



# Kansas NG9-1-1

## Regular Council Meeting Minutes

**Monday, April 10, 2017**

### 1 Call To Order

Chairman Heitschmidt called the Kansas 911 Coordinating Council (“Council”) meeting to order at 10:01a.m.

### 2 Roll Call

#### **Council Members in Attendance**

Michele Abbott, John Alcalá, Troy Briggs, Jay Coverdale, Robert Cooper, David Cowan, Jerry Daniels, John Fox, Marci Francisco, Adam Geffert, Dick Heitschmidt, Kyle Hoffman, Kathy Kuentler, Michael Leiker, Kerry McCue, Robert McLemore, Josh Michaelis, Ken Nelson, Chris Stratmann, Ellen Wernicke

#### **Council Members Absent**

Mike Albers, Larry Dexter, Rusty Griffin, Lance Royer

#### **Also in Attendance**

Lori Alexander, Eileen Battles, Scott Boden, Toyia Bulla, Jason Conn, Scott Ekberg, Stacen Gross, Bruce Hardesty, Sherry Massey, Phill Ryan, Gayle Schwarzrock, Becky Stewart, Randall White

### 3 Approval of Minutes

Chairman Heitschmidt inquired if the Council members had reviewed the minutes from the February 3, 2017 meeting and had any questions or concerns. No questions or concerns were raised. On a motion by Sheriff Troy Briggs to approve the minutes, seconded by Kathy Kuentler, the motion to adopt the February 3<sup>rd</sup> minutes passed. Chairman Heitschmidt also inquired if the Council members had reviewed the minutes from the March 21, 2017 meeting and had any questions or concerns. No questions or concerns were raised. On a motion by Josh Michaelis to approve the minutes, seconded by Robert McLemore, the motion to adopt the March 21<sup>st</sup> minutes passed.

### 4 Approval of Agenda

### 5 Presentations

#### 5.1 LCPA Report

Toyia Bulla presented the February financials. The Council is well under the benchmark at 1.6% to date on spending, with the cap at 2.5%. The Bank Activity Report reflected a balance of \$14,732,648.81 as of February 28, 2017, for the two funds (911 State Fund and 911 Grant Fund) combined. No questions regarding the financial reports.



## 5.2 Chairman Report

**Meet and Greet With Eric Winebrenner.** Chairman Heitschmidt introduced Eric Winebrenner, the Public Safety Program Director at MARC.

**AT&T Public Relations Video.** Video unavailable at meeting. The link is available on the K911 website.

**LCPA Transition.** Michele Abbott discussed the transition between LCPA's and concerns that had arisen. Ms. Abbott advised that she has heard positive feedback from PSAP's on delivery and timely payments. She reported that PSAP's are very happy and satisfied with the transition. Scott Ekberg advised he had originally had concerns as well with the transition itself, but that NSI has done a fantastic job in getting fees flowing in for wireless providers and service providers.

**Upcoming Council Vacancies and Appointments.** Lance Royer has submitted his resignation from the Council in line with his recent retirement from Shawnee County. Jimmy Todd has also resigned from the Council. Mr. Todd submitted a few names for the Council to look into for the Rural Independent Telco spot that he is vacating, and the Council will be looking at options to fill Lance's PSAP's over 75K position as well.

**9-1-1 Goes To Washington.** The executive committee traveled to Washington, DC in February. The committee met with Senator Moran's office and briefed them on what is going on in Kansas and where Kansas is in relation to Next Generation 911 (NG911), as well as future plans relating to NG911. The impression was that they were very impressed with the progress made, and had not previously had much insight into what was being done with NG911.

Chairman Heitschmidt called on Jay Coverdale to give the Council an overview of the trip. Mr. Coverdale advised that the day after the meeting with Senator Moran's office, he, Sherry Massey, and Ken Nelson deposited information into all of the representatives' offices, as well as Senator Roberts' office, regarding Kansas's progress with NG911, and the need for their support going forward in acquiring additional funding for NG911. There was also emphasis on other states that are behind on NG911. Chairman Heitschmidt advised the Council is anticipating visits from representatives, including Senator Moran's office, to tour a PSAP and see first-hand how NG911 is functioning.

Chairman Heitschmidt discussed a meeting with the Chief of Staff of the new FFC Chair, Ajit Pai, that he and Mr. Coverdale had during a luncheon at the conference. Mr. Pai is from Parsons, Kansas and an invitation was extended to him as well to come and see how NG911 is progressing in Kansas. Chairman Heitschmidt is confident that will be set up in the near future. Currently, Parsons and Labette are scheduled to go live on the system in the first week of May 2017.

Chairman Heitschmidt also advised the Council on a draft bill taken to the hill during the conference titled "Next Generation 9-1-1 Act of 2017", which was presented by Senator Nelson from Florida and Senator Klobuchar from Minnesota.

Additionally, Chairman Heitschmidt advised that while at the conference, other states reached out including Oregon, Washington, Nebraska, and Oklahoma, requesting assistance in moving forward with NG911 in their states. Kansas is happy to assist with this process to get more states involved.

**ESInet.** Chairman Heitschmidt reiterated the March 21, 2017 meeting discussion regarding the progression of the nationwide ESInet and moving into the i3 architecture and geospatial routing. Kansas is set to be the first state in the union to have a full blown i3 architecture NG911 system. Chairman Heitschmidt highlighted Sherry Massey's role in the GIS portion of this successful endeavor, and the positive impact she has made overall.



### 5.3 Executive Committee Report

**Legal Support.** Colonel Chris Stratmann advised on the agreement with the Attorney General's Office to provide legal counsel for the Council. The AG's Office assigned Cheryl Whelan as primary counsel, and Craig Paschang as her back-up. Colonel Stratmann and Mr. Ekberg have met with Ms. Whelan and for clarification purposes inquired if the 911 Coordinating Council is considered a state agency. Ms. Whelan did advise it is not a state agency and that the Act states the Council is not authorized to have employees per se, and therefore services must be provided through the LCPA or through reimbursement of other state agencies for salary. This is how the Council is operating now.

Another question posed to Ms. Whelan was if the Council has the authority to mandate training standards. The Act states the Council has the authority to mandate regulations and policy, but uses the word "recommend" when it comes to standards. There are currently 1 or 2 counties challenging the Council's authority to do so. Ms. Whelan advised that since the MOA is entered into voluntarily by a jurisdiction, then that jurisdiction is agreeing to abide by the standards within the MOA. Therefore, the AG's opinion is that the Council does have the authority to mandate standards for those entities signing the MOA. An issue that Ms. Whelan did bring to light was in regard to an audit function. She advised she was not clear on what the Council was doing to audit that process, or if it was required as a mandate. Colonel Stratmann and Mr. Ekberg discussed the concern. Overall, a training plan is required out of every PSAP on the system, and in turn the PSAP can provide where they are going with regard to the standards. Training will be provided to the PSAP's. The idea of a self-inspection checklist is being discussed. Colonel Stratmann and Mr. Ekberg will get back to Ms. Whelan with the plan.

Another legal issue relating to standards is in regard to liability. There is a county concerned about third party liability when it comes to adhering to the standards. The issue presented was that if they sign an MOA that says they are adhering to standard X, then an incident happens where someone is injured or killed in regard to a 911 call, and that county has not met those standards, is that county then liable because they did not meet the standard? Ms. Whelan agreed that language could be added to the MOA, that would protect the PSAP's as it currently does the Council. However, she also indicated that because professional standards already exist for PSAP's, that the PSAP could still be held liable regardless of whether they sign the MOA or not.

Kathy Kuenstler advised that the training sub-committee had worked through a certification process to recommend, and noted that the knowledge center is set up to oversee that process as well. She advised Colonel Stratmann that they should have additional information to provide to Ms. Whelan regarding the training standards. Colonel Stratmann advised he would get them in contact with one another, and that as of now, for those PSAP's that have not signed an MOA, it would be a recommendation and for those who have signed an MOA, the Council has the authority to mandate it.

The final issue that was discussed with the Attorney General's office was in regard to term limits. This is still an ongoing discussion with their office, but their point of view is that a member may serve no more than two consecutive three-year terms. However, there was some specific language in the bill passed in 2012 that will need to be researched that may set out that initial terms may not count toward those consecutive terms. At the time the bill was passed, the Council had set up staggered terms so that everyone did not come off the board at the same time. Michele Abbott and Chairman Heitschmidt are working on this.

**Relationship of 911-Related Programs.** Colonel Stratmann discussed the significance of NG911, NESInet, and FirstNet as being big capabilities that are either already enacted, where the Council is about to go, and future goals. AT&T was the recent awardee for FirstNet. There have been a lot of articles written and testimony to Congress on the importance of those capabilities being layered and



working together. The specific focus is at the PSAP level, as that is the hub of where the three entities come together. The Governor does have the option to opt-out. By the end of the calendar year AT&T is to have delivered their state plan to every state. Once that is done, the Governor has to make the decision whether to opt-in to the FirstNet plan and take it as presented, or opt-out and the state will agree to build out its own radio access network, wherein the state would take on the responsibility of building out that network and operating it. There has been discussion with the Governor's office on the advantages of working with AT&T, and his office has been encouraged to choose the opt-in solution. In visiting with AT&T on both the DC trip and locally, they see the opportunity for Kansas to be a marquee application of all these capabilities on top of each other. Colonel Stratmann pointed out Chairman Heitschmidt's prior mention of Kansas already leading the nation on the NESInet, and if the Governor were to choose the opt-in option, that would provide a seamless opportunity for the state.

**AT&T Public Safety.** Chairman Heitschmidt asked Colonel Stratmann to pose a question he had presented to him earlier in the week to the meeting participants. Colonel Stratmann reiterated the AT&T solution, which is immediate quality, priority, and preemption (QPP) on all bands that AT&T already operates on, not just band 14. This means that with a sim card change, the devices first responders already own would get QPP on all bands that AT&T operates on. That gives nearly 99.7% coverage to the United States, not just Kansas. AT&T also advised there will be no device charge right away, coverage on all bands, and the price point is going to be at or below the current market cost that jurisdictions are paying.

Michele Abbott gave her feedback on the significance of the D Block legislation only regarding band 14, and that AT&T is saying everything. They didn't just meet the needs of the contract, they went over and above. Colonel Stratmann advised the main reason for that is to provide the necessary coverage from day one.

Colonel Stratmann's public safety question that Chairman Heitschmidt mentioned was, "Do you want QPP on devices you already own at or less than you are paying now before the end of the year, or do you want an unknown solution at an unknown price in 2-3 years?" With the way the Act is structured, if the state were to choose to opt-out and build its own system, it would take 2-3 years to have that capability built. Ms. Abbott mentioned the significance of funding between the options as well, and Colonel Stratmann reiterated that there will be funding available both for those who opt-in and opt-out, but there is a huge gap as far as those opting-in receiving greater funding because of the advantage that FirstNet has compared to an individual state, and the increased amount of risk for a state to attempt to build on their own.

Chairman Heitschmidt requested discussion and feedback from the Council on FirstNet and the opt-in and opt-out options the state has. His input is that the only way to go is to opt-in, because of where we are, what has already been accomplished with NG911 and what we're about to do with the nationwide ESInet, along with the significant fact that the same company is building all 3.

Ellen Wernicke voiced her input that she feels it would be hard not to agree with the opt-in solution. She inquired about the urgency as far as a timeline when the Governor needs an answer. She also advised she believes the Governor had asked for a letter as to what the regions are wanting to do. Ms. Abbott responded and advised that when Mr. Hinkle, the 911 representative for FirstNet, spoke last June, he indicated that if there was an integration cost to FirstNet from the 911 network, that would be borne by 911, unless it was specifically written in the state plan. She feels that is a non-issue if everything is AT&T. However, if the Governor were to opt-out, and the state creates its own network, there could be an integration fee that would be borne by 911 to integrate those networks. Colonel Stratmann responded and advised that the perception from the Governor's office is that public safety has been relatively silent on this. Therefore, if public safety does not want to be perceived as being



silent, then they need to stand up and say how they feel. Ms. Abbott inquired about a deadline on a response to the Governor's office, and Colonel Stratmann advised there is currently not one. He feels that public safety had been silent because they didn't know what AT&T had to offer, but now that it is known, it's time to speak up.

Kathy Kuentzler advised there is a lot of discussion in her area with the organizations she deals with. Colonel Stratmann advised the Public Safety Broadband Outreach Coordinators have been going to several meetings for the past few years. Scott Ekberg commented and agreed with the Colonel, in that there hasn't been a lot to say until now. Now that the details of what opting-in means are known, it makes more sense. Kerry McCue commented and advised that he spoke with the Executive Director of the Board of EMS, and the current President of the Kansas EMS Association, and believes they are going to sign a compliant letter in support of the opt-in solution, that will go to the Governor's office shortly. Colonel Stratmann reiterated the feeling that the Governor doesn't get the sense of urgency due to lack of communication from public safety, but he feels there is urgency if we want to take advantage of the AT&T relationship. If we decide not to, then in a year or so, someone else will be first and have the attention of AT&T.

Ellen Wernicke inquired if Colonel Stratmann wants the Council to do a letter similar to what EMS is doing. Chairman Heitschmidt responded and inquired the same – if this group feels comfortable with taking a stand, then they could authorize the Chairman to write a letter to the Governor telling him that the full Council voted to support opt-in. Jay Coverdale spoke up and advised before that request is made, he would like to represent the Council's and the technical team's perspective on 911. He advised he agrees with Ms. Abbott a lot in that integration between these services are what he is most interested in seeing. He went on to say that it's unknown what it will look like and what the mechanics are, but just by having a common provider in both of those spaces, helps him to feel comfortable from a technical perspective on how that integration would work and how it would be secured. Chairman Heitschmidt agreed and advised that one of the discussions he had with AT&T in Washington was that if we are going to be one of the early people, that he would like our technical people to get behind their curtain. He believes they will give some insight, and they are going to want some discussion and input on how it all works. It's been that way all through the NG911 project, and it is the expectation that the same will happen as we progress through both the ESInet and FirstNet.

Representative Jon Alcala commented and advised he could meet with the Shawnee County delegation and get their feedback on doing a letter to the Governor in support of the integration. Chairman Heitschmidt responded that they may ask him to do that and will communicate with Representative Alcala via e-mail regarding the same. Chairman Heitschmidt inquired how the Council feels about doing a letter to the Governor. Representative Kyle Hoffman inquired if the state goes with a national solution, who would be in charge? Also, in the areas of Kansas that AT&T is not the strongest in coverage, how would that work? Colonel Stratmann responded and advised that with regard to the business proposition (i.e. pricing, marketing, etc.), Kansas would not have any input. AT&T would run the business side. The state would still have input as far as who is authorized to have QPP. Ellen Wernicke inquired who would have administrative control. Colonel Stratmann advised it won't be a dynamic capability – it'll either be on or off, based off the subscribers rather than events. Scott advised the state will still have control of assigning QPP priorities. Jason Conn confirmed and advised that AT&T will give the state an option to be able to take control of the network in the event of a major disaster. He further advised that 99.5% of the time it will never be activated. The loading on the system is so that a cell sector will not be overloaded with the number of devices on a single cell sector. Overall, the technology is there at all times. Colonel Stratmann reiterated this and advised if the sim card is in a device, it's turned on. Kathy Kuentzler inquired if it could be any brand of device – such as Verizon or



Sprint, or would it need to be an AT&T device to work. Colonel Stratmann advised once you put a FirstNet sim card in it, it becomes a FirstNet enabled device regardless of the brand.

Michele Abbott responded regarding an inquiry about coverage. She advised that once it is turned on, it will be on with all of AT&T's assets immediately. Colonel Stratmann confirmed and advised they already have sharing agreements with other carriers, such as Verizon and Sprint. Ms. Abbott advised the legislation itself speaks to coverage in rural areas to ensure those areas are covered. Kyle Hoffman inquired about devices with the sim card having priority on the towers no matter who else is trying to call. Colonel Stratmann confirmed that is correct. He further advised that complete coverage for the state is a 5 year plan, so as the build out expands, there will be more and more coverage in the gaps across the state. Scott Ekberg responded and advised that he feels an important point for the Council is the benefit to the call handling system from that increased coverage. AT&T mobility LTE is currently being used as the back-up connectivity for the PSAP's, so any increase in coverage will be more beneficial overall. Chief McLemore inquired when the state can opt-in. Colonel Stratmann advised him it could be effective immediately. The Governor does not have to wait for a state plan to begin. Sherry Massey inquired when the state plan is due out. Colonel Stratmann advised before the end of the calendar year, though he anticipates it will be completed in the fall. AT&T has advised there are less than a handful of states, maybe 2 or 3, that are in a position to be marquee applications, and of those Kansas is most likely in the lead.

Chairman Heitschmidt inquired if there were any additional questions, or if anyone would like to propose a direction for the Council. On a motion by Michele Abbott for the Council to make a request to the Governor to opt-in to FirstNet, seconded by Robert McLemore, the motion passed. Senator Marci Francisco requested that this decision be shared with the chairs, vice-chairs, and ranking minority members of the Utility Committee in the House and Senate, so they are aware of what is being asked of the Governor. Chairman Heitschmidt confirmed with the Council that he is being asked to draft a letter on behalf of the Council and send it to the Governor. He advised he will also send copies to the chairs and representatives as requested by Senator Francisco.

Colonel Stratmann spoke in regard to legislative interaction on this matter. He advised that Phil Wittmer requested that the Legislative Post-Audit do a pre-audit on the feasibility and options available to the Governor in terms of FirstNet. Their report is in draft form, but will be presented to the LPA committee on April 28, 2017. On May 2, 2017, testimonies will be done in front of the Joint Ccommittee on Homeland Security to give a FirstNet update as well. Chairman Heitschmidt advised he will be one of the people giving testimony that day and he will report the Council's vote to opt-in to the committee at that time. Sheriff Briggs inquired if Chairman Heitschmidt will be sending out notice of the Council's decision to other organizations, such as KACP, and Chairman Heitschmidt advised he will be doing so on behalf of the Chief's Association and that Sheriff Briggs should let the Sheriff's Association know as well. Scott Ekberg inquired if a talking point document should be put together documenting the Council's input on opting-in to provide to the other associations and Chairman Heitschmidt advised that Randall White is currently working on that.

**Public Relations Video.** Colonel Stratmann advised that when the Council is able to view the video that was to be presented today, to keep in mind that it is a dynamic video that will continue to be updated as NG911 progresses, especially when Text-To-911 becomes available.

#### 5.4 Operations Committee Report

**Governor Brownback Comes To Hutchison.** Michele Abbott discussed the fires that occurred in Kansas a few weeks ago, which included the Hutchison/Reno County area. Several thousand acres of land were involved north of Hutchison, and the northern part of the city was evacuated. Governor Brownback



came to Hutchison for a luncheon and visited the 911 center. He was given a demonstration of the system and witnessed live calls coming in, along with the mapping and data that came in with the calls. He was very impressed and spoke highly of the work that this group has done. Ms. Abbott spoke with the Governor about work the Council had done in the past, current projects that are underway, and what the Council would like to see come to fruition in the future. Chairman Heitschmidt advised he spent a brief amount of time with the Governor as well, and expressed his position on FirstNet. This meeting occurred prior to the FirstNet award to AT&T, so the discussion involved opting-in if AT&T received the award.

Ms. Abbott further discussed her conversation with the Governor, which included discussion on the solution, what a great tool mapping is, and about the orthoimagery layer, and how it was created to enhance the mapping solution and add to the efficiency of the dispatcher. She also advised the Governor on the partnership with other agencies within the state to be able to utilize that orthoimagery as well. She stressed to him how the Council is constantly working to connect with its partners across the state.

**Meeting With Retired Adm. David Simpson.** Ms. Abbott discussed a meeting with retired Admiral David Simpson of the FFC, that occurred during the 911 Goes To Washington event. Adm. Simpson has been a great advocate of 911 in looking at how the FCC can help PSAP's with location accuracy, as well as reporting outages and their causes to 911 centers. Ms. Abbott advised that the National 911 Office is getting ready to push out their 911 grant. She was able to discuss with Adm. Simpson his thoughts on where the Council needs to be and what we should be doing in order to be receiving of those funds.

**Meeting With Laurie Flaherty.** Ms. Abbott reported on a meeting with Laurie Flaherty from the National 911 Office. Ms. Flaherty gave good feedback on what the Council's message needs to be and what will leave a lasting impression on those we visit with when going to the hill. There was also a discussion of a pilot project being developed with the Department of Defense which involves PSAP's, armories, recruitment centers, and military bases. The project touches base on active shooter and other emergency events that have occurred at recruitment centers and bases, and a gap that needs to be bridged regarding notification back to the base or center to advise those in authority, who need to know in real time, what is going on. There have been 2 webinars presented on this. There are currently a handful of PSAP's that have agreed to participate with the national office on this project, and we are hoping to get more participants, to get Kansas on their radar so when the time comes to make a determination for the project, they will remember Kansas.

**Administration Day.** Ms. Abbott reported on feedback from 911 administrators and supervisors that there is a lot of information going on with 911. She advised they are always welcome to attend meetings, and are brought up-to-date on matters involving NG911. Additionally, they have the opportunity to attend APCO conferences and trainings to gain additional information, and have the chance to meet with the Council. However, with all that is going on, more in-depth meetings would be more suitable to ensure the administrators and supervisors have all of the information they need and are able to ask any questions they may have. As part of the work plan and strategic planning, two administrative days have been scheduled – May 3, 2017, in Garden City, and September 13, 2017, in Topeka. This will allow better discussion and allow more hands-on training with the knowledge center and portal, as well as go over the administrative aspect of what we are doing with the Council and current projects that are being worked on.



**KACP Conference.** The KACP Conference will occur May 8-11 in Overland Park. Ms. Abbott advised that there are several new Sheriffs that came into office this year, as well as turnover in Police Chiefs, and the strategic planning committee wanted to ensure that a continued relationship is garnered with each of those new officials and the Council. Ms. Abbott and Lori Alexander will be attending this conference and take the opportunity to meet with the new officials and discuss the Council and answer any questions that they may have.

**NENA and NASNA Conference.** A core group will attend the June 2017 NENA (National Emergency Number Association) and NASNA (National Association of 911 Administrators) Conference in San Antonio, Texas. At this conference, individuals from each state will meet to discuss where they are, what they are doing, what does and doesn't work, and what the future looks like for 911. The FCC will also be present and will have hands-on discussions with participants. Ms. Abbott also recognized Walt Way, the previous Council Chair. Walt originally introduced the Council to NASNA. Ms. Abbott also advised that partnership meetings with AT&T and AirBus occur at these conferences, and are significant for continuing on with our work.

**Expenditure Reports.** The operations committee just completed its first glance at the annual expenditure reports. The committee has currently only gone through about 50% of the reports. At that time all but 2 PSAP's were reporting. There were a little over \$18 million dollars in annual expenditures calculated in these reports. However, there were a lot of blanks and comments that were not completed. The committee will be meeting again to finish reviewing the reports that have come in, and hope to have the remaining 2 PSAP's reporting as well. For those that did not provide enough information, we have messages going out requesting clarification. There were less than a handful of expenditures that the committee immediately felt were not allowable based on 8 statutory categories. The executive team will review those first and sign off on them, and then the LCPA will be sending notifications back to those PSAP's advising of the expenditures that are not allowable. As the committee progresses with the expenditure reports, they also continue updating their FAQ, such as questions about allowable expenditures or what they want to spend money on. These are updated on the website for viewing at any time, and they can look there first for answers. If they are unable to obtain the answer they need, they can then seek out someone in the operations group, such as Michele, Scott, or Lori, and they will assist them and update the FAQ list as well.

**PSAP Distribution Report.** The LCPA gave their report to where the Council is financially. They are also doing the PSAP Distribution Report, which is on the website for viewing. Ms. Abbott reminded any administrators or supervisors of PSAP's in attendance to continue ensuring points of contact are updated on the portal to ensure we have a good distribution list and are able to reach the correct person when needing to reach out and communicate.

**New Council Member Orientation.** Part of the Council's work plan is to do new member orientation. Earlier it was mentioned that a few members have retired or moved on. There will also be members moving on because of term limits. Operations will assist and oversee in bringing new members up-to-date on what we have done, where we're at, and where we're going. Operations will also train them and provide them information on the portal for member reimbursement, and anything that is necessary for a new member to successfully engage with the Council.

**SMS Text-To-911 Policy and Public Education.** Josh Michaelis presented and advised that progress has been made since the last Council meeting. The key is determining when Text-To-911 will be available on





the hosted solution, and we are almost to that point. A lot has been accomplished with pieces in place or ready to be in place, so when that date arrives, we're ready to release the information to the public and the PSAP's. Advocacy partners, including Robert Cooper, who is the Council's point of contact for the Commission on the Deaf and Hard of Hearing, have been contacted. This includes building relationships with the Kansas Sexual Assault and Domestic Violence Association, so they can then push it out to their centers throughout the state as well. A document has been developed that introduces Text-To-911 and when to anticipate it going live on the hosted solution to disburse out to those contacts.

There is also work being done on a Text-To-911 press release kit for PSAP's, which is pending approval from the operations and executive committees, to provide a resource for the PSAP's to distribute to their local print media about Text-To-911 and the key points we want them to know. A public brochure will also be included.

There are also Public Service Announcements (PSA) videos being prepared. A project is in the works that will involve videos with AT&T and AirBus on Text-To-911. Meetings will be set up in the next few weeks to get started with that project with an anticipated early summer release of those videos. There is great focus on meeting the needs of the Kansas citizens, and with that in mind the PSA's will be focused on 4 key areas, including a high overview of Text-To-911, hard of hearing and speech impaired, sexual assault and domestic violence, and potentially an active assailant type of incident.

**Training.** Ellen Wernicke and Michele Abbott will be working on a training of trainer format with the state, so when Text-To-911 begins to roll out, the state will be completing that training.

Michele Abbott advised there have been questions from PSAP's and 911 agencies regarding purchasing a new voice logger to be able to log and record Text-To-911. The Council recently adopted and published a document called *911 Recording Systems For Text-To-911*. The 911 managers just need to be notified that they do not need to purchase a new voice logger, and that Text-To-911 will be captured in the ECaTS software application that is already installed and is a part of the hosted solution annual cost. Our statewide call handling system is on a secure network that does not allow IP based recording that would require vendors to capture text, screenshots, etc.

**Knowledge Center.** Ellen Wernicke advised the Council that the learning management solution, Kansas 911 Knowledge Center, is up and running. Lori Alexander, who is the administrator of the site, is doing a great job getting PSAP personnel uploaded into that system and working with local PSAP's to integrate their training into that solution. There are 724 personnel currently loaded. Lori Alexander reported that they will be working with Josh Michaelis on the Text-To-911 training, and are anticipating preparing a lot of video based training to present out to the PSAP's. Lori advised they anticipate reaching out to individual PSAP's to do on-site trainings. Michele Abbott advised she believes the admin days that are coming up will help with reaching more of the PSAP's as well.

**Fall APCO Conference.** Michele Abbott presented on the APCO meeting set for October, and advised that the Kansas 911 Coordinating Council will be co-hosting the fall conference and assisting with setting up the conference and training schedules. The fall conference will be presented at the Meridian Center in Newton, October 9-11.

**Audit.** Michele Abbott advised that the Council is required to be audited every 3 years. An audit was just completed, and in that report, the Legislative Post-Audit (LPA) would like to see more involvement



in the expenditure reporting. It is not possible to do 100% all at once, so the Council will be working on this at a percentage, by reaching out to PSAP's and requesting 10 random invoices be uploaded to the portal so a cross-check can be completed to ensure that what the PSAP reports they are spending the money on and what they are actually spending the money on match up. PSAP's have been self-reporting what they are spending, what the amount is, who the vendor is, and what expenditure category it falls under, and the LPA felt that the Council could do better on cross-checking that information.

## 5.5 Technical Committee Report

**Reaching Out To Kansas Congress Members.** Jay Coverdale reiterated the discussion earlier about the work with congressional members while in Washington.

**Project Status.** Mr. Coverdale presented the Program Management Status Report. The accomplishments side of the report reflects the work being done with GIS and the progress being made with PSAP's. There are currently 55 PSAP's running on the state system, and a total of 85 out of 117 have completed service order requests. This is better than what had been expected on the first round.

With regard to the new contract with the LCPA, that transition is completed. The work that the new LCPA is doing has been great. The technical committee is glad to have that partnership with that group, which has been very successful for the committee.

The only issue listed on the report that is in a warning status from a project perspective is the Text-To-911. This is a date driven objective and is being pushed to yellow. The committee is working closely with AT&T to get this going. The AT&T labs are working with AirBus in vetting the software solution on the call handling solution to make sure it works correctly with Text-To-911. There appears to be another maintenance release that AT&T is recommending. Phill and Scott will be doing some testing in the Yoder test facility with Text-To-911 by the end of June. The goal is to have a solution deliverable to the PSAP's by the end of the year. The current focus in accomplishing this is a successful implementation rather than pushing a timeline.

There is a meeting scheduled in June to meet with AT&T and start working out the details for rolling out the connection to their nationwide ESInet. The technical committee wants to be involved in the process and ensure that the project is being done in a reasonable fashion.

**Security Plan and Cybersecurity Policies.** The group currently working on the security plan and policies is doing well. The current question to be answered is "Are we doing the right things as a Council to ensure that the solution we are offering these PSAP's meets good security standards and policy around that?" Since this is a hosted solution from AT&T, the Council doesn't have the ability to program anything or get their hands in the AT&T network, so it is primarily a due diligence effort to represent the Council, who is representing the PSAP's, to make sure that AT&T is delivering a secure solution. There is a meeting scheduled later this month to focus on the policy standpoint.

**Incident Management.** There is also focus on having a good incident management plan, which is largely communications. If a PSAP sees something that they suspect might be tied to a security event, what action should they take, how should they approach that, how should the executive committee and the technical team respond to that, and what is AT&T's involvement? The committee is working on those aspects. There is also consideration being made on creating a Security Officer role for the Council to be



a single point of contact for AT&T from a security perspective. This is a good step in building a relationship that may allow access behind AT&T's curtain to see what their security practices are, and be satisfied that they're taking the appropriate action from a security perspective. In today's set up, vulnerability is low. Currently, a PSAP worker sitting at their station cannot access the internet or e-mail, or perform activities on their computer that may cause security issues. As progress is made with geospatial routing, and interfacing with other entities, where information can come in, we want to be prepared from a security standpoint to ensure vulnerability remains low.

## 5.6 GIS Committee Report

**GIS Data Maintenance Status.** Ken Nelson presented on the GIS Committee Update handout. The handout reflects that maintenance compliance is fully in the green on the map. The GIS data maintenance policy requires that each jurisdiction is to make contact through the portal and either submit data submissions for the quarter or report no changes. There were 95 jurisdictions who submitted updates within the 1<sup>st</sup> quarter. By the end of the quarter, only 2 jurisdictions needed to be followed up with, and by the end of last week, the map was all green. This is a very positive outcome for the quarter.

**Geospatial Call Routing Status.** Sherry Massey presented and advised that a benefit of moving to the nationwide ESInet is the opportunity to do geospatial call routing. The idea is that instead of using the existing tabular data that assists telephone companies to route 911 calls, the routing mechanism will begin using GIS data. There will be a transition period where the 2 data sets have to come into alignment before one can be replaced with the other. That is the current process being done right now. Quarterly testing is currently being done to track this progress. AT&T and Century Link sent over the full listing of phone numbers across the state, and the full statewide GIS data is tested to see how many of those numbers can and cannot be successfully routed. A report was completed and sent out last quarter. The data testing was just finished for this quarter, and that report will be going out in the next few weeks back to the PSAP's to let them know what their status is at this point. There is also communication with PSAP's about how to improve that status. Questions have come in about the standard of 100%. The remediation and enhancement project that was completed previously did not allow data through that did not pass the standard of 100%, and this will be no different. Every failure is a call that will not get to the right PSAP if they dial 911, and there can be no failure.

The committee has been working with West on the software side. Some PSAP's are closer than others. The ESInet migration schedule will in some ways be affected by the alignment, because until we reach 100%, we cannot do the switch.

For the mass perspective, when the project was first started, it was anticipated that it would be very time consuming. The first test completed statewide was at 80%, which means that of the 1.2 million phone records that were tested, only 80% were successfully routed on the GIS data. Data was tested again after a round of training, and the results jumped from 80% to 93%. The next jump was to 96.5%, and the current status is almost 98%. There are currently 5 PSAP's that are at 100%.

Ken Nelson recognized the jurisdictions that maintain their own data and the 5 vendors that operate in the state, and the work they have done on their own or that the vendors have done to get this data process to where it is. Scott Ekberg commented to the group that unequivocally, Kansas leads when it comes to GIS.



**Cross-Border Update.** Mr. Nelson spoke regarding the collaboration meeting with Nebraska, which was discussed in a previous conference call. A similar meeting with Oklahoma is currently being set up.

**NG911 GIS User Group Report.** Eileen Battles manages this group. A webinar was presented in February 2017, and another is scheduled for May 18<sup>th</sup>. This is designed to address those who manage the GOS data itself. Ms. Battles advised that the webinars allow for a great opportunity for further learning and testing, as well as great feedback to use in the future. On the previous webinar, Sherry did a presentation on GIS alignment and on the NG911 toolbox, which is a set of tools used to validate data before it's uploaded. Usage of the portal was also discussed.

**Vesta Map User Group Report.** Lori Alexander maintains this group with feedback from Eileen. This is designed for those who utilize the Vesta Locate mapping system and the Vesta call handling software.

**Orthoimagery.** Mr. Nelson discussed the 3 year contract the Council has with Surdex/Hexagon. This ends in early July 2017. There is a renewal option in that agreement and the committee is awaiting more detail regarding what Surdex/Hexagon wants to offer the Council under that renewal. Based on that information, the committee will then present to the Council and make the determination whether to renew or whether to look at competition through an RFP. Overall, the goal is to acquire new leaf-off imagery during the next flying season in early 2018. A response from Surdex/Hexagon is anticipated by the end of the month.

**General Updates.** A new version of the GIS toolbox has been released. Generally, this is done monthly, but occasionally there is an additional release within the middle of the month if there is an issue to fix or an additional tool to add.

Updates and enhancement tools are constantly being updated on the portal.

Shipments of NAS boxes to PSAP's are tracked. There have been 59 shipped to date.

Eileen has created and published 55 Vesta map templates to date.

## 5.7 Administrator Report

**Status of 911 Related Programs.** Scott Ekberg presented the status map to the Council. There are 55 PSAP's currently operating on the statewide system, with an additional 30 in line to come on. Pottawatomie County and Wamego PD just signed on and are in line as of last week. Another 10 PSAP's are anticipated to sign on as well. With that, there should be 100 out of 117 PSAP's signed on to the statewide system.

Reports indicate a continuation of about 80% of all calls coming from wireless devices. In looking at statistics, Mr. Ekberg checked Michele Abbott's calls received during the fire outside of Hutchison. Right now Hutchison/Reno County is carrying about 70% of all calls on the system. Mr. Ekberg wanted to see how it looked during such a spiked event as the fire, and found that they continued to answer virtually all of their calls in under 10 seconds. This is the type of information that can be gathered from the ECATS program.

Mr. Ekberg further advised that Hutchinson/Reno County currently has 5 landline trunks and 4 wireless trunks. Trunk utilization was reviewed and it was found that with all of the call volume, there was never a time that all of the wireless trunks were busy at the same time. For the landline trunks, there was 1



trunk in use. Based off the information gathered, it appears that Hutchison/Reno County could get rid of 2 landline trunks and still handle the same call volume.

Michele Abbott commented and advised that on the fire event, that over 5 days they took almost the same amount of calls normally taken in a month.

Mr. Ekberg advised that on Text-To-911, there will be preliminary testing to gather data for training for the PSAP's. In June we will begin working with West in making requests to providers to get the Text-To-911 delivered to all of the PSAP's on the solution.

Sheriff Troy Briggs inquired about the 17 PSAP's that did not go with the solution, as to what their integrative process is to ensure that they pass along information and that they'll receive texts. Chairman Heitschmidt advised that some of those will be with the MARC. There are 4 who just purchased the Vesta platform, the same thing we're running on. The individual PSAP's made the decision to go on their own based off what they thought was more economical, not looking at the long term with nationwide ESInet and Text-To-911. Right now the best estimate for an individual PSAP connecting to the ESInet is \$2.60 per person for their 2010 census population annually. So a county with a population of 10,000 will be looking at an annual bill of \$26,000 just for connectivity to the ESInet. There would then be another \$6,000 for connectivity with the TCC (Text Control Center). For a 2 position PSAP, which all 4 of the above-mentioned are, statewide system cost would be \$36,000. On the individual side, just the connectivity alone is going to almost equal what it would cost for the workstation fee.

## 6 New Business

Michele Abbott reminded the group that this is National Public Safety Telecommunications Week. This is a good time to give recognition to individuals working at 911 centers.

Ms. Abbott also advised the Council of a nationwide push for reclassification for 911 dispatchers through the Department of Labor. There is a petition at the White House right now that can be signed to support the reclassification.

Chairman Heitschmidt commented on the GIS effort by Ken, Eileen, and Sherry. It is astronomical and is being recognized across the country, what they are doing.

Chairman Heitschmidt also recognized Walt Way for what he did in 2011 and 2012 to get the Council where we are today.

Chairman Heitschmidt noted that the next meeting is **June 2, 2017** via web-conference.

## 7 Adjournment

On a motion by Michele Abbott to adjourn the meeting, seconded by Troy Briggs, the motion to adjourn the meeting passed. The meeting adjourned at 11:52a.m.

Submitted by:

Scott Ekberg  
NG911 Administrator