchinson to discuss the strategic plan for 2017. The committee is working on the first draft of the legislative report as well, and will be working to finalize it. He said the text-to-911 6.0 AT&T system update will be done in early 2017.

He asked Colonel Stratmann to discuss the new 911 Council logo, who noted that consistent branding was important to the Council and he discussed the new logo and the restrictions on incorporating the state seal, which they did not use.

Chief Heitschmidt discussed the cyber security workshop that will be presented November 3rd by Rep Tom Sloan and CITO Phil Wittmer. Others from the 911 Council will be attending.

Chief Heitschmidt noted that the State of Oregon asked Kansas to attend their meeting, and Randall White attended the meeting because it was during the Kansas APCO conference.

Chief Heitschmidt reported on the Request for Proposals for the LCPA service. He reviewed the process and the attempt to sole source the contract with KAC. He said the RFP was issued and two proposals were received. He gave the dates for the posting of the RFP and noted that two bids were received, from Nonprofit Solutions and KAC. An advisory committee was appointed, which included Michele Abbott, Jay Coverdale, Randall White, Scott Ekberg, Dick Heitschmidt, Chris Stratmann and Neal Farron with Division of Purchasing. They reviewed the technical bids and decided to meet with Nonprofit Solutions to make sure they understood the work. It was determined that both could do the work, and NSI prices were \$125,000 for the first year and then \$127,500 for the second year. KAC's price was \$200,000. The Advisory Committee recommended that the Council award the contract to NSI. NSI currently represents 17 other nonprofits and they have 70 employees. Colonel Stratmann interviewed two of the groups that they service and said they were very happy with their level of service. Rep. Kyle Hoffman asked about the relationship benefits by using KAC. Scott Ekberg said we will lose the continuity and Melissa Wangemann's knowledge of 911, but if a county has a contrary opinion to the 911 Council it might reduce conflict to have a different LCPA. Senator Marci Francisco offered up her thanks to KAC for helping establish the council. Lance Royer moved to accept he bid of NSI and Colonel Chris Stratmann seconded the motion. Dick Heitschmidt asked Melissa Wangemann to take a roll call vote and 12 votes were in favor of awarding the contract to NSI.

Michele Abbott provided the Operations Committee report. She gave a final recap of the expenditure reports, noting that there were 223 questionable reports and found 186 were allowable, with 18.5% found to be unallowable. Out of the expenditures, 35 were deemed unallowable. She said one PSAP wants to appeal the decision of the 911 Council. Michele Abbott reviewed the legal process for appealing the decision of the Operations Committee.

Michele Abbot discussed the Work Plan deliverable on the learning management tool. This will allow for statewide training and certification. Ellen Wernicke provided an update on vendor demonstrations with a contract awarded to FirstNet Learning Center to provide the educational programs, which will be rebranded to the 911 Council. The system will be a communication system for PSAPs to communicate with Lori and Scott and create a certification process to meet the standards adopted by the 911 Council. They can use the system to upload training, modules, tests and videos. Ellen Wernicke noted that the kickoff meeting is November 1 with the CEO of First Net flying in for the kickoff. Scott Ekberg said the budgeted expense for the

project was \$30,000 and the cost is \$14,700 for the year. Michele Abbott thanked the committee for their work on this project.

Michele Abbott turned to Josh Michaelis to discuss the text-to-911 program and the public education that will go along with it, including the press release kit that was created to explain the program. He said the committee will work on a video release for the hearing impaired. The documents will be available on the 911 website. Rep Kyle Hoffman asked if the text-to-911 solution would be available to those who are not on the state system, and Josh Michaelis said the policy would be available to them. The brochure is specifically tailored to the state system.

Scott Ekberg said he created a Text-to-911 position paper, and discussed its contents. He said the paper establishes the Council's position that K.S.A. 12-5380 requires PSAPs to take all wireless 911 calls originating within their service area and that texts-to-911 are wireless 911 calls. PSAPs are required by the statute to either take the calls directly or by contracting with another PSAP to take the calls. He noted there was a lawsuit over the ADA position on texting 911. He said a standalone system cannot transfer a text-to-911 call. He said those PSAPs within the state system can transfer the text message. They will have to be on the statewide radio system to directly dispatch responders to a text-to-911 message. Michele Abbott moved to adopt the position paper and Kerry McCue seconded the motion. The motion passed.

Michele Abbott noted that the NASNA conference would be coming up at Kansas City, and noted that Sherry Massey would be presenting at the conference. She said the Kansas APCO conference for next spring will be in Johnson County. She suggested a joint conference between APCO and the 911 Council next fall. Michele Abbott discussed the work plan deliverable for supervisor standards due in 2016, and asked that they be moved to a 2017 deliverable. Senator Marci Francisco moved to change the 2016 deliverable to 2017 and Jay Coverdale seconded the motion. The motion passed.

Jay Coverdale provided the Technical Committee report. He reviewed the program management document that reviews the projects and noted that every item is on time and within the budget. He said the text-to-911 airbus program is being tested and should be ready by January. The technical committee has formed a security sub-committee and is working with security experts including employees of Kansas Fiber Network and Nex-Tech. The infrastructure security audit with AT&T will be October 24 and that will be the second audit on their security principles.

Ken Nelson gave the GIS Committee report. Ken Nelson said GIS remediation is complete. He received the first data delivery in August, and the map is now all green to show completion of the project. He said the data update participation from PSAPs is good. He also reviewed the data maintenance training schedule with the upcoming dates, noting there is one during the APCO conference. He reviewed the data maintenance escalation policy and the maintenance administrative regulation. He also discussed the statewide orthoimagery program.

Scott Ekberg gave his administrator report. He reviewed the status report and noted 38 deployed PSAPs and also noted the standalone systems. He expects 50 deployed sites by the end of the year. Scott Ekberg said he was concerned about Doniphan, Marshall, Osage and Crawford counties because they are standalone systems and will become extremely expensive to operate in the future.

Scott Ekberg discussed the text-to-911 and said they are expecting the release from AirBus in November or possibly December. The PSAP cuts in December prevent installing the new release until January. The wireless companies will start delivering texts after the new release. He hopes that by spring the text-to-911 program will be completed on the statewide system. Scott Ekberg discussed the push from the FCC for real time text, which is actually exchanging the key strokes in real time.

Scott Ekberg reviewed the call volume chart, noting the high percentage from wireless lines. He turned discussion over to Lori Alexander for updates on the website and PSAP relations. She discussed website updates and the portal that allows for the expenditure reports and security audits. She is trying to make the website more user-friendly and easier to find things. She is moving the minutes on the website and using the news flash section and calendar section. She said she had been talking to PSAPs and trying to foster relationships with them. She said she and Jay Coverdale will be performing security audits.

Under new business, Dick Heitschmidt raised the issue of the FirstNet Learning contract that was entered into by the executive committee and signed by Scott Ekberg, which was not approved by the full council. Sen Marci Francisco moved to ratify the action in approving the FirstNet learning contract previously signed by Scott Ekberg and approved by the Executive Committee. Lance Royer seconded the motion. The motion passed.

Kyle Hoffman said he and Sen Francisco wanted to thank everyone for their work on NG 911.

The meeting was adjourned at 12:16 p.m.