



Kansas 9-1-1 Coordinating Council Meeting Friday, February 3, 2017

Agenda

1. Welcome Non-profit Solutions Inc. (NSI)
 - o Toyia Bulla, Chief Administrative Officer
 - o Gayle Schwarzrock, Administrative Coordinator
 - o For assistance: call (844) 271-5301 or email K911@np-solutions.org
2. Call to Order, Roll Call (Chief Heitschmidt)

Voting Members (17)	Non-Voting Members (10)	Support and others
Michele Abbott, PSAPs under 75k	Jerry Daniels, KAC	Scott Ekberg, Administrator
Mike Albers, Govt IT	Jay Coverdale, Kansas OITS	Lori Alexander, Liaison
Rep. John Alcala, House (Minority)	David Cowan, LKM	Phill Ryan, ITSS
Robert Cooper, Deaf Hard Hearing	Larry Dexter, VoIP Provider	Randall White, PM
Troy Briggs, Kansas Sheriff Association	John Fox, LEC over 50k lines	Sherry Massey, GIS
Kathy Kuentler, PSAP Any Size	Adam Geffert, MARC	Debbie Edwards, Cybersecurity
Sen. Marci Francisco, Senate (Pres.)	Rusty Griffin, Large Wireless	Toyia Bulla, NSI
Dick Heitschmidt, Chair, Law Enforce'	Ken Nelson, GIO	Gayle Schwarzrock, NSI
Rep. Kyle Hoffman, House (Speaker)	Jimmy Todd, Rural Indep' Telco	
Michael Leiker, Govt IT		
Kerry McCue, Kansas EMS Board		
Robert McLemore, Fire Chief		
Josh Michaelis, PSAPs under 75k		
Lance Royer, PSAPs over 75k		
Chris Stratmann, Vice-chair, AG		
Ellen Wernicke, PSAPs over 75k		
TBD, Senate (Minority)		

3. **Motion** to accept Council Minutes for December 2, 2016 (Chief Heitschmidt) **M / S / P**
4. **LCPA Report** (Toyia Bulla – *Chief to introduce Toyia, Michele will cover details*)
5. **Chairman's Report** (Chief Heitschmidt)
 - o Council membership appointments
 - o Executive Committee attending national "9-1-1 Goes To Washington", Feb 25-28, 2017
 - o Office of Attorney General legal support
6. **Executive Committee Report** (Col. Chris Stratmann)
 - o **Motion** to accept NG911 Strategic Plan 2017 (**handout**) **M / S / P**
 - o Public Relations
 - o KHP give Yoder site tour and demonstration of Kansas NG911
 - o FirstNet Update
7. **Operations Committee Report** (Michele Abbott)
 - o NG911 Operations Manual under construction
 - o Nonprofit Solutions Inc. (NSI) transition from KAC complete



- Reimbursement Portal Form and instruction sheet: Kelly Emmons, DASC (**handout/demo**)
 - Expenditure Report Update (another Portal application)
 - PSAP Distribution Report on website
 - Final Workplan: New Council Member Orientation
 - SMS Text-to-911 Policy and Public Education update: Josh Michaelis report (**handouts**)
 - Training: “Kansas 911 Knowledge Center”, FirstNet Learning update: Ellen/Lori report
8. **Technical Committee Report** (Jay Coverdale)
- Project Status (**handout**)
 - Airbus R6.1 HF2 upgrade completed Feb 3, 2017
 - Salina POP Migration Feb 13
 - Kansas NG911 Security Plan / Policies based on cybersecurity developments
 - Technical Committee addressing Incident Management (day-2 support)
9. **GIS Committee Report** (Ken Nelson)
- GIS Data Maintenance status
 - NG911 GIS User Group report
 - Vesta Map User Group report
 - GIS Strategic Plan 2017 completed and available on request
 - Nebraska Workshop, Jan 26
10. **Administrator Report** (Scott Ekberg)
- Statistics Report
 - Status Maps
 - Airbus R6.1 HF2 upgrade, Feb 3
 - Salina PoP connectivity migration, Feb 13
 - PSAP Deployment update including KHP
 - PSAP Relations and Security Audits (Lori report)
11. New Business
12. Next Meeting
- **March 3, 2017**, web con (placeholder)
 - **April 10, 2017**, Kansas APCO, DoubleTree Hotel, 10100 College Blvd, Overland Park
 - Please tell Gayle if you plan to attend only Monday meeting or full APCO



Abbreviations, Acronyms, Definitions

AFU	Approved for Use term used by AT&T
AG	Attorney General
ALI	Automatic Location Identification (ALI) is a service whereby a PSAP call taker is automatically given the emergency 9-1-1 caller's address. This service uses a tabular DB that is associated with CAMA trunks that are provided by the PSAP's LEC carrier.
ANI	Automatic Number Identification (ANI) is a service whereby a PSAP call taker is automatically given the emergency 911 caller's telephone number; uses a tabular database that is associated with CAMA trunks that are provided by the PSAP's LEC carrier.
ANSI	American National Standards Institute
APCO	Association of Public-Safety Communications Officials
AT&T	American Telephone and Telegraph
AVPN	AT&T Virtual Private Network
BDA	Bi-Directional Amplifier used to boost wireless signal strength into NG911 system
BUS	Back-Up Site such as Yoder Center
Call Handling Equipment	Is special equipment that allows PSAP call takers to accept, manage and, if necessary, transfer emergency 9-1-1 calls. Typically, this equipment is computer based and uses one or more monitors to facilitate the handling of emergency calls.
CAMA trunk	Centralized Automatic Message Accounting (CAMA) is actually a call log that is based on the traditional telephone line ("trunk" or "circuit") from the LEC to the PSAP.
DB	Database
CDMA	Code Division Multiple Access for example CDMA networks
CDR	Critical Design Review
CM	Change Management; Configuration Management
COR	Change Order Request
CPE	Customer Premise Equipment is equipment that the Council's provider AT&T furnishes at PSAP in order to provide the hosted call handling service of NG911; typically, this is a small router or switch similar to that provided in homes for cable TV service.
CTIP	Cyber Threat Information Program
Customer Premises	Refers to the facility where the PSAP operates. Customer premises are specified in documents such as the SOR and Site Survey.
Cybersecurity	Unauthorized use of a protected network system and measures to counter
DB	DataBase
DDS	Data Distribution Services server term used by Airbus
DHS	Department of Homeland Security
ECaTS	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
ECRF	Emergency Call Routing Function
ESInet	Emergency Services IP Network
ESN	Emergency Service Number
ESRP	Emergency Services Routing Proxy
FCA	First Company Application term used by AT&T



FCC	Federal Communications Commission
FDR	Final Design Review
FirstNet	First Responder Network Authority
GA	General Availability term used by AT&T
Geospatial Routing	Allows more accurate routing of emergency 911 calls than traditional E9-1-1. Relies on a GIS database to identify the location of the emergency 9-1-1 caller on a map using X-Y coordinates rather than current MSAG, ALI and ANI tabular databases. Various layers of information can be added to the map to provide call taker with enhanced information relative to location to improve emergency response and routing of call. Usual legacy ANI/ALI/ESN tables or caller geospatial routing database (latitude, longitude), geo-spatial routing ensures that E9-1-1 calls are routed to the correct PSAP for emergency response regardless of the network used by the caller.
GIS	A Geographic Information System (GIS) is a system that correlates an emergency 9-1-1 callers location to a map database in order for the PSAP call taker to route and direct emergency responders accurately and quickly to the location of the emergency.
GNOC	Global Network Operations Center AT&T, Bedminster, NJ
Governance	The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies.
HAZMAT	Hazardous Materials
HF	Hot Fix term used by Airbus for a last-minute fix to a release for example "R6.0 HF2"
HF2	Hot Fix 2 for Airbus release R6.0
i3 architecture	NENA standards-based NG9-1-1 solution standards offering not only voice traffic but also text, IM, streaming video, photo, telematics, and other non-voice media using ESRP and ECRF.
IcM	Incident Management "Day-2 Support Model and Plan"; monitors open-closed trouble tickets.
IFB	Invitation for Bid; same as RFP
ILS	Integrated Logistic Support. An ILS Plan is a 360-degree look at logistic support. It considers such things as spares, spares location, Day-2 support of Resolution Center.
IM	Instant Messaging
IMS	IP Multimedia Subsystem
Infrastructure	The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support.
IPR	Intellectual Property Rights
IP Selective Routing	End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state.
ISMS	Information Security Management System
KAM	Kansas Association of Mappers
KDHE	Kansas Department of Health and Environment
KHP	Kansas Highway Patrol
KLETC	Kansas Law Enforcement Training Center
KU	Kansas University
LCPA	Local Collection Point Administrator
LCPA	Local Collection Point Administrator



LEC	Local Exchange Carrier (LEC) refers to the telephone company (“carrier”) for a locality. Examples are AT&T, CenturyLink, Pioneer Communication, and many others in Kansas.
LTE	Long-Term Evolution for example LTE network
LTE	Long Term Evolution cellular network
LVF	Location Validation Function
MARC	Mid-America Regional Council, KC, MO
MDS	Media Distribution Services server term used by Airbus
MOA	This document is the Memorandum of Agreement (MOA). It forms the relationship and participation between the PSAP jurisdiction and the Council for the acquisition and support of NG911 hosted call handling services from the Council’s provider AT&T.
MOP	Method of Procedure
MRS	Managed Router Service term used by AT&T
MSAG	The Master Street Address Guide (MSAG) is a tabular database
NAS Device	Network-Attached Storage (NAS) is a GIS data storage server (black box) connected to the NG911 network at the host and PSAP level.
NASNA	National Association of State 911 Administrators
Neighboring States	Nebraska, Missouri, Oklahoma, Colorado.
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1 (NG911) is a national initiative for updating our outdated 9-1-1 call handling service with special emphasis on increased dependency of our society on wireless (cellular) communication rather than traditional wireline telephone.
NICE	National Initiative for Cybersecurity Education
NIST	National Institute of Standards and Technology
NPSBN	National Public Safety BB Network
NTIA	National Telecommunications and Information Administration
OoE	Quality of Experience – pixelated video
PDR	Preliminary Design Review
Pictometry	name of a patented aerial image capture process that produces imagery showing the fronts and sides of buildings and locations on the ground. Can then be stitched together to create composite aerial maps that seamlessly span miles of terrain.
PM	Project Management; Program Management
PP	Position Paper
PSA	Public Service Announcement
PSAP	The Public Safety Answering Point (PSAP) is a local center where emergency 9-1-1 calls are routed. Typically, PSAPs are located at a county level such as a county sheriff. They are also located at a local level such as a police department.
PSDC	Public Safety Dispatch Center; non-traditional PSAP such as higher education, military, Native American, Highway Patrol...
PSDC	Public Safety Dispatch Center
QoS	Quality of Service - voice #1
RAID	Redundant Array of Independent Disks
RFI	Request for Information
RFP	Request for Proposal



RFQ	Request for Quote
RTT	Real-Time Texting appearance as typing
SI	Spatial Interface (replacing SIF)
SIF	Spatial Information Function (replaced by SI)
SLMS	Software, Learning Management Service
SMS	Short Message Service for text messaging
SMS Texting	Short Message Service allows wireless subscribers to send 911 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs
SPOC	Single Point of Contact
TCC	Text Control Center
TCS	TeleCommunication Systems Text-to-911 technology, Comtech Telecommunications
TEES	Test and Evaluation Equipment Suite for BUS
Vehicle Telematics	The computer system in a vehicle that collect and store critical information that can be used to determine events leading to a crash.



Kansas NG9-1-1

Regular Council Meeting Minutes

Friday, December 2, 2016

1 Call To Order

Chairman Heitschmidt called the Kansas 911 Coordinating Council (“Council”) meeting to order at 11:03a.m.

2 Roll Call

Council Members in Attendance

Michele Abbott, Michael Albers, Rep. John Alcalá, Jay Coverdale, David Cowan, Frank Denning, Chairman Dick Heitschmidt, John Fox, Sen. Marci Francisco, Mike Leiker, Kerry McCue, Bob McLemore, Josh Michaelis, Ken Nelson, Lance Royer, Colonel Chris Stratmann, Jimmy Todd, and Ellen Wernicke.

Council Members Absent

Robert Boyd, Robert Cooper, Larry Dexter, Rep. Kyle Hoffman, Kathryn Kuenstler, and Rusty Griffin.

Also in Attendance

Troy Briggs, Scott Ekberg, Melissa Wangemann, Phill Ryan, and Randall White.

3 Approval of Minutes

Chairman Heitschmidt asked the Council members to review the October minutes. Josh Michaelis moved to amend the minutes to reflect that Michael Albers was in attendance, and Frank Denning seconded the motion. The motion passed. On a motion by Frank Denning to approve the amended minutes, seconded by Lance Royer, the motion to adopt the minutes passed.

4 Approval of Agenda

5 Presentations

5.1 LCPA Report

Chairman Heitschmidt called on Melissa Wangemann to give the Local Collection Point Administrator (LCPA) report. Ms. Wangemann, Kansas Association of Counties (KAC), provided the distribution chart showing the 911 fees sent to the PSAPs and discussing the total as of November, 2016. She also reviewed the handout outlining the budget versus the actual expenditures of the Council. She also noted that she just received the audit of the LCPA from the CPA firm, which she forwarded shortly before the beginning of the Council meeting.



The Council discussed whether to delay the discussion until the February, 2017, meeting. Senator Marci Francisco suggested that other members of the Council review it before the end of the meeting because it is a short review, and she suggested deferring action on the audit until the end of the meeting.

5.2 Chairman Report

LCPA. Chairman Heitschmidt provided the Executive Committee report. He reviewed the process of selecting a new LCPA, noting the decision to select Nonprofit Solutions Inc. (NSI) will go to the Legislative Coordinating Council (LCC), December 12, 2016. Senator Francisco asked if the transition was going well, and Chairman Heitschmidt said that KAC and NSI met on November 30, 2016, and that meeting went well. Chairman Heitschmidt said if the LCC approves the contract December 12, 2016, NSI will assume the contract January 1, 2017. Chairman Heitschmidt also reviewed the new council appointments, noting that Sheriff Denning will be retiring, and the Senate Majority party representative still needs to be appointed. Chairman Heitschmidt also mentioned that he erroneously listed Lance Royer as going off the Council because he no longer heads the Shawnee County PSAP. But he corrected that item on the agenda noting that Lance Royer may remain on the Council. Chairman Heitschmidt also discussed the Legislative Post Audit, which has been completed and will be presented to the Legislative Post Audit Committee on December 7, 2016. Scott Ekberg noted that Sheriff Troy Briggs has been recommended for the Kansas Sheriffs Association's appointment to the Council.

Dickinson County MOU. Chair Heitschmidt mentioned the work that Sherry Massey does for the Council. He said that 60-65% of her job is spent on Council work. Chairman Heitschmidt discussed the Memorandum of Understanding (MOU) that he and Dickinson County drafted, which would help cover Sherry Massey's costs. Ken Nelson noted the expertise that Sherry brings to the Council, both for 911 and GIS. Michele Abbott moved to enter into the MOU with Dickinson County, and Frank Denning seconded the motion. Senator Francisco asked if the contract will be reflected in the 2017 budget. Chairman Heitschmidt said it would be reflected in the budget. Senator Francisco asked if this contract should be bid. Sheriff Denning said the Council has already used Sherry Massey's services and the Council is reimbursing the county for the previous year of work. Chair Heitschmidt said he would visit with the Attorney General or Department of Administration (DoA) to acquire legal advice on the contract, given the questions that have arisen. The motion was withdrawn by Michele Abbot and Frank Denning.

Attorney General MOU. Chair Heitschmidt reviewed the MOU with the Office of Attorney General where they would enter into an agreement with the Attorney General for legal services. He suggested placing \$5,000 in the upcoming budget to cover the costs. Lance Royer asked why the Council would be paying for the services and Chairman Heitschmidt said the office would be charging because the 911 Council is not truly a state agency, but rather a component of state government. Senator Marci Francisco moved to sign the MOU with the Attorney General. Kerry McCue seconded the motion. The motion passed.

Text-to-911. Chair Heitschmidt asked Scott Ekberg to review the AT&T addendum to the contract for connectivity and text control services; it is a 60-month contract. Scott Ekberg reviewed both the nonrecurring costs and the recurring costs for the actual texting services. A price of \$148,000 is also included for engineering services from Airbus, which AT&T has agreed to cover as their expense. This explains the credit amount on the quote for the services. Sheriff Denning made a statement noting concerns from the sheriffs that they have to use the statewide system. Scott Ekberg said that the Council has adopted a position that all PSAPs are mandated to take text-to-911 calls. Ekberg said that all PSAPs on the statewide system will be able to receive texts, and that on the statewide system they would be able to transfer those text calls to other PSAPs. However, those PSAPs not on the statewide



system will not be able to transfer the text calls. Frank Denning said there are other methods to accept 911 calls and transfer them using a standalone system. Ekberg agreed, but pointed out that transfer of text-to-911 calls would not be possible. Lance Royer said the statutory requirement to transfer calls has been repealed. Ekberg agreed with this statement, but pointed out that he was referring to transfers of misrouted text calls where the PSAP would like to transfer to the appropriate PSAP but would be unable to do so on a standalone solution. Chairman Heitschmidt noted that the statewide system is voluntary. Lance Royer moved to approve the AT&T addendum to the contract, and Michele Abbott seconded the motion. The motion passed.

Chief Heitschmidt called on Colonel Chris Stratmann to give the Executive Committee Report.

5.3 Executive Committee Report

KHP Discussions. Vice-chair Colonel Stratmann reviewed the November 14, 2016, meeting with the Kansas Highway Patrol (KHP). The statewide hosted system was discussed and the KHP's possible participation. Scott Ekberg added that KHP has no desire to become a primary PSAP but are only wanting the capability of receiving transferred calls with Automatic Location Identification (ALI) data.

Kansas 911 Video. Colonel Stratmann mentioned that the Council-AT&T video is under review by the Executive Committee. He likes the product, and the Executive Committee expects to share the final product to the full Council at the February meeting.

Colonel Stratmann said the committee had three documents for review by the Council.

Legislative Report for 2016. Colonel Stratmann reviewed the legislative report that will be presented to the Kansas legislature. Mike Albers moved to approve the report and submit it, and Michael Leiker seconded the motion. The motion passed.

Work Plan for 2017 and **Budget** for 2017. Colonel Stratmann reviewed the Work Plan and 2017 Budget with the Council. Michele Abbott moved to add \$5,000 to the budget for the expenses of the Attorney General and adopt the budget and the work plan. Josh Michaelis seconded the motion. Mike Albers asked a question about the recorded amount, and Scott Ekberg noted the correct amount. The motion passed.

Strategic Plan for 2017. Colonel Stratmann mentioned that the Strategic Plan for 2017 is in draft form and that the Executive Committee will ask for approval at the February meeting. Colonel Stratmann discussed the National ESInet that AT&T is planning to build. He noted that Kansas will be a leader throughout the United States, and will benefit from an early adoption of the national system. Jay Coverdale said this nationwide system will provide for routing of calls based on geographic location to the state system.

FirstNet. Colonel Stratmann gave an update on First Net. He noted that the nation is waiting for a contract award to build the national First Net network. He mentioned that the Council should see a state plan in Kansas around April, 2017, with a final plan the summer of 2017. The Governor will decide whether to accept the state plan. Federal State and Local Implementation Grant Program (SLIGP) grant funds will be used for consulting services to help evaluate the overall First Net effort and to consider the State Plan.

5.4 Operations Committee Report

Expenditure Report. Michele Abbott mentioned that they are waiting on one journal entry and then they can close out the file on the annual expenditure report. She said the process would begin again in 2017.



Texting Training. Michele Abbott turned to the text-to-911 policy and public education program, and asked Josh Michaelis to update the Council. Mr. Michaelis said the Texting Subcommittee is trying to determine the date when testing of text-to-911 with AT&T will be complete. He discussed the press release kit that was created to explain the program. He said the committee will focus on the hearing/speech impaired and domestic violence communities, by having some conversations with them about the program. The Texting Subcommittee will start considering a policy on Real-Time Texting.

PSAP Training. Michele Abbott asked Lori Alexander, NG911 Liaison, to provide an update on the learning management system. Lori Alexander discussed the kickoff meeting on November 1, 2016, about development of the learning program, noting the new name band as “Kansas 911 Knowledge Center”. The contractor, First Net Learning is finalizing the site later this week. They will start working on their testing sites December, 2016. She said they will start contacting the PSAPs about the educational program. She expects to have the Kansas 911 Learning Center ready for the PSAPS by January, 2017.

National Outreach. Michele Abbott noted that the National Emergency Number Association (NENA) event “NG911 Goes to Washington D.C.” is important both nationally and locally. For that reason, she said the Council should consider attending to represent Kansas.

5.5 Technical Committee Report

Program Status. Jay Coverdale reviewed the program management status noting that all deliverables are on time and within the budget. He said the GIS data update will be provided next by Ken Nelson. He noted that some vendor items have been closed out; for example, the Mission Critical Partners contract is now closed. Jay Coverdale said Randall White Consulting has provided outstanding service to the Council by delivering documentation and direction. Mr. Coverdale said the infrastructure upgrades show 47 PSAPs have migrated to the statewide system. They are still working with AT&T and Airbus for the 6.0 upgrade.

NG911 Security. Jay Coverdale mentioned that the Technical Committee conducted an annual security audit October 24, 2106. This is the second year of an infrastructure security audit. The Security Subcommittee expanded the security checklist to include cyber security. The Security Subcommittee is waiting on the final audit report. He also reported that the FCC and Rep. Tom Sloan partnered with University of Kansas (KU) to discuss security for NG911 at a panel workshop in Lawrence, Kansas. Several members of the 911 Coordinating Council attended the meetings, along with 50-75 people in attendance.

Security Incident Management. Jay Coverdale said the Security Subcommittee will begin discussing incident management and cyber security best practices and procedures in 2017. Incident Management facilitates optimum communications and response during a security event.

Call Handling Upgrade. Jay Coverdale asked Scott Ekberg to explain the Airbus Call Handling Release 6.1 Upgrade. Scott Ekberg discussed the Airbus r6.1 upgrade, which is scheduled for January through February of 2017. Testing will be done after the installation, which includes the texting-to-911 program. The carriers will be asked to provide text-to-911 after the testing. Reno County will go first. About a week later, the other PSAPs will be brought onto the text-to-911 system.

5.6 GIS Committee Report

GIS Data Maintenance. Ken Nelson reported that the Council’s website contains a link to a video produced by Sherry Massey, “History of 911 in Kansas and the Road Ahead” which is a good review of the 911 system. Ken Nelson reminded the Council that there is a governance policy which requires



quarterly reports containing data changes from the PSAPs through the portal. There is an escalation policy in place if the quarterly reports are not made in a timely manner. He gave an update on specific county PSAPs submissions. He noted 23 passing submissions in this quarter. He said that the training schedule has been completed.

GIS User Groups. Mr. Nelson discussed the two user groups relating to GIS, which was kicked off at the conference. He said they will continue training into 2017. He said there are two user groups for GIS: NG911 GIS User Group, and Vesta Map User Group. Both those groups have kicked off, and will meet again. The GIS Committee discussed strategic planning and outlined their plans for 2017 through 2019.

Aerial Imagery. Ken Nelson said the timeline for orthoimagery is in the Work Plan, but the committee plans to do more research and offer an RFP early in 2017 for orthoimagery. He said there are more options available since the last time they obtained the service, so the Executive Committee will want to see all the new options.

GIS Toolbox. Ken Nelson mentioned that the GIS Committee released a new toolbox that helps PSAPs test their NG911 geodatabases for compliance with the Kansas NG911 data model. He said they continue to ship out imagery.

5.7 Administrator Report

PSAP Deployment. Scott Ekberg reviewed the deployment of the 43 PSAPs and the Yoder backup site. He said four additional PSAPs are scheduled in December, 2016. So, 47 PSAPs should be on the system by the end of this year. He said the schedule through AT&T is set through August of 2017. He expects another 40-50 to come on in the next year. He noted the conversations with the counties who are considering joining the statewide system, such as Sedgwick County and Shawnee County, among others. He said there have been conversations with counties and the KHP. The Council will be presenting information on NG911 to the New Sheriffs School next week.

NG911 Statistics. Scott Ekberg reviewed the statistics on calls to 911, including the call volumes for PSAPs.

Telcom Carrier Report. Scott Ekberg mentioned that CenturyLink PSAPs that are joining the statewide system. Mr. Ekberg asked Phill Ryan to review that transition. Phill noted that 20% of the state is served by Century Link. He said those counties need to be re-trunked. Phill said there have been conference calls with the counties and great cooperation from the telecommunication companies and the PSAPs in an effort to complete this project.

Host Site Redundancy. Scott Ekberg also discussed the deployment of the redundant/diverse connectivity for the Topeka host, and noted it has been delayed several times. The deployment will occur in February 13, 2017, and will require PSAPs to reroute their 911 calls to administrative lines for a short time.

PSAP Update. Scott Ekberg asked Lori Alexander to provide the PSAP Report. Lori Alexander reported that she is reaching out to PSAPs and possible site visits. Ms. Alexander is working with those on the system to create user names and passwords on the 911 Program Portal. She has been working with Kansas Data Access and Support Center (DASC) to streamline the expenditure reports. She said she would be attending the New Sheriffs Orientation on Monday with Scott Ekberg.



6 New Business

Bank Accounts. Melissa Wangemann asked permission from Chairman Heitschmidt to issue two checks to NSI to allow them to open their bank account as the new LCPA. Chairman Heitschmidt authorized the financial transaction.

LCPA Audit. Returning to old business, Senator Marci Francisco asked if the Council wants to defer the action on the LCPA Audit until the February, 2017, meeting, or if they could complete the work today by quickly reviewing the LCPA Audit. The LCPA Audit was reviewed. Senator Marci Francisco moved to accept the audit report completed on the KAC acting as LCPA. Michael Albers seconded the motion. The motion passed.

Dickinson County MOU. Also, returning to old business, Sheriff Frank Denning asked to further discuss the Dickinson County MOU. Chair Heitschmidt said that follow-up would be conducted to ensure that all requirements for entering into the agreement were met.

Chairman Heitschmidt noted that the next meeting is **February 3, 2017**.

7 Adjournment

The meeting adjourned at about 12:15 p.m.

Submitted by:

Scott Ekberg
NG911 Administrator

NG9-1-1 Program Management Status

Prepared by Jay Coverdale, Technical Committee Chair
 Prepared for NG9-1-1 Coordinating Council
 Date **January 27, 2017**

Status and Accomplishments	Next Steps
<p>1.5 Local Collection Point Administrator (LCPA) – on schedule Budget thru 2017 \$125,000.00 Actual To Date \$10,416.67</p> <ul style="list-style-type: none"> • Successful handoff from KAC except QuickBooks e-files • Created Council bank accounts • Established cost accounts for Income Statement • LCPA Hotline (844) 271-5301 and K911@np-solutions.org 	<p>Toya Bulla, Non-profit Solutions Inc. (NSI) Contract PoP: Jan 1, 2017 thru Dec 31, 2018 with 2-yr option</p> <ul style="list-style-type: none"> • Contacting telco carriers (fees) and PSAPs (funding) • Council services (Council meeting logistics) • LCPA Instruction Manual (part of NG911 Ops Manual) • CivicPlus® website management/enhancements
<p>2.1 DASC Support – on schedule Budget thru 2017 \$480,000.00 Actual to Date \$320,000.00</p> <ul style="list-style-type: none"> • On-going GIS data maintenance and training on track • Nebraska GIS Cross-border Collaboration Workshop • Portal Expenditure Reporting application 	<p>Ken Nelson, Kansas Center for Research (KUCR) Contract PoP: Mar 25, 2015 to Dec 31, 2017</p> <ul style="list-style-type: none"> • On-going GIS User Group and Vesta Locate User Group • Nebraska GIS Cross-border Collaboration follow-up • Portal Reimbursement Form application
<p>2.6 Dickinson County Support – on schedule Budget thru 2017 \$71,487.75 Actual to Date \$47,658.50</p> <ul style="list-style-type: none"> • Sherry Massey video “The Evolution of 9-1-1” on website • County GIS data maintenance submittal • Nebraska GIS Cross-border Collaboration Workshop 	<p>Sherry Massey, GIS Director Contract PoP: Jan 1, 2017 thru Dec 31, 2019</p> <ul style="list-style-type: none"> • On-going geospatial call routing workshops • NG911 Strategic Planning support • “911 Goes to Washington” national conference, Feb, 2017
<p>3.1 Program Management – on schedule Budget thru 2017 \$739,083.05 Actual to Date \$540,061.52</p> <ul style="list-style-type: none"> • Strategic Planning quarterly follow-up • Local Collection Point Administrator (LCPA) transition 	<p>Randall White Consulting LLC Contract PoP: Apr 7, 2014 to Dec 31, 2017 with 1-year option</p> <ul style="list-style-type: none"> • Manage Project Plans, Deliverable, Documentation • Manage Project Schedule and Cost
<p>3.4 Infrastructure – Call Handling Texting delayed Budget thru 2017 \$13,294,123 Actual to Date \$6,557,666.00</p> <ul style="list-style-type: none"> • 47 out of 117 PSAPs on NG911 plus Yoder Test/Backup Site • Day-2 support Trouble Ticket Status: 4 open, low priority • Tech Committee reviewed Airbus R6.1 upgrade, Feb 2017 	<p>AT&T (Airbus and ECaTS subcontractors) Contract PoP: Feb 5, 2015 to Dec 31, 2018 with 6-year option</p> <ul style="list-style-type: none"> • SMS Texting application delayed to clear minor bugs • Target 82 total PSAPs on NG911 by Dec 31, 2017 • Infrastructure Security Final Report and Next Steps
<p>3.5 Implement’ Tech. Support Specialist - on schedule Budget thru 2017 \$587,660.27 Actual To Date \$343,156.76</p> <ul style="list-style-type: none"> • 83 out of 117 Service Order Requests (with Scott) • PSAP consultation, tech support, resolution, training 	<p>Phillip Ryan, Pryan LLC Contract PoP: July 20, 2015 to Dec 31, 2017 with 1-year option</p> <ul style="list-style-type: none"> • Call Handling upgrade mini-plans & release notes • MSAG-TN resolution; SMS texting; i3 architecture
<p>4.3 Kansas 911 Knowledge Center go-live delayed Budget thru 2017 \$14,700.00 Actual to Date \$11,760.00</p> <ul style="list-style-type: none"> • Project Kickoff (Lori Alexander) • Design training center banners 	<p>FirstNet Learning Inc. Contract PoP: Sep 15, 2016 to Dec 31, 2019 with 5-year option</p> <ul style="list-style-type: none"> • Preliminary Pilot Testing and Evaluation (T&E) changes • Production Ready go-live delayed to clean punch list

NOTE: Projects that are complete and contracts that are closed are no longer shown in this PM Status Report.

Field Legend: green=on plan, yellow=caution/concerns, red=alert status, grey=inactive/closed

**Kansas 911 Coordinating Council
GIS Committee Update
February 3, 2017**

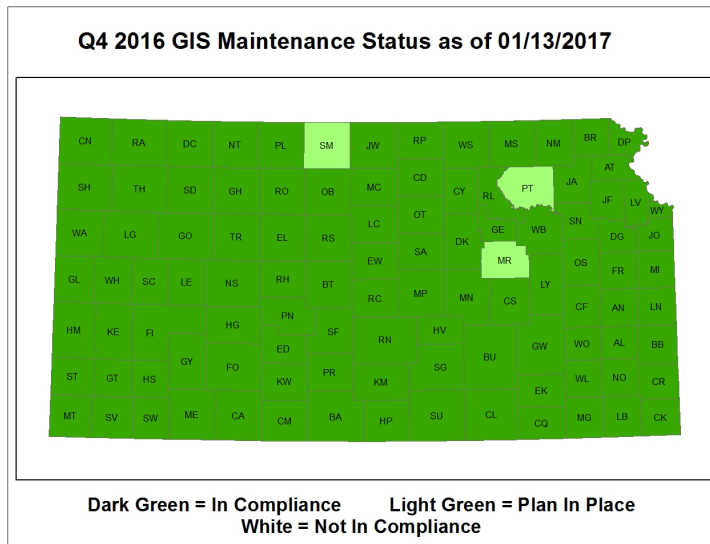
NG911 GIS Strategic Plan:

- Review & recast 2016 plan
- GIS Committee planning retreat - December 1, 2016, Lawrence, KS
- GIS Committee meeting, final document review – January 11, 2017
- Document available upon request

GIS Data Maintenance:

CY2016 Q4 maintenance submission update:

- 100% compliance
- 136 successful submissions
- 13 no changes
- Most PSAP’s submit data once per quarter
- Most prolific submits data every 2-3 week



Kansas/Nebraska NG911 Summit:

- Held January 26, 2017, Topeka, KS - 17 attendees
- Covered all aspects of Kansas & Nebraska programs, potentially the first of its kind
- “The information gathered during this meeting was invaluable and has saved many hours in future planning. The lessons learned from what worked and didn’t work has also put us in the right direction”, Nathan Watermeier, Nebraska Geographic Information Officer (GIO)



GIS User Groups:

- NG911 GIS User Group – web meeting scheduled for February 23, 2017
- Vesta Map User Group – Spring APCO meeting planned (date/time TBD)

General update items:

- NG911 GIS Toolbox:
 - Release 2.0.1 – December 16, 2017
 - Release 2.0.2 – January 31, 2017
- NG911 Program Portal – updates include enhancements to Reimbursements Module, development of Travel Module, and site hosting & maintenance
- GIS Imagery Network Attached Storage (NAS) devices – 50 shipped/operational
- Call Handling Solution map templates (Vesta Locate) – 51 templates published/maintained



Kansas NG911 Strategic Plan for 2017-2019

Draft Submitted November 28, 2016
Last Revised January 17, 2017
Final Approved February 3, 2017

Prepared by Executive Committee
Prepared for Kansas 911 Coordinating Council



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Letter from the Chair and Vice-Chair

This year, Kansas NG911 celebrated two exceptional milestones:

1. **one-year anniversary** of our premier site. Reno County, transitioned to Kansas NG911 on August 26, 2015.
2. **47th PSAP migrated** to the NG911 platform. With 49% of 95 eligible PSAPs now on NG911, we already have numerous PSAP testimonials of how the new system is improving public safety.

Successful completion of these critical milestones has earned Kansas the reputation as a flagship in the national NG911 initiative. The section below, *Results and Accomplishments*, provides details. Together with our key stakeholders, partners and providers, our strategic plan for 2017-2019 ensures that Kansas maintains that leadership role bringing the very best public safety to Kansans. Here are some upcoming strategic landmarks:

- In mid-2017, Kansas will be one of the first in the nation to have SMS text-to-911; additional capabilities and features will follow each year thereafter.
- By the end of 2018, our goal is to have 82 of our 95 eligible PSAPs on NG911; all of eligible PSAPs should be on the statewide solution by the end of 2019.
- In late 2019, Kansas, with our infrastructure provider AT&T, will become part of a national NG911 platform that offers even more advanced next generation 9-1-1 features and functionality.

To accomplish these strategic initiatives requires:

- Advance Planning and Collaboration at all levels: local, state, national.
- Risk Analysis and Mitigation Strategies such as cyber security protection.
- Comprehensive Strategic Business Plan, Business Case and Cost Model.

Our plan for 2017 addresses all of these areas by answering key strategic questions such as:

- Does our legislative mandate facilitate our 3-year vision?
- Is our governance model and policy adequate for the next 3 years?
- Do we have the right resources and Resource Plan for the next 3 years?
- Is Kansas NG911 affordable over the next 3 years?

This document first reviews accomplishments of our strategic plan for 2016. Then, we address our strategic plan for 2017 through 2019.

If you would like additional information or have thoughts and insight, please call us.

We are very grateful for your service to the Kansas 911 Coordinating Council – thank you !

Sincerely,

Chief Dick Heitschmidt, Chair

(620) 694-2820

Colonel Chris Stratmann, Co-chair

(785) 274-1031



Introduction

This Kansas 911 Strategic Plan looks first at our accomplishments of 2016. Then, we consider our 3-year horizon. By looking first to last year, we gain perspective of how effectively and efficiently we achieved the goals and objectives for 2016. Then, using that perspective, we fine-tune our strategic plan for the next three years.

If you are unfamiliar with Kansas NG911 and why it is so important for the public safety of our citizens, please visit Sherry Massey’s short video “Evolution of 9-1-1” from the Council website

<http://www.kansas911.org> or from this YouTube link

<https://www.youtube.com/watch?v=dsSIEBMZCOM&feature=youtu.be>

It’s less than 15 minutes and tells you everything you need to know!

Results and Accomplishments 2016

The Council accomplished all key strategic goals and objectives for 2016. They are, in no particular order, summarized below. The ID number is for reference only, and neither indicates any order nor priority.

ID	Goals and Objectives	Results and Accomplishments
1	PSAP Commitment	<ul style="list-style-type: none"> As of January 4, 2017, Scott Ekberg, NG911 Administrator, has signed up 80 PSAPs to join NG911 including Sedgwick County on January 4, 2017. Some 22 PSAPs including the Mid-America Regional Council (MARC) 9-1-1 services of the Kansas City metro area have elected not to participate in the voluntary Kansas NG911 program.
2	PSAP Deployment State Grant	<ul style="list-style-type: none"> Our goal was to have 47 PSAPs on NG911 by the end of 2016; PSAP #47 Stafford County migrated Jan 12, 2017, due to minor technical delays. In addition, our Yoder Test and Evaluation Equipment Site (TEES), funded by a regional grant from DHS, and managed by Michele Abbott, also serves as a backup center and demonstration facility. Although not a traditional PSAP, Kansas Highway Patrol attended a demonstration at our Yoder site in the interest of public safety.
3	Day-2 Support	<ul style="list-style-type: none"> Typically, there are less than 4 open trouble tickets per week. Michele Abbott, Chair Operations Committee, and Scott Ekberg, closely monitor and review all trouble tickets to identify any potential adverse trends. Most trouble tickets close within 24 hours. Scott Ekberg monitors NG911 Usage Statistics monthly and reports on Call Volume by class of service and time-of-day.



ID	Goals and Objectives	Results and Accomplishments
4	NG911 features and functionality	<ul style="list-style-type: none"> • NG911 call handling release R6.1 HotFix 2 is scheduled for Jan 27-Feb 3, 2017. The SMS Text-to-911 application will be added on or about March 30, 2017. Then, FCC applications will be filed with carriers to initiate statewide service. • Reno County and Yoder TEES have been selected as the pilot site for the texting soak test cycle. • Council member, Josh Michaelis, chairs the Text-to-911 Task Force. He coordinates with Michele Abbott and Scott Ekberg the Public Service Announcements (PSAs) for general availability of Text-to-911. • The Texting Task Force is coordinating Texting Language Services.
5	i3 architecture	<ul style="list-style-type: none"> • Sherry Massey, Dickinson County, lead developer for our Geospatial Call Routing Task Force, is working with AT&T and West/Intrado to explore and develop leading-edge GSAG migration strategies and solutions. • The Kansas GIS Data Model is being used to influence national standards and requirements such as the NENA GIS Data Model and GIS Data Provisioning Committees.
6	Cross-Border agreements	<p>Ken Nelson, GIO and Chair of GIS Committee, supported by Eileen Battles, Michele Abbott and Scott Ekberg have made preliminary contact with members of some of our border states by way of APCO-related conferences to identify the appropriate points of contact to co-develop cross-border standards and methods. The first Cross-border Workshop with Nebraska is scheduled for January 2017 in collaboration with KDoT.</p>
7	Coordinating Council website	<p>Lori Alexander, NG911 Liaison, has significantly upgraded the Council website improving both aesthetics and functionality. Her goal is to encourage more participation in NG911 and enhance communication among all of our stakeholders.</p>
8	Intra-state Outreach	<ul style="list-style-type: none"> • Scott Ekberg has “touched” all of our PSAPs through SOR consults, MOU’s, MOA’s, Cutovers, Day-2 support. • Lori Alexander has touched most PSAPs thru consults, expenditure reports, security audits and regional workshops. • Ken Nelson and his GIS team have formed the GIS NG911 User Group and the Vesta Map User Group. These work groups will facilitate GIS data collaboration between Council and counties. • The goal of blanketing the state with personal contact is to encourage NG911 interchange of ideas and enhancements.



ID	Goals and Objectives	Results and Accomplishments
9	National Outreach	<p>Members of the Executive team made contact with key figures in Washington, DC, responsible for national development of NG911:</p> <ul style="list-style-type: none"> • Rear Admiral (Ret.) David Simpson, Chief of the FCC Public Safety and Homeland Security Bureau • Laurie Flaherty, National NG911 Program Office • NASNA presenting Kansas NG911 progress • NENA influence of standards and specifications • APCO (state and international) awareness presentations <p>This contact ensures that Kansas maintains its flagship status as one of the top leaders in NG911.</p> <p>In addition, several states made inquiries of the Executive Team to learn more about our success model and help them gain momentum on their own statewide NG911 solutions.</p> <p>We are developing our FirstNet integration strategy and potential alliance(s).</p>
10	Orthoimagery cost sharing and contract renewal	<ul style="list-style-type: none"> • Ken Nelson’s team completed their Orthoimagery Trade study and refresh for on-going statewide aerial mapping. Contiguous and current maps are crucial to the NG911 and public safety. • Continue to explore inter-agency cost sharing opportunities.
11	Security and Audits	<ul style="list-style-type: none"> • Jay Coverdale, Chair Technical Committee, and his security subcommittee developed NG911 Cybersecurity Position Paper. • Technical Committee and AT&T addressed cybersecurity concerns during the annual infrastructure security audit, Oct 24, 2016. • Lori Alexander conducts random PSAP security audits and training. • Jay and Lori conduct PSAP security awareness and readiness training during APCO conferences. • Several members of the Executive Committee participated in the FCC-KU Cybersecurity Workshop, organized by State Representative Tom Sloan and CITO Phil Wittmer on Nov 3.
12	NG911 Portal	<p>Ken Nelson’s team added new features to our NG911 Portal that will significantly enhance productivity of NG911 such as:</p> <ul style="list-style-type: none"> • Document repository and control • automation of change order request processing and tracking • GIS Data maintenance and quality control • tracking of PSAP expenditure reports • PSAP Security Audits



ID	Goals and Objectives	Results and Accomplishments
13	NG911 Training	<p>Training is continually offered regionally throughout the year:</p> <ul style="list-style-type: none"> • Call handling training prior to cutover. • Refresher training at Kansas APCOs, website videos, public awareness videos (Airbus and AT&T). • On-going GIS Data Maintainer/Steward workshops conducted four times a year. • Counties trained on automated portal tools to ensure the integrity of their GIS data. <p>Training is tracked using a software learning management system designated <i>Kansas 911 Learning Center</i> awarded to FirstNet Learning Inc. Preliminary testing was successfully conducted in December, 2016. Production go-live is planned for January, 2017.</p>
14	Council Membership	<p>The Executive Committee successfully filled a number of vacated seats on the Council.</p>
15	Support Resources	<ul style="list-style-type: none"> • The LCPA contract with Kansas Association of Counties (KAC) expired Dec 31, 2016; Non-profit Solutions Inc. (NSI) is the LCPA provider starting January 1, 2017. Transition from KAC to NSI was successfully completed. • MCP successfully completed technical support; their contract expired October 31, 2016. • Randall White provides program management support. • Phill Ryan provides technical support. • DASC provides GIS data leadership and project support. • Sherry Massey, Dickinson County, provides GIS-related support.

Our Vision Statement

To enhance public safety in Kansas by providing statewide access to Next Generation 9-1-1 (NG911) services.

Our Mission Statement

To serve Kansas PSAPs by implementing a coordinated, sustainable and comprehensive Next Generation 9-1-1 (NG911) service that responds anytime, anywhere, from any device in order to realize the full potential for 9-1-1 to provide public access to emergency services.



Strategy 2017 Summary

Strategic planning is preparing in the present to accomplish defined objectives in the future. Our strategic plan is a general, high-level roadmap that considers what is available and envisions what we will become.

Our strategic plan is not an “implementation plan.” Our implementation plan identifies the major milestones and defines the detail activities that make our strategic plan a reality.

Our over-arching strategy for 2017 continues to be 9-1-1 public safety leadership. Rather than waiting until all national NG911 standards are fully vetted, we deliberately choose to work with national entities and organizations in order to shape and define the future with them. We choose to lead rather than follow. The primary reason for this leadership strategy is that we don’t want to lose our investment in GIS data enhancement and infrastructure solution.

- **Resources.** Our current resources are adequate; however, we need a key leadership succession plan that covers disaster readiness and ensures business continuity of leadership both now and for the future. The Executive Committee will address resource management each year. For example, one of our strategies to ensure continuity of leadership is to introduce the “Council Mentorship Program” in the fall of 2017.
- **Methods.** Our current processes and procedures are adequate for 2017 through 2018. However, as NG911 morphs from an implementation model to an operational model, we will revisit all methods and procedures to ensure on-going relevance and prevent unplanned obsolescence. For example, one of our strategies is to introduce “911 Administration Day” twice a year covering critical topics such as advance training.
- **Funding.** Our current business model is adequate for 2017. However, beyond 2017, unknown features and functions will be added to Kansas NG911. For example, we will continue to revisit and modify our business case quarterly with forecasting out to year 2020.



Strategy 2017

This Kansas 911 Strategic Plan 2017 provides the high-level strategic goals and objectives for NG911. Each discipline of Kansas NG911 has the details for achieving its own strategic direction:

- GIS Strategic Plan
- Operations Strategic Plan
- Technology Strategic Plan
- Administrative Strategic Plan.

The reason for capturing strategic details in separate plans is:

1. Allow this Kansas 911 Strategic Plan to focus on the “big picture”, while
2. Relying on the discipline strategic plans to “drill down” to specific strategies.

The strategic goals and objectives are grouped below by discipline. Priority (PR) indicates the priority relative to other goals and objectives for 2017-2019.

PR	Strategy	Goals and Objectives
Administration		
1	Administrative i3 Relationships partnerships, contracts, other	2017 Form AT&T-Council Advisory Group (not “focus group”); meet quarterly to compare and adjust strategy and solution.
		2018 Develop AT&T-Council Advisory Group; meet quarterly to develop standards, Interface Control Documentation (ICD).
		2019 Institutionalize AT&T-Council Advisory Group; meet quarterly to finalize NG911 Integration Plan.
5	Administrative National Outreach FCC, FirstNet, NENA, NASNA, other	2017 Influence standards in favor KS. \$4.5M FCC grant for GIS data, i3 (U.S. Senate) Kansas is “shovel-ready”.
		2018 Participate in focus groups and support project planning teams.
		2019 Consider Kansas demonstration of proof-of-concept trials.
10	Administration Governance span of control, authority	2017 PSDC position/incorporation of KHP, military, tribal, education
		2018 KDRLR research what other states doing with NG governance.
		2019 Consider potential adjust of Council structure to better fit an operational model rather than implementation model.



PR	Strategy	Goals and Objectives
17	Administration Legal Representation Advice, legislative action	2017 On-going AG office awareness of NG911 in support of Council.
		2018 On-going AG office awareness of NG911 in support of Council.
		2019 On-going AG office awareness of NG911 in support of Council.
24	Administration 911 Coordinating Council Charter, governance, structure	2017 Develop succession plan for now and future; mentorship program to prepare replacements to fill voids.
		2018 Prepare staffing plan and mentoring program to ensure longevity of membership and continuity of leadership (“right seat, left seat” model).
		2019 Governance improvement study; how make Council more functional; may require morphing.
GIS		
2	GIS Geospatial Call Routing SIF partnerships, influence, response	2017 AR Position Paper for GIS mandate for imposing GIS standards and any associated noncompliance penalties, funding mandate
		2018 MSAG-to-GSAG transition: explore concepts, define solutions. Coordinate with national developments; NAPD, NEAD.
		2019 MSAG-to-GSAG: test, train, migrate to geospatial routing solutions.
7	GIS Data Maintenance Improve tools, methods, models	2017 Refine GIS data model and associated statewide governance. Influence national GIS data model(s) to match Kansas.
		2018 Research to help identify what other states doing with GIS data maintenance and routing.
		2019 Establish inter-state working groups to shape GIS data standards and databases that support national ESInet.
11	GIS PSDC submittal, analysis, maintenance	2017 PSDC data collection from KHP, military, tribal, education
		2018 Co-develop technical and cost agreements; proof-of-concept trials.
		2019 Establish on-going work groups and special training workshops



PR	Strategy	Goals and Objectives
Technology		
3	Technical i3 Architecture Develop	2017 National ESInet conceptual development; includes cybersecurity requirements definition. 2018 National ESInet integration, interoperability design; includes cybersecurity provisioning. 2019 National ESInet pilot trials; includes cybersecurity verification and validation.
4	Technical FirstNet Alignment Integrate, interoperate, funding business case	2017 FirstNet opt-in/out position paper; establish governance policy; network interoperability/compatibility feasibility study. 2018 Establish Kansas network integration and interoperability standards and test plan using Pilot Site. 2019 Test Pilot site interoperability.
14	Technical Cost-Benefit Model Fine tune pipes, eliminate ALI circuits, fully IP-based solution	2017 Use ECATS and other tools to evaluate NG911 usage to maximize economy of scale; optimize bandwidth. 2018 Cost-Benefit analysis for migrating to national ESInet. 2019 Investigate NG911 enhancement opportunities migrating to national ESInet.
19	Technical Second Backup Site Do we need another Yoder for the north?	2017 Analyze current NG911 solution robustness and resiliency. 2018 Evaluate change in reliability/availability with migration to ESInet. 2019 Evaluate change in reliability/availability with migration to ESInet.
22	Technical Metrics Enhancement Improve NG911 return on investment (ROI)	2017 Use ECATS to fine tune NG911 cost-benefit model such as optimum bandwidth. 2018 Explore circuit reduction/consolidation opportunities as we move to ESInet environment. 2019 Explore circuit reduction/consolidation opportunities as we move to ESInet environment.



PR	Strategy	Goals and Objectives
Operations		
6	Operations MARC Relationship Collaboration, cooperation, communication	2017 Continuity workshop (Adam Geffert) spring APCO to compare roadmaps, training, share tech resources... 2018 Create joint task force for strategic planning (common vision). 2019 Consider joint interoperability test.
8	Operations Training Call handling: Admin, user GIS: steward, maintainer	2017 AR Position Paper for GIS mandate for imposing training certifications; noncompliance governance provisions. 2018 Ensure relevancy of on-going training programs and tools. 2019 Expand capabilities of our Kansas 911 Knowledge Center to include other public safety enhancements.
9	Operations Cross-border Relations Call routing, backup, GIS data management; who, what when, where?	2017 Bi-annual workshops to foster rapid remediation of data compatible with Kansas data model. 2018 Integrate / merge GIS data for cross-border call transfer. 2019 Annual workshops to ensure alignment of inter-state data.
12	Operations Business Case Mgt Line item budgets, real time monitor, affordability	2017 Tighten the integration of strategic plan, work plan, budget, business plan with emerging NG911 feature set. 2018 Adjust business case and program plans to fit national ESInet transition. 2019 Fine tune business plan to emerging i3 architecture capability.
13	Operations Revenue and Expense Compare cost of our NG with other states, fees must capture full cost	2017 KDLR research and comparison of Kansas NG911 business model with other states. 2018 Review Kansas fee structure to ensure affordability of emerging i3 architecture capability. 2019 Review Kansas fee structure to ensure affordability of emerging i3 architecture capability.



PR	Strategy	Goals and Objectives
15	Operations Outside Funding GIS data cost sharing, infrastructure DHS grants, FCC grants	2017 Investigate availability of Federal grant funding for NG911 and emerging i3 architecture. 2018 Capture available Federal grant funding for i3 architecture. 2019 Optimize business case funding model for ESInet.
16	Operations Program Portal Doing more with fewer people	2017 Refine existing program toolset for PSAPs, data maintainers/stewards. Investigate relevant program data for stakeholders such as a citizen engagement portal corner (operational liabilities?) 2018 Develop new tools to automate NG911 business and technical program aspects. 2019 Develop new tools to automate NG911 business and technical program aspects.
18	Operations Day-2 Support Improve communication, metrics, satisfaction	2017 Develop on-going cross-training within AT&T; Council; PSAPs. Tiger Teams remain or disperse? Continuity of tech support? 2018 NG911-ESInet cross-training to ensure continuity of day-2 support. 2019 Develop Day-2 Mentorship program to backfill vacancies.
20	Operations PSAP Outreach Strengthen PSAP relations, consolidation options, regional workshops	2017 Ensure PSAPs have everything they need without becoming overwhelmed. 2018 Balance portal use vs face-to-face exchanges. 2019 Balance portal use vs face-to-face exchanges.
21	Operations Yoder TEES BUS Train, test, trials, expanded use	2017 Introduce, test, evaluate emerging NG911 feature sets such as text prior to statewide deployment including training platform 2018 Consider pilot site trials with national ESInet and training. Consider backup drills and simulations. 2019 Investigate ESInet role.



PR	Strategy	Goals and Objectives
23	Operations NG91 Operations Manual Includes Team Training	2017 Develop How-to-Use manual includes day-2 support, training, technology refresh, national ESInet
		2018 Expand How-to-Use manual includes day-2 support, training, technology refresh, national ESInet
		2019 Update How-to-Use manual includes day-2 support, training, technology refresh, national ESInet



Acronyms, Terms and Definitions

AFU	Approved for Use term used by AT&T
AG	Attorney General
ALI	Automatic Location Identification (ALI) is a service whereby a PSAP call taker is automatically given the emergency 9-1-1 caller's address. This service uses a tabular DB that is associated with CAMA trunks that are provided by the PSAP's LEC carrier.
ANI	Automatic Number Identification (ANI) is a service whereby a PSAP call taker is automatically given the emergency 911 caller's telephone number; uses a tabular database that is associated with CAMA trunks that are provided by the PSAP's LEC carrier.
ANSI	American National Standards Institute
APCO	Association of Public-Safety Communications Officials
AT&T	American Telephone and Telegraph
AVPN	AT&T Virtual Private Network
BDA	Bi-Directional Amplifier used to boost wireless signal strength into NG911 system
BUS	Back-Up Site such as Yoder Center
Call Handling Equipment	Is special equipment that allows PSAP call takers to accept, manage and, if necessary, transfer emergency 9-1-1 calls. Typically, this equipment is computer based and uses one or more monitors to facilitate the handling of emergency calls.
CAMA trunk	Centralized Automatic Message Accounting (CAMA) is actually a call log that is based on the traditional telephone line ("trunk" or "circuit") from the LEC to the PSAP.
DB	Database
CDMA	Code Division Multiple Access for example CDMA networks
CDR	Critical Design Review
CM	Change Management; Configuration Management
COR	Change Order Request
CPE	Customer Premise Equipment is equipment that the Council's provider AT&T furnishes at PSAP in order to provide the hosted call handling service of NG911; typically, this is a small router or switch similar to that provided in homes for cable TV service.
CTIP	Cyber Threat Information Program
Customer Premises	Refers to the facility where the PSAP operates. Customer premises are specified in documents such as the SOR and Site Survey.
Cybersecurity	Unauthorized use of a protected network system and measures to counter
DB	DataBase
DDS	Data Distribution Services server term used by Airbus
DHS	Department of Homeland Security
ECaTS	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
ECRF	Emergency Call Routing Function
ESInet	Emergency Services IP Network
ESN	Emergency Service Number
ESRP	Emergency Services Routing Proxy
FCA	First Company Application term used by AT&T



FCC	Federal Communications Commission
FDR	Final Design Review
FirstNet	First Responder Network Authority
GA	General Availability term used by AT&T
Geospatial Routing	Allows more accurate routing of emergency 911 calls than traditional E9-1-1. Relies on a GIS database to identify the location of the emergency 9-1-1 caller on a map using X-Y coordinates rather than current MSAG, ALI and ANI tabular databases. Various layers of information can be added to the map to provide call taker with enhanced information relative to location to improve emergency response and routing of call. Usual legacy ANI/ALI/ESN tables or caller geospatial routing database (latitude, longitude), geo-spatial routing ensures that E9-1-1 calls are routed to the correct PSAP for emergency response regardless of the network used by the caller.
GIS	A Geographic Information System (GIS) is a system that correlates an emergency 9-1-1 callers location to a map database in order for the PSAP call taker to route and direct emergency responders accurately and quickly to the location of the emergency.
GNOC	Global Network Operations Center AT&T, Bedminster, NJ
Governance	The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies.
HAZMAT	Hazardous Materials
HF	Hot Fix term used by Airbus for a last-minute fix to a release for example "R6.0 HF2"
HF2	Hot Fix 2 for Airbus release R6.0
i3 architecture	NENA standards-based NG9-1-1 solution standards offering not only voice traffic but also text, IM, streaming video, photo, telematics, and other non-voice media using ESRP and ECRF.
IcM	Incident Management "Day-2 Support Model and Plan"; monitors open-closed trouble tickets.
IFB	Invitation for Bid; same as RFP
ILS	Integrated Logistic Support. An ILS Plan is a 360-degree look at logistic support. It considers such things as spares, spares location, Day-2 support of Resolution Center.
IM	Instant Messaging
IMS	IP Multimedia Subsystem
Infrastructure	The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support.
IPR	Intellectual Property Rights
IP Selective Routing	End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state.
ISMS	Information Security Management System
ITSS	Implementation Technical Support Specialist
KAM	Kansas Association of Mappers
KDHE	Kansas Department of Health and Environment
KHP	Kansas Highway Patrol
KLETC	Kansas Law Enforcement Training Center
KU	Kansas University
LCPA	Local Collection Point Administrator



LCPA	Local Collection Point Administrator
LEC	Local Exchange Carrier (LEC) refers to the telephone company (“carrier”) for a locality. Examples are AT&T, CenturyLink, Pioneer Communication, and many others in Kansas.
LTE	Long-Term Evolution for example LTE network
LTE	Long Term Evolution cellular network
LVF	Location Validation Function
MARC	Mid-America Regional Council, KC, MO
MDS	Media Distribution Services server term used by Airbus
MOA	This document is the Memorandum of Agreement (MOA). It forms the relationship and participation between the PSAP jurisdiction and the Council for the acquisition and support of NG911 hosted call handling services from the Council’s provider AT&T.
MOP	Method of Procedure
MRS	Managed Router Service term used by AT&T
MSAG	The Master Street Address Guide (MSAG) is a tabular database
NAS Device	Network-Attached Storage (NAS) is a GIS data storage server (black box) connected to the NG911 network at the host and PSAP level.
NASNA	National Association of State 911 Administrators
Neighboring States	Nebraska, Missouri, Oklahoma, Colorado.
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1 (NG911) is a national initiative for updating our outdated 9-1-1 call handling service with special emphasis on the increased dependency of our society on wireless (cellular) communication rather than traditional wireline telephone.
NICE	National Initiative for Cybersecurity Education
NIST	National Institute of Standards and Technology
NPSBN	National Public Safety BB Network
NTIA	National Telecommunications and Information Administration
OoE	Quality of Experience – pixelated video
PDR	Preliminary Design Review
Pictometry	the name of a patented aerial image capture process that produces imagery showing the fronts and sides of buildings and locations on the ground. These perspectives can then be stitched together to create composite aerial maps that seamlessly span many miles of terrain.
PM	Project Management; Program Management
PP	Position Paper
PSA	Public Service Announcement
PSAP	The Public Safety Answering Point (PSAP) is a local center where emergency 9-1-1 calls are routed. Typically, PSAPs are located at a county level such as a county sheriff. They are also located at a local level such as a police department.
PSDC	Public Safety Dispatch Center; non-traditional PSAP such as higher education, military, Native American, Highway Patrol...
PSDC	Public Safety Dispatch Center
QoS	Quality of Service - voice #1
RAID	Redundant Array of Independent Disks



RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote
RTT	Real-Time Texting appearance as typing
SI	Spatial Interface (replacing SIF)
SIF	Spatial Information Function (replaced by SI)
SLMS	Software, Learning Management Service
SMS	Short Message Service for text messaging
SMS Texting	Short Message Service allows wireless subscribers to send 911 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs
SPOC	Single Point of Contact
TCC	Text Control Center
TCS	TeleCommunication Systems Text-to-911 technology, Comtech Telecommunications
TEES	Test and Evaluation Equipment Suite for BUS
Vehicle Telematics	The computer system in a vehicle that collect and store critical information that can be used to determine events leading to a crash.



Appendix A – GIS Strategic Plan 2017

GIS is a key cornerstone of NG911 both now and for the future. Consequently, the NG911 GIS Team has developed their detail, standalone GIS Strategic Plan for 2017. High-level aspects of GIS strategy are captured in this Kansas NG911 Strategic Plan. For those interested in their specific strategies for the next three (3) years, please refer to the “Kansas NG911 GIS Strategic Plan 2017” available February 3, 2017.

Appendix B – Operations Strategic Plan 2017

Operations is a crucial because NG911 will likely evolve from a statewide solution to an adjunct national solution. Consequently, the NG911 Operations Team is developing their detail, standalone Operations Strategic Plan for 2017 in concert with their Kansas NG911 Operations Manual. High-level aspects of operations strategy are captured in this Kansas NG911 Strategic Plan. For those interested in their specific strategies for the next three (3) years, please refer to the “Kansas NG911 Operations Strategic Plan 2017” available March 3, 2017.

Appendix C - Technology Strategic Plan 2017

Technology is a vital concern because NG911 must evolve as technology evolves with the security concerns associated with the technology. Consequently, the NG911 Technical Team is developing their detail, standalone Technology Strategic Plan for 2017 in concert with their Kansas NG911 Cybersecurity Position Paper. High-level aspects of technology strategy are captured in this Kansas NG911 Strategic Plan. For those interested in their specific strategies for the next three (3) years, please refer to the “Kansas NG911 Operations Strategic Plan 2017” available March 3, 2017.

Appendix D - Administrative Strategic Plan 2017

Administration is critical to NG911 because resources must constantly be monitored and analyzed to ensure affordable 9-1-1 services. Consequently, the NG911 Administrative Team is developing their detail, standalone Administrative Strategic Plan for 2017 in concert with their resource planning and execution handbook. High-level aspects of administrative strategy are captured in this Kansas NG911 Strategic Plan. For those interested in their specific strategies for the next three (3) years, please refer to the “Kansas NG911 Administrative Strategic Plan 2017” available March 3, 2017.

**KANSAS 911 COORDINATING COUNCIL
TRAVEL EXPENSE REIMBURSEMENT FORM**

This Form and Corresponding Receipts Are Required for Reimbursement

THIS FORM SHOULD BE SUBMITTED WITHIN TWO WEEKS OF TRAVEL

EXPENSES TO BE REIMBURSED

Date:

Name:

Division:

Council Role:

Purpose of Travel:

Destination:

Departure Date:

Return Date:

Departure Time:

Return Time:

Meals

Airfare

Lodging

Car Rental

Parking/Tolls

Registration

Other

Personal Vehicle Mileage

Miles @ \$0.535 / mile =

Total All Expenses

Click Check Box and Enter Name to sign this reimbursement request

Payment Method Preferred:

Direct Deposit

Check

Mail to:



Kansas NG911 Interim Text-to-911 Policy and Standard Operating Procedure for (your agency name goes here)

Effective Date September 16, 2016

Last Revised September 16, 2016

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Prepared for Operations Committee



Document Change Log

Date	Author	Change	Reason
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Introduction

Next Generation 911 (NG911) is the future technology for processing emergency calls by texting. The ability to send a Short Message Service (SMS) Text-to-911 is just one of several upcoming key NG911 components. Having the ability to text 911 is very important for the hearing and speech impaired community. It is equally important for domestic violence advocates. The Kansas 911 Coordinating Council has developed the following policy in regards to texting 911. This policy serves as a basic interim policy on SMS text-to-911.

Policy

It shall be the policy of the (your agency name here) to follow the procedures set forth in this (written directive, policy, standard operating procedure) for the processing of calls received via Short Message Service (SMS) text messaging.

Text calls are accepted to provide the best service to the public when a voice call to 911 is not possible, such as due to a speech or hearing impairment or when the caller's physical safety would be in jeopardy by making a voice 911 call.

Procedure

In lieu of voice communications, callers may opt instead to contact the (your agency name here) via SMS Messaging, also called "texting".

Calls received via SMS Messaging will come into the Center on a designated queue labeled as "TXT-2-911".

If appropriate, when processing a SMS Messaging call, a Telecommunicator may place himself/herself as "Not Ready/Busy" on the phone system until the SMS Messaging call has been handled. (Agency policy in this regard may vary according to the to the Interim Text-to-911 solution adopted by the PSAP, staffing levels, etc.)

To initiate a two-way conversation, the Telecommunicator will answer the call coming in on that queue like any other 911 call. A window will appear allowing two-way conversation between the Telecommunicator and the caller.

If pre-set messages are available, the Telecommunicator may choose to use those messages as appropriate. (See Appendix A)

If it is determined that a field unit response is indicated, the Telecommunicator will generate the call in Computer Aided Dispatch (CAD) using the (New Event/Incident) function, or fill out the appropriate card(s) if on a manual system. Initial information will be gathered in the following order:

1. The caller will be greeted with the same script that voice callers receive:
Example: "Anywhere 911, where is your emergency?"
2. The Telecommunicator should ask the caller if they can call in by voice. (If it is safe to do so).
3. (Enter here your agency policy of verifying information that displays during a 911 call).



4. The nature of the call will be asked for and the appropriate call-types entered into the call. Once a call is classified it will be routed for dispatch to the appropriate unit(s).

(NOTE: Below are two examples from actual SOP documents of how EMD could be handled. Please insert your agencies policy here.)

- a) Medical calls will not be processed using the EMD protocol. These calls will only be assigned a Chief Complaint.
 - b) The Telecommunicator will provide the same level of service in regard to Emergency Medical Dispatch for text calls as they do for voice calls. Telecommunicators will follow the same protocol they do for voice calls, by gathering the same information, dispatching the appropriate units and providing the same post-dispatch instructions.
5. If the Telecommunicator doesn't understand the caller's question or response the Telecommunicator should seek clarification.
 6. Telecommunicators will ensure that all scene-safety information is obtained to ensure that bystander and responder safety issues have been addressed.
 7. All scene-safety and any other pertinent information will be recorded and relayed to the responders as appropriate. Before ending of the call, the Telecommunicator will inform the caller that the requested assistance is being sent to address that the caller initially requested. This will help confirm that the address of the incident is correct.
Example: "EMS will be dispatched to 505 W. Chapel Hill St (or as per your Agency policy)".

Ending a call is accomplished by using the **Release** button (or however your agency ends a SMS call. (Note that Agency policy in this regard may vary according to the Interim Text-to-911 solution adopted by the PSAP). Once a call is released, a message should be sent to the caller indicating that the session has ended. A SMS Messaging session cannot be restored/initiated by the 911 Center again unless the caller messages 911 again in a new session.

General

At no time will a Telecommunicator use 'texting' lingo, shortcuts, acronyms, or emoji's. All correspondence from the Telecommunicator will be in full-length form, with the exception of common acronyms, which include, but are not limited to:

- St** for Street
- Rd** for Road
- Hwy** for Highway
- EMS** for Emergency Medical Services
- KS** for Kansas
- US** for United States
- I-xx** for Interstate Highways

Auto correct may change words the caller did not intend to type so clarification is only necessary if the meaning of the message cannot be determined. If a caller uses emoji's it sometimes comes in the form of skewed characters or symbols.



The caller should be encouraged not to use 'texting' lingo, shortcuts, acronyms, or emoji's so as to help eliminate any confusion on the part of both parties; however, callers are not required to oblige. In the event it becomes difficult to understand a caller's need due to the use of these shortcuts, the Telecommunicator will ask the caller if they can call in by voice.

If appropriate, the ***Class of Service*** source field should be changed to "TEXT" as a Text-to-911 call may not automatically populate correctly with the appropriate class of service (i.e. landline, wireless, etc.). This is done in order to facilitate searching for text-to-911 messages.

When appropriate, non-English text-to-911 messages should be handled in the same manner as voice calls (i.e. according to PSAP policy). If the Telecommunicator is unable to explain to the caller that they need to call 911, the Telecommunicator will initiate a voice call to the originating number and attempt contact.

A caller should not be called back in cases where their safety, or the safety of another, is in question; however, if a responder requests that a callback be made on a request for service that was initially received via SMS Messaging, the Telecommunicator will inform the officer of such. If the officer still requests a callback at that point, the callback request will be honored.

Language Translation

Presently language translation for Text-To-911 is limited. If such translation is available, it shall be utilized. If language translation is not available, the caller must be advised to make a voice call to 911 for an interpreter. If sufficient location information is available, consideration should be given to starting an initial response for any unknown emergency or open 911 call.

The following question has been added in the Spanish drop down list of the present questions:

¿Cuál es su dirección de su emergencia?

Non-response from Texter

Response to this would depend upon the initial text that is received. If there is language within the message to indicate it might be a legitimate 911 text, then text message back "If you have an emergency, text or call 911". If there is still no response, (enter your agency's policy for hang-up or silent 911 calls).

If the language within the text is garbled and might indicate a "misdialed or accidental text" then text message back "If you have an emergency, text or call 911". If there is still no response (enter your agency's policy for hang-up or silent 911 calls).

Tracing Anonymous Text

Currently no anonymous text can be sent. However, if they are through another carrier, any traceable information provided should be handled as it would for voice calls. If there is no information, no action can be taken.



Multiple Text Handling

Multiple text sessions will be prioritized in the same manner as 911 calls. The highest priority Text-to-911 call will be determined by the nature of the emergency. Make sure you respond to each message and ensure, if multiple texts are received about the same call, that they are indeed the same and not a different call.

Telecommunicators will need to make others in the room aware of multiple text sessions to ensure multiple calls are not entered.

Misdirected Text

If technically possible, transfer to the proper agency. If not technically possible, take pertinent information and relay to proper agency. Maintain contact with the complainant and handle as appropriate for call type. Release the complainant when appropriate for situation according to policy or when unit(s) is on-scene. The Telecommunicator may have to provide contact information for the proper agency on end of session or when appropriate. (See Other Considerations (section four) for more detail).

Text for Non-emergency

(Enter here your agency policy for non-emergency call processing.)

Priority Voice vs Text

Calls shall be prioritized based on the nature of the call, whether voice or text.

Tracking Moving Text-to-911 Callers

(Note – this section will require modification according the interim text-to-911 solution used by the PSAP.)

Depending on the Text-to-911 solution adopted by the PSAP, the Telecommunicator shall use the rebid feature to obtain a current location of the caller. If the caller leaves the agency jurisdiction, the Telecommunicator will transfer the text session to the agency responsible for that jurisdiction, only if they are capable of receiving text sessions. If the receiving agency does not have the capability of receiving text, the original Telecommunicator will maintain the session and relay information to the appropriate agency. If the text session enters another jurisdiction, then the incident will be passed onto that agency, either by transferring the session or by relaying all information by voice.

If there is a session in progress, it will need to be passed on to any relieving personnel.

Shift Change

The passing on of text sessions at shift change between operators must include information related to the open sessions. All queues are to be checked at shift change.



Retention of SMS Messages

The content of all SMS Messages to/from the 911 Center are public record and are available upon request of any citizen or media. All communication from the 911 Center shall be of a professional nature and work-related.

The retention of all SMS Messaging will be in accordance with the current *(enter in your agency's policy for the retention of records)*.

Testing

Monthly tests shall be completed by each employee. Testing should consist of answering a call with the help of a partner and asking several questions. Transferring to another agency is recommend in order to become more familiar with the process. Supervisor will be responsible for ensuring testing is completed by their team members.

Policy Enforcement

Failure of an employee to comply with any of the provisions set forth in this policy may result in disciplinary action. The 911 Director reserves the right to alter this policy at any time. Employees will be notified of any updates to this policy including the effective date of any changes.

DRAFT



Appendix A – Canned Message List for PSAPs

First Canned Questions

911, What is the address of your emergency?

What City?

What is your Emergency?

What is your Phone Number?

What is your Name?

What is happening now?

Instructional Canned statements

Please use full, simple words

Do not use abbreviations

Do not Text and drive, please pull over

Get out now!

Wait outside for First Responders

Please wait, you are being transferred

Stay calm, help is on the way

Please call our non-emergency number to report this non-emergency (XXX)XXX-XXXX

Ending session, if you need more help contact 911

Secure or put away your animals

Unlock the door

Turn the outside light on

Subsequent Canned Questions

Are you driving?

Are you traveling on foot?

Are you on public transportation?

Are you in a vehicle?

Location of suspect?



Are there any weapons?

Is anyone hurt?

What does the person look like?

What are they wearing?

What is the nature of the injuries?

Is the person breathing?

Is the person awake?

How old is the person?

What kind of house?

Where is the fire?

What floor is on fire?

Are there any people inside?

Do you need the Police?

Do you need Fire Trucks?

Do you need an Ambulance?

Do you have any further information, or need additional help?

An ambulance will be / has been dispatched.

A fire/rescue crew will be dispatched.

Law enforcement will be dispatched.

PRESS RELEASE: February 2nd, 2017

For Immediate Release

Contact

Josh Michaelis

Rice Co 911

620-257-2663 phone

620-257-7886 fax

RE: Hutchinson/Reno County to start accepting Text-to-911 Calls

On February 7th, 2017, The Hutchinson/Reno County Emergency Communications Center in conjunction with the Kansas 911 Coordinating Council will hold a press conference to announce the availability of Text-to-911 during an emergency. Text-to-911 service will be available for those individuals who cannot safely make a voice call to 911 in an emergency. This will be a valuable service to the deaf and hard of hearing community.

Testing for Text-to-911 has been completed in Reno County and is available with plans from AT&T, Sprint, T-Mobile, & Verizon Wireless. Text-to-911 may not be available outside of Reno County. If a text is made to 911 where that service is not available, an automated bounce back message will be sent back to the phone advising the customer to make a voice call.

Some situations when Text-to-911 is appropriate:

- Deaf, hard of hearing callers, or individuals with a speech disability
- A call who is unable to speak due to a medical or other condition
- Emergency situations that would put the caller in danger if making a voice call
- Examples include abduction, domestic violence or active shooter situation

When texting to 911, follow these guidelines

- Provide your exact address or location
- Explain the type of emergency or help that is being requested
- Be prepared to answer any questions that the 911 telecommunicator texts back.
- Use plain language; do not use abbreviations, symbols, emoticons, or photos.
- Messages should be brief and concise

Texting 911 can be done by typing “911” in the field for a phone number. No other numbers need to be used. Texting should be done through your wireless phones text messaging service and not from a third party texting applications. Text-to-911 does require an active telephone service plan with data or it will not work.

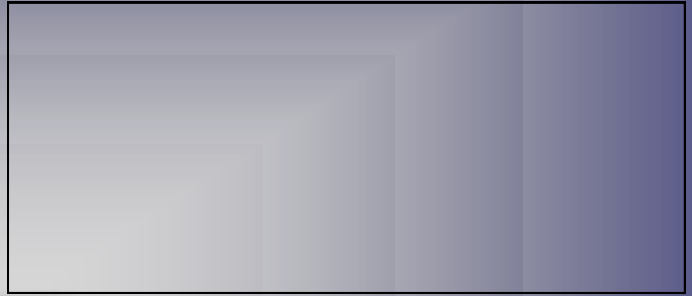
Remember, the best way to contact 911 is by making a voice call. Please only utilize this service in emergency circumstances where a voice call is not possible or safe.

The Hutchinson/Reno County Emergency Communications Center and the Kanas 911 Coordinating Council are excited to offer Text-to-911 service to the citizens of Reno County.

Remember: CALL if You Can, TEXT if You Can't!

###

NG 911 Service



911
Call if you can
Text
if you can't.

kansas911.org/140/Text-to-911

**COMING
SOON**

Text-to-911

Text-to-911 is the ability to send text SMS messages to your local 911 call center during an emergency. Text-to-911 should **ONLY** be used in an emergency and in circumstances when you cannot safely call 911.

IMPORTANT FACTS:

- ☑ Your phone plan must have a data or text plan to be able to use this service. Normal text and data charges apply, no extra fee.
- ☑ Text in simple words—no slang or abbreviations.
- ☑ Messages must be in English at this time if possible, translation for text is not currently available.
- ☑ You must provide in your first message your location and nature of assistance need— police, fire or EMS.
- ☑ You can not send group messages to 911.
- ☑ No pictures, videos, emoticons or emoji's can be accepted at this time.
- ☑ Do not delete or power off your phone till the dispatcher advises you can. 911 centers can not initiate text messages.
- ☑ If text-to-911 have not been implemented in the jurisdiction in which you are located, you will receive a bounce back message from the system advising to place a voice call.



Do's and Don'ts

NG-911 NEXT GENERATION 911

- ◆ Enter the number “911” in the “To” field (do not enter with dashes).
- ◆ Provide your address or location and type of help you need-police, fire, or medical.
- ◆ Push the send button.
- ◆ Be prepared to answer questions and follow instruction from the 911 call taker
- ◆ Text in simple words; do not use abbreviations, slang or emoji's.
- ◆ Keep text message brief and concise.
- ◆ Once you have initiated a text-to-911 conversation, do not delete the message or turn off your phone until the dispatcher tells you it is ok. Call centers can only receive and reply to text 911 calls and cannot initiate a text message conversation without the caller texting 911 first.
- ◆ Use English if possible. Translation services are not available for text messages to 911.
- ◆ Do NOT text and drive!

Text-to-911

Service is available for members of the deaf, deafened, hard of hearing, speech impaired, & nonverbal aphonic communities.

FYI's:

- ◆ 911 text messages can take longer to receive, may be delivered out of order, or may not be received at all.
- ◆ Text-to-911 is not available if you are in a “roaming” situation.
- ◆ A text or data plan is required to place a text message to 911.



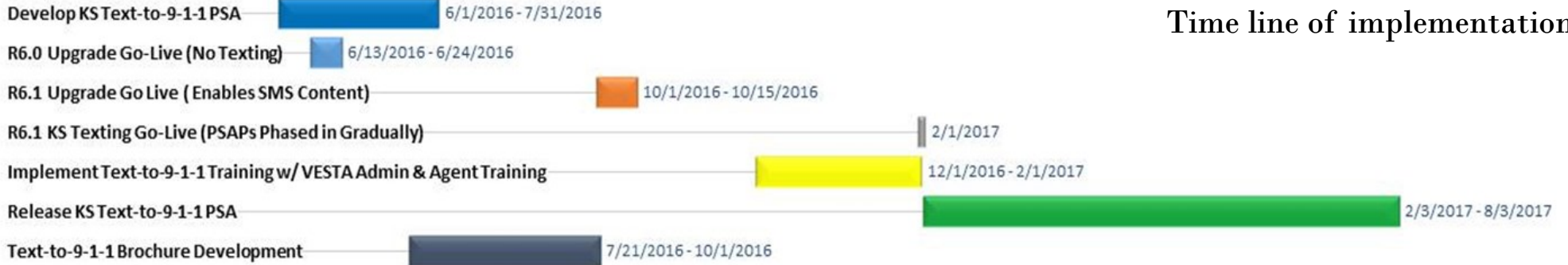
911
Call if you can,
Text if you can't.

NG 911 Hosted Solution



2016

2017



Time line of implementation



What is Text - to - 911?

Text-to-911 is the ability to send SMS text messages to local 911 centers during an emergency.

Text messaging is one of the primary ways people communicate today, especially younger people and members of the deaf and hard of hearing and speech disabilities communities.

How does it work?

911 centers on the Kansas hosted solution will receive the texts through their call handling work station.

A bounce back message will be received in counties that have not implemented text-to-911. Users cannot send messages to multiple people in a group text. This will stop the message from reaching the 911 center and dispatcher.

End users cannot send emoticons, emoji, pictures, or videos directly to 911.

Location -

The public will still need to provide us with the location of their emergency.

Logistics -

Training will be provided by the vendor for your agency at the time of your go live.

The NG911 Coordinating Council has created a best practices policy for your agency to use.

Target Audiences-

- ◆ Deaf and hard of hearing community.
- ◆ Speech impaired individuals.
- ◆ Those in an emergency where voice contact would put them in more harm.

Kansas hosted solution website:

<http://kansas911.org/140/Text-To-911>