



# Kansas 9-1-1 Coordinating Council

## Web-con Monday, December 1, 2017

### Agenda

- Call to Order, Roll Call (Chief Heitschmidt)

Voting Members (17)	Non-Voting Members (9)	Support
Mike Albers, Govt IT	Jay Coverdale, Kansas OITS	Michele Abbott, Operations
Representative John Alcala	David Cowan, LKM	Lori Alexander, Liaison
Senator Rick Billinger	Jerry Daniels, KAC	Eileen Battles, GIS
Troy Briggs, Kansas Sheriff Association	Larry Dexter, VoIP Provider	Kathy Becker, NSI
<i>Robert Cooper, Deaf Hard Hearing</i>	John Fox, LEC over 50k lines	Debbie Edwards, Cybersecurity
Kathy Kuenstler, PSAP Any Size	Adam Geffert, MARC	Scott Ekberg, Administrator
Senator Marci Francisco	Rusty Griffin, Large Wireless	Jason Loewen, security
Dick Heitschmidt, Chair, Law Enforce'	Ken Nelson, GIO	Phill Ryan, ITSS
Representative Kyle Hoffman	<i>Pending, Rural Independent' Telcos</i>	Gayle Schwarzrock, NSI
Michael Leiker, Govt IT		Randall White, PM
Sherry Massey, PSAPs less 75k		
Kerry McCue, Kansas EMS Board		
Robert McLemore, Fire Chief		
Josh Michaelis, PSAPs less 75k		
Melanie Mills-Bergers PSAPs over 75k		
<i>vacant, Adjutant General's Depart'</i>		
Ellen Wernicke, PSAPs over 75k		

- **Motion** to accept Minutes for meeting **October 9, 2017** (Chief Heitschmidt) M / S / P
- **LCPA (Local Collection Point Administrator) Report** (Kathy Becker)
  - LCPA Audit 2016 (Brenda Flanagan, SS&C for KAC)
  - Financial Reports
  - PSAP Distribution of 911 Subscriber Fees Report
  - Council funds investment recommendation
- **Chairman's Report** (Chief Heitschmidt)
  - Council vacancies and appointments
  - Staffing Resource Management update
  - Legislative Committee Report
  - Unification of NG911 and FirstNet update
- **Operations Committee Report** (Michele Abbott)
  - PSAP Distribution of 911 Subscriber Fees Report
  - Expenditure Report update (Lori Alexander, Kathy Becker)
  - Text-to-911 Subcommittee Report (Josh Michaelis)
  - Council New Member Briefing
  - Training Subcommittee Report (Ellen Wernicke)
- **Technical Committee Report** (Jay Coverdale)
  - Program Status



- Kansas NG911 Internal Cyber Security Vulnerability Assessment, Dec 13, Wichita
  - Incident Management (IcM) (day-2 support)
- **GIS Committee Report** (Ken Nelson)
  - GIS Data Maintenance status
  - Orthoimagery update
  - Cross-border update
  - NG911 GIS User Group report (Eileen)
  - NG911 Program Portal (Eileen)
  - NG911 GIS Toolbox (Eileen)
- **Geospatial Call Routing (GCR) Report** (Sherry Massey)
  - GIS data testing and evaluation
  - Data readiness for Geospatial Call Routing
- **NG911 Administrator Report** (Scott Ekberg)
  - Workplan and Budget 2018
  - Legislative Report 2017
  - Strategic Plan 2018-2020
  - Ford County update
  - Status of our Hosted Solution
  - NG911 AT&T nationwide ESInet™ (Emergency Services IP network)
- **NG911 Liaison Report** (Lori alexander)
  - Vesta User Group report
  - PSAP Liaison Report
  - 911 Knowledge Center update
  - Website update
- New Business
- Next Meeting, **Friday, January 26, 2018**, web conference



## Abbreviations, Acronyms, Definitions

<b>AFU</b>	Approved for Use term used by AT&T
<b>AG</b>	Attorney General
<b>ALI</b>	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.
<b>ANI</b>	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.
<b>ANSI</b>	American National Standards Institute
<b>APCO</b>	Association of Public-Safety Communications Officials
<b>App</b>	Application
<b>AT&amp;T</b>	American Telephone and Telegraph
<b>AVPN</b>	AT&T Virtual Private Network
<b>BDA</b>	Bi-Directional Amplifier used to boost wireless signal strength into NG911 system
<b>BUS</b>	Back-Up Site such as Yoder Center
<b>BYOD</b>	Bring Your Own Device
<b>Call Handling Equipment</b>	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.
<b>CAMA trunk</b>	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.
<b>DB</b>	Database
<b>CDMA</b>	Code Division Multiple Access for example CDMA networks
<b>CDR</b>	Critical Design Review
<b>CM</b>	Change Management; Configuration Management
<b>COR</b>	Change Order Request
<b>CPE</b>	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.
<b>CTIP</b>	Cyber Threat Information Program
<b>CTT</b>	Consultation Task Team
<b>Customer Premises</b>	Refers to the facility where the PSAP operates. Customer premises are specified in documents such as the SOR and Site Survey.
<b>Cybersecurity</b>	Unauthorized use of a protected network system and measures to counter
<b>DB</b>	Database
<b>DDS</b>	Data Distribution Services server term used by Airbus
<b>DHS</b>	Department of Homeland Security
<b>ECaTS</b>	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
<b>ECRF</b>	Emergency Call Routing Function
<b>ECS</b>	Emergency Communications Section; formerly OEC under KDEM Response/Recovery
<b>ESInet</b>	Emergency Services IP Network



<b>ESN</b>	Emergency Service Number
<b>EMD</b>	Emergency Med Dispatch
<b>ESRP</b>	Emergency Services Routing Proxy
<b>FCA</b>	First Company Application term used by AT&T
<b>FCC</b>	Federal Communications Commission
<b>FDR</b>	Final Design Review
<b>FirstNet</b>	First Responder Network Authority
<b>GA</b>	General Availability term used by AT&T
<b>Geospatial Routing</b>	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.
<b>GIS</b>	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.
<b>GNOC</b>	Global Network Operations Center AT&T, Bedminster, NJ
<b>Governance</b>	The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies.
<b>HAZMAT</b>	Hazardous Materials
<b>HF</b>	Hot Fix term used by Airbus for a last-minute fix to a release for example "R6.0 HF2"
<b>HF2</b>	Hot Fix 2 for Airbus release R6.0
<b>i3 architecture</b>	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.
<b>IcM</b>	Incident Management "Day-2 Support Model and Plan"; monitors open-closed trouble tickets.
<b>IFB</b>	Invitation for Bid; same as RFP
<b>ILS</b>	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.
<b>IoFRT</b>	Internet of First Responder Things
<b>IM</b>	Instant Messaging
<b>IMS</b>	IP Multimedia Subsystem
<b>Infrastructure</b>	The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support.
<b>IPR</b>	Intellectual Property Rights
<b>IP Selective Routing</b>	End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state.
<b>ISMS</b>	Information Security Management System
<b>KAM</b>	Kansas Association of Mappers
<b>KDEM</b>	Kansas Division of Emergency Management; division of Adjutant General's Depart'



<b>KDHE</b>	Kansas Department of Health and Environment
<b>KHP</b>	Kansas Highway Patrol
<b>KLETC</b>	Kansas Law Enforcement Training Center
<b>KSICS</b>	Kansas State Interoperable Communications System
<b>KU</b>	Kansas University
<b>LCPA</b>	Local Collection Point Administrator
<b>LCPA</b>	Local Collection Point Administrator
<b>LEC</b>	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.
<b>LMR</b>	Land Mobile Radio e.g. LMR network
<b>LTE</b>	Long-Term Evolution for example LTE network
<b>LTE</b>	Long Term Evolution cellular network
<b>LVF</b>	Location Validation Function
<b>MARC</b>	Mid-America Regional Council, KC, MO
<b>MDS</b>	Media Distribution Services server term used by Airbus
<b>MOA</b>	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.
<b>MOP</b>	Method of Procedure
<b>MRS</b>	Managed Router Service term used by AT&T
<b>MSAG</b>	The Master Street Address Guide (MSAG) is a tabular database
<b>NAS Device</b>	Network-Attached Storage (NAS) is a GIS data storage server (black box) connected to the NG911 network at the host and PSAP level.
<b>NASNA</b>	National Association of State 911 Administrators
<b>Neighboring States</b>	Nebraska, Missouri, Oklahoma, Colorado.
<b>NENA</b>	National Emergency Number Association
<b>NG9-1-1</b>	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.
<b>NICE</b>	National Initiative for Cybersecurity Education
<b>NIST</b>	National Institute of Standards and Technology
<b>NPSBN</b>	Nationwide Public Safety Broadband Network
<b>NTIA</b>	National Telecommunications and Information Administration
<b>OEC</b>	<i>Office of Emergency Communications; now the ECS under KDEM Response/Recovery</i>
<b>OoE</b>	Quality of Experience – pixelated video
<b>PDR</b>	Preliminary Design Review
<b>Pictometry</b>	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.
<b>PM</b>	Project Management; Program Management
<b>PP</b>	Position Paper
<b>PSA</b>	Public Service Announcement
<b>PSAC</b>	Public Safety Advisory Committee



<b>PSAP</b>	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.
<b>PSCR</b>	Public Safety Communications Research program
<b>PSDC</b>	Public Safety Dispatch Center; non-traditional PSAP such as higher education, military, Native American, Highway Patrol...
<b>PSE</b>	Public Safety Entity
<b>QoS</b>	Quality of Service - voice #1
<b>QPP</b>	Quality of Priority and Preemption
<b>RAID</b>	Redundant Array of Independent Disks
<b>RAN</b>	Radio Access Network
<b>RFI</b>	Request for Information
<b>RFP</b>	Request for Proposal
<b>RFQ</b>	Request for Quote
<b>RMS</b>	Records Management System e.g. law enforcement tool
<b>RTT</b>	Real-Time Texting appearance as typing
<b>SI</b>	Spatial Interface (replacing SIF)
<b>SIF</b>	Spatial Information Function (replaced by SI)
<b>SLIGP</b>	State and Local Implementation Grant Program (from NTIA)
<b>SLMS</b>	Software, Learning Management Service
<b>SMS</b>	Short Message Service for text messaging
<b>SMS Texting</b>	Short Message Service allows wireless subscribers to send 911 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs
<b>SPOC</b>	Single Point of Contact
<b>TCC</b>	Text Control Center
<b>TCS</b>	Telecommunication Systems Text-to-911 technology, Comtech Telecommunications
<b>TEES</b>	Test and Evaluation Equipment Suite for BUS
<b>TSP</b>	Telecommunications Service Priority; extra fee for priority treatment of critical infrastructure services during network outage.
<b>TSP</b>	Telecommunication Service Provider of voice/data carrier such ILEC, CLEC, wireless
<b>Vehicle Telematics</b>	The computer system in a vehicle that collect and store critical information that can be used to determine events leading to a crash.
<b>VoLTE</b>	Voice over Long-Term Evolution



# Kansas NG9-1-1

## Regular Council Meeting Minutes

**Monday, October 9, 2017**

### 1 Call To Order

Chairman Heitschmidt called the Kansas 911 Coordinating Council ("Council") meeting to order at 9:52a.m.

### 2 Roll Call

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

Troy Briggs, Robert Cooper, Jay Coverdale, David Cowan, Jerry Daniels, John Fox, Marci Francisco, Adam Geffert, Dick Heitschmidt, Kyle Hoffman, Kathy Kuentler, Sherry Massey, Kerry McCue, Robert McLemore, Josh Michaelis, Melanie Mills-Bergers, Ken Nelson, and Ellen Wernicke.

#### **Council Members Absent**

Mike Albers, John Alcala, Larry Dexter, Rusty Griffin, and Michael Leiker.

#### **Also in Attendance**

Michele Abbott, Lori Alexander, Eileen Battles, Kathleen Becker, Bill Duggan, Scott Ekberg, Kelly Emmons, Phill Ryan, Gayle Schwarzrock, Randall White, and Todd Wright.

### 3 Approval of Minutes

Chairman Heitschmidt requested a motion to approve the minutes for the August 18, 2017 meeting. Motion made by Sherry Massey, seconded by Kyle Hoffman. Kathy Kuentler advised the minutes state she was in attendance for the meeting, but she was not. Correction noted. No other amendments or corrections were presented. All in favor, and the motion to adopt the minutes passed.

### 4 Approval of Agenda

### 5 Presentations

#### 5.1 LCPA Report

**Financial Reports.** Chairman Heitschmidt called on Kathleen Becker to present the Local Collection Point Administrator (LCPA) reports. Ms. Becker reviewed the Bank Activity report, showing August receipts of \$1,915,301.51, August payments of \$2,191,642.71, and a remaining balance of \$14,362,777.63. The Balance Sheet, which reflects accrued totals, shows the assets and liabilities for the Council. The Summary report reflects the revenue for August, as well as year-to-date. This report shows \$2,341,481.41 in total revenues for August, and \$16,719,186.13 for year-to-date revenues. The report also shows expenditures for the month, as well as year-to-date, which includes year-to-date payments to PSAP's of \$13,210,306.10, operating expenses of \$254,625.70, and contractual costs of



\$2,824,016.88. Year-to-date, the Council has a positive change of net assets, and is operating within the 2.5% limit for the 911 collected fees – currently at 1.6%.

**2017 LCPA Audit Update.** Todd Wright from the LCPA, Nonprofit Solutions, Inc., advised the Council that Summers, Spencer & Company, CPA, is the auditor for the financial statements for the prior fiscal year. The auditor has advised they will complete their work and have a final audit and internal control letter prepared in December 2017 and will have it available in January 2018. The period the auditor is reviewing is a period covered by the former LCPA, the Kansas Association of Counties, into the period where Nonprofit Solutions, Inc. took over as the current LCPA.

## 5.2 Chairman Report

**VIP Tour of Kansas NG911 In Sedgwick County.** Chairman Heitschmidt spoke about the FCC Chairman's visit to Wichita and the 911 center there. Elora hosted the visit. Congressman Ron Estes, AT&T President of Global Public Safety, Kay Kapoor, who answers directly to the CEO of AT&T, and Kansas AT&T President, Mike Scott, were also in attendance. One goal of the visit was to show these individuals where Kansas is at and how far Kansas has progressed, and let them see the solution firsthand that Kansas has provided to the current 70 PSAP's in the state.

**Unification of NG911 and FirstNet.** Chairman Heitschmidt advised the Council that the State Interoperable Executive Council (SIEC), chaired by Chief Robert McLemore, has proposed to establish a partnership with the Coordinating Council for the purpose of consolidating efforts and resources toward the establishment and governance of this effective statewide interoperability network. The Statewide Interoperable Executive Council is interested in opening a discussion with the Kansas 911 Coordinating Council, allowing for cost and timesharing of the soon to be hired Kansas 911 Coordinating Council Executive Director. A portion of the Executive Director's salary is to be reimbursed through the State and Local Implementation Grant Program (SLIGP2), if the grant is accepted. If concurrence is achieved, then the Kansas 911 Coordinating Council and the SIEC would negotiate the time and costs percentages to ensure there are no violations of laws and regulations before the final agreement is decided upon. If agreed upon, the two (2) councils will work together to ensure effective and efficient usage of resources to enhance the likelihood of a successful program that would effectively support the state of Kansas and its residents.

Chairman Heitschmidt explained that the SIEC is asking that the Council allow discussions about how to proceed moving forward, and if there are expenditures of any of our money, those funds would be reimbursed by the SLIGP2 grant. Therefore, we are looking to discuss this with them and get the details worked out on how we can collaborate in bringing FirstNet online in the state of Kansas.

Chief McLemore spoke on the partnership and advised the Council he sees it as an obvious match-up for the two councils since they are already interconnected with NG911 and FirstNet. There are many members who are on both boards as well.

Michele Abbott spoke and advised she has seen a co-alignment between the two projects from the beginning. She believes 911 will be one of the first integrations for FirstNet in the state of Kansas, so this makes sense.

Chairman Heitschmidt followed-up and advised his personal belief is that the biggest impact that FirstNet is going to bring to anyone in the state is to the PSAP's. The Kansas 911 Coordinating Council will be working on the FirstNet integration into PSAP's, and have already made it clear to AT&T that the Council intends to be heavily involved.

Chairman Heitschmidt requested a motion to direct the Council to get involved in the above discussions and come up with a partnership agreement with the SEIC regarding FirstNet. Motion made by Kyle



Hoffman, seconded by Josh Michaelis. All in favor, and the motion is passed. Chairman Heitschmidt will contact Chief McLemore to get those discussions underway.

**Council Vacancies and Appointments.** Chairman Heitschmidt advised the Council regarding current Council vacancies and appointments. The position announcement for the Executive Director's position closed last week. The applications have not yet been received from the Adjutant General's Human Relationships Department, but the Chairman had just missed a call from them, and is hopeful to have more information on this matter later today.

There is also one application for the Rural Telco position on the Council from Robert McDonald. That application will be submitted to the Governor very soon, if it has not already been submitted.

There is still no position from the majority's side on the Senate. Chairman Heitschmidt will look into this.

### 5.3 Operations Committee Report

**Expenditure Report Update.** Michele Abbott advised the 2016 expenditures were approximately \$18,759,000.00. A little over \$3 million in expenditures were questioned, including \$22,205.00 that was identified at the onset. She often gets the question of what were the unallowable expenses. Those included camera systems that were installed, fire suppression equipment, and some additional items that should likely come from the general funds rather than the 911 funds.

Lori Alexander spoke on the expenditures and advised she has been working on the portal with Kelly and Eileen to be able to upload the invoices directly onto the portal. PSAP's have now been asked to submit five (5) random invoices to accompany their expenditures, as well as Journal Entries for anything that may need to be reimbursed. Lori is currently working on a video to put on the site to assist PSAP's with this process.

Michele advised the Council that all questions received regarding allowable and unallowable expenses are added to the FAQ sheet on the website for PSAP's to refer to in the future.

Scott Ekberg advised PSAP Directors that request to uploading five (5) random receipts came from the last Legislative Post Audit (LPA) through a recommendation to the Legislature on improvements the Council can make in the monitoring process of the expenditures.

Michele discussed the review by the LPA of the operational policies. Although the committee was already reviewing every expenditure, no requests were made for the original invoices. The LPA felt the committee needed to do more to tie the expenditure amount to what the invoice said was being purchased. That is now the next step to keep in compliance with the audit findings.

**Training.** Michele Abbott discussed the Admin Training Day that was held in September, in which 80 administrators attended. This training is being continued at the APCO Conference. This conference is the highest attended in APCO history, with 175 registered attendees.

**PSAP Distribution Report.** Michele Abbott advised that the PSAP Distribution Report will be listed on the website, which includes the PSAP monthly allocations and what has been earned up to this point for the year.

**Text-To-911 Subcommittee Report.** Josh Michaelis advised that since the last Council meeting in August, the subcommittee has reached out to our advocacy members and the Attorney General's commission on human trafficking. Brochures and training have been made available at the conference as to how Text-To-911 will be beneficial to human trafficking victims.



Josh Michaelis advised that the subcommittee has developed public service announcements (PSA's) for Text-To-911. He presented the first cut of the deaf and hard of hearing PSA to the Council, which included Council member, Robert Cooper. Scott Ekberg thanked Robert for his work on the video. Josh reiterated Scott's thanks to Robert for his work, as well as thanks to the Text-To-911 committee. The voiceover was done by a committee member, Tim McQuaid, and the actors were students from Sterling College.

Jay Coverdale commented on the work done for the PSA campaign. The campaign will be beneficial in getting the word out to the public on what Text-To-911 can and cannot do.

Michele Abbott agreed with Jay and also pointed out the work done by the Executive Committee, along with Scott Ekberg and Lori Alexander, in putting together a complete package, including a position paper on Text-To-911, a written PSA, and a sample policy. A lot of work has also gone into the implementation process which will begin next week, which will include carrier testing with the 911 centers. A collaborative effort will be held on November 2<sup>nd</sup> for all centers to go live at the same time.

Michele Abbott discussed a problem identified in today's Operations Committee meeting, wherein there are 70 PSAP's to go online in November, but 31 of those PSAP's have not registered in the knowledge center. The training for Text-To-911 will be presented through the knowledge center, and it was anticipated that this would be how the PSAP's would receive that training and certify they were ready to receive Text-To-911. Discussion was had about the non-compliance and a possible workaround outside of the knowledge center that would allow a center to certify that their staff has trained. A video training was created and provided to everyone to use. The Operations Committee will make a recommendation to the executive team on how to proceed with this training issue, as there is currently only 24 days remaining before the service becomes live.

Marci Francisco thanked the committee for reaching out to the human trafficking commission.

Kyle Hoffman inquired why there are so many PSAP's that are not trained. Michele advised that an e-mail is sent out to everyone through the knowledge center. The centers then need to register their users online. There was an issue with the testing, which has since been resolved. An e-mail has also been sent out to those who have not trained advising of a workaround for those having trouble with the knowledge center. There are a lot of smaller agencies with limited people doing a lot of work, and this is another added responsibility for them, however, it is the Council's responsibility to get that training out to everyone, and ensure that they have completed it. The training, which consists of a video and 10 questions, is available at the conference on Wednesday for anyone in attendance who has not yet completed it.

Kathy Kuenstler commented that when a PSAP comes onto the hosted solution, an MOA is signed agreeing to what is in the MOA, including the 24 hours of continuing education. Kathy feels it is important for the Council to address enforcement of the training, not only with Text-To-911, but with the training hours that come next year. Kathy inquired about the position the Council is willing to take, including the option of withholding tax funds or pulling the hosted solution if the training is not completed.

Michele Abbott advised that discussion was had during the Operations Committee meeting that the MOA has a URL embedded within it, and as features and functionality come on and change, standards and recommended guidelines need to be addressed including training. As functionality changes, the standards and recommended guidelines are changing, and will need to be updated. There was also discussion about turnover and elections in the different departments and centers, making it possible that the person in office now may not be the one who signed the MOA or may not know what the requirements are. Discussion was had about sending the MOA out annually with recommendations, or a



cover letter annually with a URL to the MOA and bullet points with their responsibilities with regard to the expenditure report, training, etc. The Committee did also discuss grant fees that are paid out through the grant fund as well.

Marci Francisco requested any questions or comments that she could take back to the Legislature as well.

**Training Subcommittee Report.** Ellen Wernicke spoke on behalf of the Training Subcommittee. There are continued challenges with communication with the PSAP's. As was discussed previously, 31 of the 70 PSAP's have not logged into the knowledge center. Of those 31, there are 14 with only one contact listed, which is the Sheriff in most cases. Ellen acknowledged and agreed with Kathy's comment about following and enforcing the standards. The training standards go into effect in 2018. The subcommittee will begin the process of reaching out to the PSAP's to get their certifications for training. As mentioned previously, alternatives are also being explored on how to get the Text-To-911 training out to everyone. Work is also underway for the CTO and supervisor guidelines.

Marci Francisco advised she would mention the issue with the training at her next human trafficking commission meeting, as there are a number of law enforcement personnel who attend, and remind them about the importance of the training. It would then be the hope that they would reiterate that back to other staff in their agencies.

Michele Abbott advised that Scott and Lori also do outreach to the Kansas Law Enforcement Training Center, as well as reaching out to new Sheriffs when they are elected.

Ellen Wernicke stated it's not just law enforcement, it's a multi-discipline issue. She feels there will be a challenge on the medical side as well, coming down from a variety of groups about what the emergency medical dispatcher training standards are

Kathy Kuentler inquired if a Sheriff or administrator enrolls their staff in the knowledge center, or sends in a list of the staff and their e-mails, and they are enrolled, then notifications are sent out to those e-mails. This was confirmed. Lori Alexander advised the issue with that lies in getting individual e-mail addresses, as she often just gets one e-mail address for an entire group.

Michele Abbott advised that a selling point for the knowledge center was developing it into a communication tool with 911 operators and administrators.

Sherry Massey spoke from a GIS standpoint regarding compliance and the impact. There is great participation with people submitting their data, however, many PSAP administrators have signed up to be responsible but haven't attended the free 3-hour class. They continue to receive e-mails regarding this until they become compliant.

Michele Abbott pointed out there being a lot of small PSAP's that may have just one person answering the phone and taking on administrative responsibilities. With that, retention issues, and staffing levels, it's problematic.

#### 5.4 Technical Committee Report

**Program Status.** Jay Coverdale presented for the Technical Committee. All projects presented on the handout are on schedule and under budget.

**LCPA** – Toyia Bulla retired a month ago and has named Kathleen Becker as her replacement. This has been a very seamless transition.



**Infrastructure** – 68 PSAP's are currently on the system, along with the training center in Yoder. The goal is to increase that to 76 by the end of the year. All SOR's, for counties interested in coming onto the system, should be completed in 2018.

The hosted solution moving toward ESInet connection has had a bit of a delay. The team is currently waiting for Release 7.2 to address the Airbus release that will provide address location information from a geospatial routed call.

**Program Management** – Randall White Consulting is continuing to work on the projects revolving around the ESInet, FirstNet, and the call handling solution that is in the process of being implemented, ensuring all 3 of those projects work in concert with one another and can move forward in a timely fashion.

**Kansas NG911 Security Plan/Policies.** Jay Coverdell updated the Council on the continued work with AT&T to identify a subject matter expert regarding security and cyber-security, to assist the committee in identifying standards that we need to be following. That resource has been identified by AT&T, and the committee is looking forward to working with them closely.

**Incident Management Plan.** Jay Coverdell advised that work has been done with the AT&T Resolution Center. They have a very good incident management plan for day 2 support of the call handling solution. However, it does not fully address the potential impacts from a cyber-security event, so AT&T is looking at how that can be modified or expanded. They are very close to having a report on that.

## 5.5 GIS Committee Report

**NSGIC Award.** Chairman Heitschmidt advised the Council that Ken Nelson, Eileen Battles, and Sherry Massey received a national award on behalf of the entire GIS team recently. This is another example of how the Kansas GIS effort is leading the way.

Ken Nelson advised that he and Eileen attended the National States Geographic Information Council (NSGIC) conference 2 weeks ago in Providence, Rhode Island. Ken advised he nominated the Council for the Geospatial Excellent Award, specifically in the catalyst category. The development of GIS data layers for this project, that are being used across our state government enterprise, including road center lines, address points, and imagery in many organizations at the local and state levels, has had a huge impact on our state GIS program. The Council won the Catalyst Award. Ken was able to nominate 5 individuals, even though it was really for the entire group. He nominated Eileen Battles, Sherry Massey, Kristen Jordan-Koenig, Scott Ekberg, and Kelly Emmons.

**GIS Data Maintenance Status.** Ken Nelson presented a map reflecting the 3<sup>rd</sup> quarter data submission, reflecting all areas in compliance, with 99 jurisdictions submitting data and 6 with no changes. This marks 7 straight quarters of compliance.

Scott Ekberg inquired if there were any comments on this information at the national conference. Ken advised that there were a lot of comments and disbelief that there could be that level of participation at a statewide level.

**Orthoimagery Update.** Ken Nelson advised that the renewal agreement with Surdex is fully executed and new imagery will be acquired in late fall and early winter. It will be the same deal as last time – statewide 1 foot, web services, and file based formats. The renewal also allows for a release of the 2015 imagery into the public domain. There is also a local buy-up option that will be provided to locals, if they want to take advantage of the imagery while they are out in the area. Beginning next summer, recycling will begin on the NAS box deployment that is out in the PSAP's.



**Cross-Border Collaboration Update.** Ken Nelson advised that there have been discussions with Nebraska. A meeting with Oklahoma is in the works. There has been contact with Maryland and the city of West Palm Beach, Florida, as well. The map being created has to align with all of our state neighbors, so will likely look at early next year to set up those meetings.

**NG911 GIS User Group.** Ken Nelson discussed the success of the quarterly webinar that Eileen Battles has been holding. Attendance has remained high. The webinar held in August had over 50 attendees. Eileen has another webinar set up at the Kansas Association of Mappers Conference next week. The Vesta User Group will present at the Fall APCO Conference this week.

**General Update.** Ken Nelson advised that Kristen Jordan-Koenig, in the DASC office, has been the primary developer on the toolbox. This has been a very helpful way to allow the jurisdictions to test their data before they submit through the portal. All of the same data quality checks are ran, but it is considered an open book test, to allow them to test it for accuracy before an upload.

Network attached storage devices continue to be sent out. So far 73 of those have been sent. Eileen has published 69 map templates.

**Geospatial Call Routing Report.** Sherry Massey advised of an important aspect of the training. The training has morphed from being just about the GIS program into how the PSAP's prepare for geospatial call routing from a data perspective. In Kansas, as well as nationally, there is concern about whether the data can actually get us there. The training classes are almost done for the year. There is a Data Steward class at this conference and there will be a Data Maintainer class at the KAM Conference next week, and that will conclude those classes until Spring 2018. Classes this year have been held in Wichita, Garden City, Hays, Lawrence, Iola, and Manhattan. Depending on how the statistics come out, the number may be reduced, but trainings will still be held in western, eastern, and central Kansas.

Sherry continues to run the quarterly updates for GIS, as well as acquiring a list of all of the telephone records from AT&T for Kansas and combines the two together to see where the GIS data stands in terms of doing the geospatial call routing job. It has improved each time. Of the 70 PSAP's, 50 of them have already achieved the data alignment necessary to move to geospatial call routing. The first county, Dickinson County, was submitted to West, and they have been surprised at how clean the data is. Stephens County will be the next county submitted, and will be perfect.

**Portal Demo.** Eileen Battles and Kelly Emmons gave a demonstration of the NG911 portal. Eileen advised the Council that the portal was initially launched 2 years ago, in October 2015. The portal is not a public content site, you need to register and then sign-in each time you want to utilize the portal. Eileen reviewed the registration process. The role selected during registration will determine the access you have in the portal (i.e. a telecom service provider will have access to the TSP module). More than one role can be selected, if appropriate. The registration also asks if you will be submitting expenditure reports, so those doing so will need to mark that box. Once registration is approved, the user will receive an e-mail with their auto-generated encrypted password.

Eileen Battles highlighted a function available for those whose role is a PSAP operation managers, wherein they can see the current PSAP roles option, which will allow them to see what other PSAP's are registered on the portal. They can also invite others to register on the portal.

Eileen also advised that all content entered into the portal is stored in a database, to be utilized for pulling reports and queries and accessing the information later.

Eileen discussed the outage notifications that have also been added to the portal, so that all users are notified by e-mail but also have the option to get notified by text and voice as well.



Eileen also reviewed the Travel Expenses module, which is based on the paper form that was previously completed for 911 related expenses. Once an expense form is submitted on the module, Scott will receive an e-mail advising him of the same. For those on the Legislature, the form will pull up in the appropriate format for you as well. Receipts for the expenses can also be uploaded into the module as well.

Eileen showed the portal from the admin view, such as what Scott sees when approving expenses. It will reflect who has submitted requests and do any follow-up required. Scott can also upload receipts for expenses, if someone was unable to do so directly.

Eileen also reviewed the GIS tools that are built into the portal. The GIS tools are the cornerstone of why the portal was initially created. This allows all GIS data maintainers to submit their GIS data updates. The site tracks who submitted information and what was submitted. Once their information is submitted, the system generates scripts and validates the data. An e-mail will then be sent advising them either that the submission was approved or if it needs corrected and re-submitted. Approved data is then converted into the Vesta Locate database.

Eileen discussed the expenditures for PSAP's, which are now set up on the portal as well, rather than spreadsheets needing to be sent through e-mail. When all expenditures have been entered, the PSAP can go to the annual submission option and that will send an e-mail to Lori advising her they have submitted their expenditures for review. The PSAP's can also upload their invoices for the 5 random invoices that are being requested.

Eileen also advised that the admin side for expenditures, they can be followed-up on, reviewed, and uploaded invoices and receipts reviewed.

Lastly, Eileen advised that the TSP module was added allowing TSP's to add their monthly files instead of sending each month via e-mail. The TSP can upload the report and track the spreadsheets submitted each month.

## 5.6 Administrator Report

**Work Plan and Budget Update.** Scott Ekberg spoke on the draft of the work plan. Scott asked for everyone to review it and advise him of any additions or changes that are needed before the final is prepared. It will be submitted to the Council in December for approval for 2018.

Marci Francisco inquired if Scott would consider adding recommendations from the Executive Committee regarding training. Scott advised her it is on page 2 of the work plan. Scott advised that the work plan is based off of the action items in the strategic plan, which includes looking at the Legislation and changes needed. He further advised that he contacted Representative Kyle Hoffman regarding a deadline for the work plan to be completed for submission in the next Legislative session. Representative Hoffman advised it would need to be done by January 2018.

Scott Ekberg advised he is going to ask that the Chairman appoint a Legislative sub-committee made up of the Legislative members on the Council, the Operations Chairman, the Council Chairman, Scott, and whomever else would be appropriate to be included. The sub-committee can then begin work on identifying any changes needed to the Legislation, and any administrative regulations that the Council may want to try and enact for 2018. Chairman Heitschmidt advised he would work on that and have it done by the end of the day.

Scott also presented a draft of the 2018 budget. He again asked for everyone to review the budget and advise him of any changes or additions to be made. Scott presented on the changes made to the 2018 budget from the current year's budget.



- *Council Meeting Expenses* – increased \$1,600.00. There are more Council members registering for the 2 APCO conferences held each year, and this has increased meeting costs.
- *Committee Meeting Expenses* – increased \$1,600.00. The increase is to cover the additional committee meetings that are now being held.
- *Publication Fees* – reduced \$5,000.00. Last year, the legal representation by the Attorney General's office was duplicated, both as a contract budget item and a Council budget item. There may be some argument to leave money for a situation where the legal representation is for the Council specifically and not the system as a whole.
- *Membership Dues* – increased \$896.00. The number of memberships to APCO and NENA increased for Council and committee members, as well as an increase in the NASNA annual membership dues.
- *Conference and Training For Council Members* – increased \$9,200.00. This increase would cover the cost of sending 3 Council members to the 911 Goes To Washington event.
- *LCPA Contracted Services* – moved out of the Council budget. The contractual budget that has been maintained since 2012 has always been made up of items that benefited the majority of the PSAP's or all of the PSAP's. The biggest part of what the LCPA does directly benefits the PSAP's – collecting the TSP money that is submitted and distributing it back to the PSAP's. The LCPA contract should have been in the contract budget since the beginning.
- *Annual Audit of LCPA* – increased \$5,000.00. Next year, the Council will move to a gap general accounting accepted practices audit. This will be more involved than the cash audit done in years past, and will require additional funds.
- *Personnel Contracts* – increased \$235,092.00. This increase will cover the new Executive Director position in full. If the Council enters into the partnership with the SEIC, then a portion of that increase is going to be reimbursed, and won't be an accurate reflection of what it will cost the Council.
  - *Training*: There is an increase of \$500.00 per position, for a total of \$1,500.00, added to training. Scott and Lori would like to get NENA Emergency Number Professional Certifications. Scott also added \$500.00 for the new Executive Director position, in case they would also like to receive that certification.
  - *Salary*: A proposed 2.5% salary increase for Scott and Lori.
  - *Vehicle Purchase/Replacement*: Initially added \$40,000.00 for this expense, but later reduced to \$20,000.00 based on the fact that the Executive Director position is not going to be a traveling position, so the plan will be to pay mileage for that position instead of purchasing a vehicle. The \$20,000.00 will then be to replace one vehicle next year.
  - *Imagery Contract*: Increased \$550,000.00 from last year for the upcoming imagery refresh. There is a \$100,000.00 cost share from the Traffic Records Coordinating Council, as well as \$15,000.00 from the Kansas Department of Revenue to cost share that imagery as well. This reduces next year's expenditure \$435,000.00 with those cost shares. (Scott originally stated the \$15,000.00 was coming from the water department, but Ken corrected him that it will be from the Dept. of Revenue.)



Ken spoke on the buy up program for local entities to buy up on the imagery. One of the challenges to that program is not being synced up with budget years with the locals. There may be counties who would like to participate, but won't have the funding available at the time to pay for the acquisition costs. An idea would be to have the Council cover those costs on a reimbursement basis, providing local entities one (1) year to get their budget authority in place, and then reimburse the Council for those costs. This will provide them with the opportunity to participate if those want to do that. There would be with a contract document to ensure we are reimbursed in a timely manner.

Kyle Hoffman inquired what the estimated cost would be to provide that buy-up option to local entities. Scott advised he wouldn't be able to answer that without knowing how many entities might be in a position to participate. Ken Nelson advised that he also did not have a good answer, but thinks they will be able to get an estimate in 4-6 weeks. Ken also advises there have been discussions with Surdex about this. They are already working on their 2019 year and they advised they could only bill for the acquisition and then hold off on the processing of those buy-ups until the 2019 budget year.

- *DASC Contract:* Currently, the fixed price agreement is for \$160,000.00 per year. In addition to the work on the portal, Eileen is also managing 69 map templates for the PSAP's. This will continue to increase. There will also be replacement of the network addressable storage devices that hold the imagery. With the new imagery coming out, the boxes will need to be rotated out. There will also be processing of the files onto the NAS box, shipping it out, and getting the other back. In talking over the renewal of the agreement, Ken Nelson and Scott felt that an additional \$20,000.00 per year on that contract was a fair price. This would be an increase to \$180,000.00 per year over the next 3 years.
- *Kansas Knowledge Center:* Increased \$2,400.00 to purchase additional training packages that the vendor makes available, as well as to cover an increased cost of the users. The current contract covers 1,200 users. We are currently at almost 900. As the Knowledge Center is marketed more, there's a good possibility the users will go over 1,200.
- *LCPA Contract:* Increased \$1,500.00 per the signed contract.

**Hosted Solution Status.** Scott Ekberg presented the status map for the hosted solution. Phillips County is now signed on to come on. A consult visit was done with Phillips County and they provided invoicing that reflects their moving to the hosted solution is going to save them about \$25,000.00 per year. With the \$18,000.00 per work station, Text-To-911 and ESInet are included. If they stayed on the solution they are currently on, Text-To-911 is an additional \$12,000.00 one-time fee, and about \$1,200.00 per year ongoing. Adding ESInet would be another huge jump. This validates what we have said about the hosted solution being the most economical and efficient way to migrate to NG911.

Scott advised that Rooks County has indicated interest. Riley County is interested in coming online in 2019 and an SOR should be completed this year for them. A meeting was held with Jackson County, and the Pottawatomie Tribal Police is expressing interest in standing up their PSAP. If they do that, they are very interested in the hosted solution, because they like the idea of not having ownership of the equipment and just buying a service. They were advised that the Council cannot spend any of the grant fund, so they will need to pay all of the upfront costs and that did not shun them away. There was then



a meeting with the Jackson County Sheriff and he was very opposed to the Pottawatomie Tribal Police creating their own PSAP. Any time an additional PSAP is created in a jurisdiction it is a bad move, but there is nothing that can be done to stop them from doing so. With this in mind, it was important to find a way to make this as painless as possible. Jackson County was very interested in the hosted solution as well. If they didn't have issues with funding, Scott believes they would have signed up that day. Their concern with funding is that since they started 911 in Jackson County, they have never spent general fund money on 911, other than personnel. If they come on to the hosted solution, they have 3 positions, which will be \$54,000.00 per year. They will not be able to continue doing that and will have to use general fund money, and are very opposed to doing that.

Scott updated the Council that since the last Council meeting, Andover Police Department and Sedgwick County both came on in September. Harvey, Harper, Nemaha (Seneca and Sabetha PD), Sherman, Saline, and Dickinson counties are all scheduled by the end of the year, which will bring the total to 76 PSAP's on the system. Chautauqua, Bourbon, Coffeyville Police Department, Marion, Wabaunsee, Pottawatomie, Shawnee, and Phillips will all be on early next year.

Scott reviewed statistics, which show we are running at the typical average of 80% for wireless calls in September. As for call volumes, this is the first time we've had Sedgwick County on the system, and they receive more calls than other PSAP's, totaling 22,057 calls in half a month (coming online on September 13<sup>th</sup>). Given that call volume, there was concern about the effect on the system. Looking at 9/14/17 data, the first full day that Sedgwick County was on, they accounted for 62% of the 911 call volume, and 19% of the administrative call volume.

Scott went over the bandwidth utilization on 9/13/17 from 2:00 to 3:30, prior to Sedgwick County coming on, the spikes in bandwidth usage are going up, not quite to 10 mb per second. After bringing Sedgwick County on, the bandwidth usage spikes to just over 12.5 mb. It was interesting to see that they did not have much of an effect on the bandwidth usage. CPU usage after Sedgwick County came on only rose 1%. Memory usage did not increase at all. In viewing the CPU usage in another format from 12am to 12pm on 9/13/17, it shows that at 10am Sedgwick County cut live. There was not a significant increase in CPU usage. We are still well below 25%.

Scott reviewed call statistics, which show 2-seat PSAP's are ranging from 2 calls per day up to 32 calls per day, and 1-seat PSAP's are looking at less than 1 call per day up to 10 calls per day. The calls by class of service graph for January through September, shows 81% wireless.

**ESInet Status.** Scott Ekberg presented 10 milestones of the ESInet. The first migration to geospatial routing is scheduled for the 2<sup>nd</sup> quarter. The portal for submitting GIS data is scheduled to be available in November 2017. Circuits from the Data Centers to ESInet scheduled for late October 2017. If we experience problems like had occurred with the second pop circuit in the Topeka Data Center, that'll be an issue, but not anticipating that since this is an existing point of presence. Routers and firewalls for the Data Centers are scheduled for install in November 2017. There is a software upgrade that is needed, which is currently scheduled to be available by 2<sup>nd</sup> quarter 2018. Text-To-911 had to have upgrade to R 6.1, which slowed the project down almost a year, getting the upgrade from the manufacturer, getting approval, and getting it inputted. There is a possibility of having the same issue with R 7.2, and there will likely be trial and error, so it's a good chance we'll be delayed past 2<sup>nd</sup> quarter for that upgrade.

## 5.7 NG911 Liaison Report

**Vesta User Group Report.** Lori Alexander reported on the user group. The Vesta User Group is set to meet tomorrow at 2:00pm, and will discuss AirBus tips and shortcuts. The Mapping User Group has been active and doing presentations every quarter with information provided by Eileen and Sherry.



**NG911 Knowledge Center.** Lori Alexander advised that there are currently 900 users on the center. There is a class scheduled today to provide hands-on info on the knowledge center. The developer is here for that training as well.

## 6 New Business

Chief Heitschmidt inquired if there is any new business from the Council.

Michele Abbott reminded everyone who has registered for the conference to get signed in and pick up their packet of information.

Chief Heitschmidt advised the next meeting is set for December 1, 2017 from 11:00am to 1:00pm.

## 7 Adjournment

Josh Michaelis motion to adjourn the meeting, seconded by Sherri Massey. The meeting adjourned 12:39 p.m.

Submitted by:

Scott Ekberg  
NG911 Administrator

**Kansas 911 Coordinating Council**  
**Bank Activity**  
**September 30, 2017**

<b>Fund</b>	<b>8/31/2017 Balance</b>	<b>September Receipts</b>	<b>September Payments</b>	<b>9/30/2017 Balance</b>
<b>911 State Fund</b>	\$ 4,069,184.73	\$ 1,784,356.39	\$ 1,515,154.39	\$ 4,338,386.73
<b>911 Grant Fund</b>	<u>\$ 10,293,592.90</u>	<u>\$ 417,344.78</u>	<u>\$ 429,112.41</u>	<u>\$ 10,281,825.27</u>
<b>Total</b>	<u><u>\$ 14,362,777.63</u></u>	<u><u>\$ 2,201,701.17</u></u>	<u><u>\$ 1,944,266.80</u></u>	<u><u>\$ 14,620,212.00</u></u>

**Kansas 911 Coordinating Council  
Balance Sheet  
9/30/2017**

**Assets:**

Cash		
911 State Fund	\$	4,315,702.85
911 Grant Fund	\$	10,253,072.52
Total Cash	\$	14,568,775.37
Accounts Receivable	\$	284,773.35
Prepaid Expenses	\$	96,737.05
Accrued Revenues		
Accrued Receivables - Telecom Payments	\$	1,758,290.20
Accrued Receivables - Prepaid Wireless Fees	\$	142,984.34
Total Accrued Revenues	\$	1,901,274.54
<b>Total Assets</b>	<b>\$</b>	<b>16,851,560.31</b>

**Liabilities**

Accounts Payable	\$	85,268.05
Accrued Expenses		
Accrued Accounts Payable - PSAP Payments	\$	3,050,363.17
Accrued Accounts Payable PSAP Minimum Payments	\$	285,000.00
Accrued Accounts Payable - Arrears	\$	144,133.15
Accrued Accounts Payables	\$	60,146.12
Total Accrued Expenses	\$	3,539,642.44
Deferred Revenue	\$	530,279.44
Total Liabilities	\$	4,155,189.93

**Equity**

Fund Balance - Unrestricted	\$	12,696,370.38
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<b>Total Liabilities and Equity</b>	<b>\$</b>	<b>16,851,560.31</b>
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**Kansas 911 Coordinating Council  
Summary  
For the Nine Months Ending September 30, 2017**

	<b>Current Period</b>	<b>Current Period Budget</b>	<b>Current YTD</b>	<b>% of Telecom &amp; Prepay Fee Payments</b>	<b>Budget YTD</b>	<b>FY 17 Budget Remaining</b>
<b>Revenue</b>						
Telecom and Prepay Fee Payments	\$1,897,525.42	\$0.00	\$17,363,153.60		\$0.00	\$0.00
PSAP 911 Service Payments	\$294,970.98	\$0.00	\$1,493,318.50		\$0.00	\$0.00
Interest Income	\$9,779.82	\$0.00	\$64,990.25		\$0.00	\$0.00
<b>Total Revenues</b>	<b>\$2,202,276.22</b>	<b>\$0.00</b>	<b>\$18,921,462.35</b>		<b>\$0.00</b>	<b>\$0.00</b>
<b>Expenditures</b>						
PSAP Payments and Minim	1,643,321.07	0.00	14,853,627.17		0.00	0.00
<b>Total PSAP Payments</b>	<b>\$1,643,321.07</b>	<b>\$0.00</b>	<b>\$14,853,627.17</b>		<b>\$0.00</b>	<b>\$0.00</b>
<b>Operating Expenses</b>						
Personnel Contracts	10,394.77	18,941.58	136,892.32		113,649.50	90,406.68
Council Meeting Expenses	732.25	533.33	4,079.74		3,200.00	2,320.26
Committee Meeting Expenses	624.47	0.00	22,112.41		0.00	(17,312.41)
LCPA Contract	10,416.67	10,500.00	93,750.03		63,000.00	32,249.97
Other Administrative Costs	1,361.38	3,308.00	21,320.74		19,848.00	22,185.52
<b>Total Operating Expenses</b>	<b>\$23,529.54</b>	<b>\$33,282.92</b>	<b>\$278,155.24</b>	<b>1.6%</b>	<b>\$199,697.50</b>	<b>\$129,850.02</b>
<b>Contractual Costs</b>						
AT&T Service Contracts	346,692.24	916,666.67	2,781,007.93		5,500,000.00	\$8,218,992.07
Other Contract Costs	39,870.50	66,342.00	429,571.69		398,052.00	\$366,532.31
<b>Total Contractual Costs</b>	<b>\$386,562.74</b>	<b>\$983,008.67</b>	<b>\$3,210,579.62</b>		<b>\$5,898,052.00</b>	<b>\$8,585,524.38</b>
<b>Net Change in Net Assets</b>	<b>\$148,862.87</b>	<b>(\$1,016,291.58)</b>	<b>\$579,100.32</b>		<b>(\$6,097,749.50)</b>	<b>\$8,715,374.40</b>

**Kansas 911 Coordinating Council  
911 State Fund  
For the Nine Months Ending September 30, 2017**

	<b>Current Period</b>	<b>Current Period Budget</b>	<b>Current YTD</b>	<b>Budget YTD</b>	<b>FY 17 Budget Remaining</b>
<b>Revenue</b>					
Telecom Income	\$1,754,541.08	\$0.00	\$15,780,944.67	\$0.00	\$0.00
Interest Income	2,810.57	0.00	17,308.02	0.00	0.00
<b>Total Revenues</b>	<b>\$1,757,351.65</b>	<b>\$0.00</b>	<b>\$15,798,252.69</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Expenditures</b>					
PSAP Payments	\$1,549,277.47	\$0.00	\$14,000,545.57	\$0.00	\$0.00
PSAP Minimum Quarterly Payments	94,043.60	0.00	853,081.60	0.00	0.00
<b>Total PSAP Payments</b>	<b>\$1,643,321.07</b>	<b>\$0.00</b>	<b>\$14,853,627.17</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Operating Expenses</b>					
Personnel Contracts	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Council Meeting Expenses	0.00	0.00	0.00	0.00	0.00
Committee Meeting Expenses	0.00	0.00	0.00	0.00	0.00
LCPA Contract	0.00	0.00	0.00	0.00	0.00
Other Administrative Costs	268.61	0.00	1,905.13	0.00	1,905.13
<b>Total Operating Expenses</b>	<b>\$268.61</b>	<b>\$0.00</b>	<b>\$1,905.13</b>	<b>\$0.00</b>	<b>\$1,905.13</b>
<b>Contractual Costs</b>					
AT&T Service Contracts	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other Contract Costs	0.00	0.00	0.00	0.00	0.00
<b>Total Contractual Costs</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Net Change in Net Assets</b>	<b>\$113,761.97</b>	<b>\$0.00</b>	<b>\$942,720.39</b>	<b>\$0.00</b>	<b>(\$1,905.13)</b>

**Kansas 911 Coordinating Council  
911 Grant Fund  
For the Nine Months Ending September 30, 2017**

	<b>Current Period</b>	<b>Current Period Budget</b>	<b>Current YTD</b>	<b>Budget YTD</b>	<b>FY 17 Budget Remaining</b>
<b>Revenue</b>					
Prepay Fee Income	\$142,984.34	\$0.00	\$1,582,208.93	\$0.00	\$0.00
PSAP 911 Service Payments	\$294,970.98	0.00	1,493,318.50	0.00	0.00
Interest Income	\$6,969.25	0.00	47,682.23	0.00	0.00
<b>Total Revenues</b>	<b>\$444,924.57</b>	<b>\$0.00</b>	<b>\$3,123,209.66</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Expenditures</b>					
PSAP Payments	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total PSAP Payments</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Operating Expenses</b>					
Personnel Contracts	\$10,394.77	\$18,941.58	\$136,892.32	\$113,649.50	\$90,406.68
Council Meeting Expenses	732.25	533.33	4,079.74	\$3,200.00	2,320.26
Committee Meeting Expenses	624.47	0.00	22,112.41	\$0.00	(17,312.41)
LCPA Contract	10,416.67	10,500.00	93,750.03	\$63,000.00	32,249.97
Other Administrative Costs	1,092.77	3,308.00	19,415.61	\$19,848.00	20,280.39
<b>Total Operating Expenses</b>	<b>\$23,260.93</b>	<b>\$33,282.92</b>	<b>\$276,250.11</b>	<b>\$199,697.50</b>	<b>\$127,944.89</b>
<b>Contractual Costs</b>					
AT&T Service Contracts	\$346,692.24	\$916,666.67	\$2,781,007.93	\$5,500,000.00	\$8,218,992.07
Other Contract Costs	39,870.50	66,342.00	429,571.69	\$398,052.00	366,532.31
<b>Total Contractual Costs</b>	<b>\$386,562.74</b>	<b>\$983,008.67</b>	<b>\$3,210,579.62</b>	<b>\$5,898,052.00</b>	<b>\$8,585,524.38</b>
<b>Net Change in Net Assets</b>	<b>\$35,100.90</b>	<b>(\$1,016,291.58)</b>	<b>(\$363,620.07)</b>	<b>(\$6,097,749.50)</b>	<b>\$8,713,469.27</b>

Local Fee PSAP Payments: 2017									
				Q1 (\$12,500)	Q2 (\$25,000)	September	Q3 (\$37,500)		
PSAP	PSAP CODE	Population	Dist %	1st Quarter Total	2nd Quarter Total	Primary Payment (11/15/2017)	Minimum Payment (11/16/2017)	3rd Quarter Total	2017 Annual Total
Allen County	ALCO	13,371	100%	\$20,164.20	\$20,118.00	\$ 6,708.00	\$0.00	\$20,122.20	\$60,404.40
Anderson County	ANCO	8,102	100%	\$13,944.60	\$13,896.00	\$ 4,551.60	\$0.00	\$13,791.00	\$41,631.60
Atchison County	ATCO	16,924	100%	\$25,357.80	\$25,266.60	\$ 7,483.80	\$0.00	\$24,316.80	\$74,941.20
Barber County	BACO	4,861	100%	\$12,500.00	\$12,500.00	\$ 3,143.40	\$3,006.80	\$12,500.00	\$37,500.00
Barton County	BTCO	27,674	97%	\$44,175.54	\$43,847.30	\$ 14,509.84	\$0.00	\$43,824.59	\$131,847.43
Brown County	BRCO	9,984	100%	\$15,841.20	\$16,087.55	\$ 4,979.40	\$0.00	\$15,744.00	\$47,672.75
Butler County	BUCO	65,880	85%	\$67,062.45	\$66,906.90	\$ 21,943.26	\$0.00	\$66,804.39	\$200,773.74
Chase County	CSCO	2,790	100%	\$12,500.00	\$12,500.00	\$ 1,439.40	\$8,160.80	\$12,500.00	\$37,500.00
Chautauqua County	CQCO	3,669	100%	\$12,500.00	\$12,500.00	\$ 1,781.40	\$7,046.00	\$12,500.00	\$37,500.00
Cherokee County	CKCO	21,603	100%	\$30,894.00	\$30,711.60	\$ 10,114.20	\$0.00	\$30,786.60	\$92,392.20
Cheyenne County	CNCO	2,726	100%	\$12,500.00	\$12,500.00	\$ 1,573.80	\$7,684.40	\$12,500.00	\$37,500.00
City of Andover	BUAN	11,791	85%	\$13,663.41	\$13,736.34	\$ 4,415.07	\$0.00	\$13,682.28	\$41,082.03
City of Augusta	BUAU	9,274	85%	\$9,339.12	\$9,325.35	\$ 2,996.25	\$3,190.46	\$12,500.00	\$31,164.47
City of Coffeyville	MGCO	10,295	94%	\$15,683.71	\$15,676.94	\$ 5,029.19	\$0.00	\$15,290.03	\$46,650.68
City of Colby	THCO	7,900	100%	\$15,046.20	\$14,945.40	\$ 4,963.80	\$0.00	\$14,922.00	\$44,913.60
City of Concordia	CDCO	9,533	100%	\$15,282.00	\$15,423.60	\$ 3,373.20	\$0.00	\$13,507.20	\$44,212.80
City of Fort Scott	BBFS	15,173	100%	\$19,665.60	\$20,043.00	\$ 6,575.40	\$0.00	\$19,865.40	\$59,574.00
City of Garden City	FIGC	36,776	94%	\$49,460.54	\$49,529.35	\$ 16,075.13	\$0.00	\$48,895.41	\$147,885.30
City of Hays	ELHA	28,452	97%	\$53,812.31	\$53,532.36	\$ 17,872.06	\$0.00	\$53,605.69	\$160,950.36
City of Horton	BRHO	1,776	100%	\$959.40	\$956.40	\$ 248.40	\$11,667.80	\$12,500.00	\$14,415.80
City of Hutchinson	RNHU	64,511	88%	\$89,063.03	\$88,924.70	\$ 31,504.70	\$0.00	\$90,262.12	\$268,249.85
City of Independence	MGIN	9,483	94%	\$29,601.53	\$30,108.57	\$ 9,832.21	\$0.00	\$29,612.25	\$89,322.35
City of Junction City	GEJC	34,362	97%	\$57,204.20	\$57,985.83	\$ 18,934.21	\$0.00	\$58,118.52	\$173,308.55
City of Kansas City	WYKC	157,505	82%	\$198,974.74	\$199,749.04	\$ 65,928.98	\$0.00	\$199,954.69	\$598,678.47
City of Larned	PNLA	6,973	100%	\$12,500.00	\$12,500.00	\$ 3,380.40	\$2,333.00	\$12,500.00	\$37,500.00
City of Leavenworth	LVLV	35,251	85%	\$50,129.94	\$50,924.01	\$ 16,803.99	\$0.00	\$49,761.72	\$150,815.67
City of Leawood	JOLW	31,867	82%	\$60,057.45	\$64,041.18	\$ 19,605.71	\$0.00	\$59,154.14	\$183,252.77
City of Lenexa	JOLN	48,190	82%	\$93,806.20	\$88,779.92	\$ 30,967.46	\$0.00	\$94,955.50	\$277,541.62
City of Liberal	SWLB	22,952	100%	\$28,436.40	\$28,427.40	\$ 9,171.60	\$0.00	\$27,859.80	\$84,723.60
City of Oakley	LGCO	5,451	100%	\$25,000.00	\$25,000.00	\$ 3,923.40	\$13,235.80	\$25,000.00	\$75,000.00
City of Overland Park	JOOP	173,372	82%	\$347,253.11	\$339,859.82	\$ 111,659.89	\$0.00	\$342,638.64	\$1,029,751.57
City of Parsons	LBPA	10,500	100%	\$8,311.80	\$8,783.40	\$ 2,892.60	\$3,869.00	\$12,500.00	\$29,595.20
City of Pittsburg	CRPT	20,233	94%	\$15,032.29	\$15,232.52	\$ 4,728.01	\$0.00	\$14,459.83	\$44,724.64
City of Prairie Village	JOPV	21,447	82%	\$31,833.38	\$34,411.96	\$ 10,915.02	\$0.00	\$32,522.67	\$98,768.01
City of Russell	RSRS	6,970	100%	\$12,701.40	\$12,631.20	\$ 2,682.00	\$1,428.80	\$12,500.00	\$37,832.60
City of Salina	SASA	55,606	88%	\$82,628.30	\$82,986.29	\$ 27,373.10	\$0.00	\$82,592.39	\$248,206.98
City of Scott City	SCSC	4,936	100%	\$12,500.00	\$12,500.00	\$ 2,956.80	\$3,618.80	\$12,500.00	\$37,500.00
City of Shawnee	JOSH	62,209	82%	\$76,662.46	\$77,494.93	\$ 25,552.02	\$0.00	\$77,549.53	\$231,706.92
City of Wamego	PTWA	4,372	100%	\$6,034.80	\$5,288.40	\$ 1,438.80	\$8,130.20	\$12,500.00	\$23,823.20
Clark County	CACO	2,215	100%	\$12,500.00	\$12,500.00	\$ 1,392.60	\$8,320.40	\$12,500.00	\$37,500.00
Clay County	CYCO	8,535	100%	\$14,420.40	\$14,449.80	\$ 4,746.60	\$0.00	\$14,383.80	\$43,254.00
Coffey County	CFCO	8,601	100%	\$17,710.80	\$17,716.80	\$ 5,825.40	\$0.00	\$17,559.00	\$52,986.60
Comanche County	CMCO	1,891	100%	\$12,500.00	\$12,500.00	\$ 1,089.00	\$9,236.00	\$12,500.00	\$37,500.00
Cowley County	CLCO	36,311	94%	\$48,342.70	\$48,393.46	\$ 15,976.99	\$0.00	\$48,156.57	\$144,892.73
Crawford County	CRCO	39,134	94%	\$40,409.47	\$39,958.83	\$ 13,231.44	\$0.00	\$40,095.32	\$120,463.62
Decatur County	DCCO	2,961	100%	\$12,500.00	\$12,500.00	\$ 1,748.40	\$7,233.80	\$12,500.00	\$37,500.00
Dickinson County	DKCO	19,754	100%	\$32,470.80	\$32,431.20	\$ 10,811.40	\$0.00	\$32,571.00	\$97,473.00
Doniphan County	DPCO	7,945	100%	\$12,500.00	\$12,500.00	\$ 3,647.40	\$584.60	\$12,500.00	\$37,500.00
Douglas County	DGCO	110,826	82%	\$132,532.50	\$140,496.50	\$ 45,127.72	\$0.00	\$137,529.25	\$410,558.25
Edwards County	EDCO	3,037	100%	\$12,500.00	\$12,500.00	\$ 1,696.80	\$7,391.60	\$12,500.00	\$37,500.00
Elk County	EKCO	2,882	100%	\$12,500.00	\$12,500.00	\$ 1,539.60	\$7,880.00	\$12,500.00	\$37,500.00
Ellsworth County	EWCO	6,497	100%	\$12,500.00	\$12,500.00	\$ 3,406.20	\$2,219.60	\$12,500.00	\$37,500.00
Ford County	FOCO	33,848	97%	\$41,673.52	\$41,929.61	\$ 13,722.40	\$0.00	\$41,656.06	\$125,259.19
Franklin County	FRCO	25,992	97%	\$42,983.62	\$42,852.65	\$ 13,926.68	\$0.00	\$42,372.51	\$128,208.78
Graham County	GHCO	2,597	100%	\$12,500.00	\$12,500.00	\$ 1,644.00	\$7,547.00	\$12,500.00	\$37,500.00
Grant County	GTCC	7,829	100%	\$13,561.20	\$13,455.00	\$ 4,397.40	\$0.00	\$13,308.00	\$40,324.20
Gray County	GYCO	6,006	100%	\$12,516.60	\$12,574.20	\$ 4,186.20	\$0.00	\$12,597.60	\$37,688.40
Greeley County	GLCO	1,247	100%	\$12,500.00	\$12,500.00	\$ 890.40	\$9,867.80	\$12,500.00	\$37,500.00
Greenwood County	GWCO	6,689	100%	\$12,500.00	\$12,500.00	\$ 3,379.20	\$2,285.60	\$12,500.00	\$37,500.00
Hamilton County	HMCO	2,690	100%	\$12,500.00	\$12,500.00	\$ 1,491.60	\$7,997.00	\$12,500.00	\$37,500.00
Harper County	HPCO	6,034	100%	\$12,500.00	\$12,500.00	\$ 3,360.00	\$2,401.40	\$12,500.00	\$37,500.00
Harvey County	HVCO	34,684	97%	\$54,629.44	\$54,662.60	\$ 17,979.14	\$0.00	\$54,384.99	\$163,677.03
Haskell County	HSCO	4,256	100%	\$12,500.00	\$12,500.00	\$ 2,294.40	\$5,562.20	\$12,500.00	\$37,500.00

<b>Local Fee PSAP Payments: 2017</b>									
				Q1 (\$12,500)	Q2 (\$25,000)	September	Q3 (\$37,500)		
PSAP	PSAP CODE	Population	Dist %	1st Quarter Total	2nd Quarter Total	Primary Payment (11/15/2017)	Minimum Payment (11/16/2017)	3rd Quarter Total	2017 Annual Total
Hodgeman County	HGCO	1,916	100%	\$12,500.00	\$12,500.00	\$ 1,165.80	\$8,984.00	\$12,500.00	\$37,500.00
Jackson County	JACO	13,462	100%	\$22,299.60	\$22,174.20	\$ 7,096.20	\$0.00	\$21,751.20	\$66,225.00
Jefferson County	JFCO	19,126	100%	\$32,912.40	\$32,800.20	\$ 10,293.00	\$0.00	\$31,926.00	\$97,638.60
Jewell County	JWCO	3,077	100%	\$12,500.00	\$12,500.00	\$ 1,786.20	\$7,133.00	\$12,500.00	\$37,500.00
Johnson County	JOCO	544,179	82%	\$565,929.88	\$571,299.09	\$ 190,127.99	\$0.00	\$571,580.02	\$1,708,808.99
Kearny County	KECO	3,977	100%	\$12,500.00	\$12,500.00	\$ 2,073.00	\$6,194.60	\$12,500.00	\$37,500.00
Kingman County	KMCO	7,858	100%	\$13,881.00	\$13,785.00	\$ 4,581.60	\$0.00	\$13,963.80	\$41,629.80
Kiowa County	KWCO	2,553	100%	\$12,500.00	\$12,500.00	\$ 1,561.20	\$7,808.00	\$12,500.00	\$37,500.00
Labette County	LBCO	21,607	100%	\$22,059.00	\$21,992.40	\$ 7,318.80	\$0.00	\$22,035.00	\$66,086.40
Lane County	LECO	1,750	100%	\$12,500.00	\$12,500.00	\$ 1,363.80	\$7,851.20	\$12,500.00	\$37,500.00
Leavenworth County	LVCO	76,227	85%	\$53,545.41	\$52,405.05	\$ 16,444.95	\$0.00	\$52,933.92	\$158,884.38
Lincoln County	LCCO	3,241	100%	\$12,500.00	\$12,500.00	\$ 1,779.60	\$7,145.00	\$12,500.00	\$37,500.00
Linn County	LNCO	9,656	100%	\$16,860.60	\$16,851.60	\$ 5,643.00	\$0.00	\$16,910.40	\$50,622.60
Lyon County	LYCO	33,690	97%	\$48,134.89	\$48,002.77	\$ 15,878.71	\$0.00	\$48,060.98	\$144,198.64
Marion County	MNCO	12,660	100%	\$19,370.40	\$19,208.40	\$ 6,340.20	\$0.00	\$19,090.80	\$57,669.60
Marshall County	MSCO	10,117	100%	\$17,439.60	\$17,379.60	\$ 5,752.80	\$0.00	\$17,238.60	\$52,057.80
McPherson County	MPCO	29,180	97%	\$48,459.65	\$48,394.47	\$ 16,789.54	\$0.00	\$50,324.38	\$147,178.50
Meade County	MECO	4,575	100%	\$12,500.00	\$12,500.00	\$ 2,191.80	\$6,084.20	\$12,500.00	\$37,500.00
Miami County	MICO	32,787	97%	\$58,552.70	\$59,324.42	\$ 19,326.47	\$0.00	\$58,956.59	\$176,833.71
Mitchell County	MCCO	6,373	100%	\$15,298.80	\$15,288.60	\$ 4,379.40	\$0.00	\$13,152.00	\$43,739.40
Morris County	MRCO	5,923	100%	\$12,500.00	\$12,500.00	\$ 3,950.40	\$704.60	\$12,500.00	\$37,500.00
Morton County	MTCO	3,233	100%	\$12,500.00	\$12,500.00	\$ 1,878.60	\$7,049.00	\$12,500.00	\$37,500.00
Nemaha County	NMCO	10,178	100%	\$18,454.80	\$18,370.80	\$ 6,137.40	\$0.00	\$18,436.20	\$55,261.80
Neosho County	NOCO	16,512	100%	\$23,746.20	\$24,117.00	\$ 7,964.40	\$0.00	\$24,071.40	\$71,934.60
Ness County	NSCO	3,107	100%	\$12,500.00	\$12,500.00	\$ 2,453.40	\$5,103.80	\$12,500.00	\$37,500.00
Norton County	NTCO	5,671	100%	\$12,500.00	\$12,500.00	\$ 3,219.00	\$2,867.00	\$12,500.00	\$37,500.00
Osage County	OSCO	16,295	100%	\$26,595.60	\$25,084.80	\$ 8,419.20	\$0.00	\$25,906.80	\$77,587.20
Osborne County	OBCO	3,858	100%	\$12,500.00	\$12,500.00	\$ 2,450.40	\$5,115.80	\$12,500.00	\$37,500.00
Ottawa County	OTCO	6,091	100%	\$12,500.00	\$12,500.00	\$ 3,321.60	\$2,537.00	\$12,500.00	\$37,500.00
Phillips County	PLCO	5,642	100%	\$12,500.00	\$12,500.00	\$ 3,583.20	\$1,711.40	\$12,500.00	\$37,500.00
Pottawatomie County	PTCO	21,604	100%	\$37,174.20	\$36,490.20	\$ 12,058.80	\$0.00	\$36,445.20	\$110,109.60
Pratt County	PRCO	9,656	100%	\$15,953.40	\$15,982.80	\$ 5,264.40	\$0.00	\$15,855.60	\$47,791.80
Rawlins County	RACO	2,519	100%	\$12,500.00	\$12,500.00	\$ 1,487.40	\$7,988.00	\$12,500.00	\$37,500.00
Republic County	RPCO	4,980	100%	\$12,500.00	\$12,500.00	\$ 2,976.00	\$3,578.00	\$12,500.00	\$37,500.00
Rice County	RCCO	10,083	100%	\$17,301.00	\$17,287.80	\$ 5,645.40	\$0.00	\$17,013.60	\$51,602.40
Riley County	RLCO	71,115	85%	\$81,565.83	\$81,800.43	\$ 27,147.30	\$0.00	\$82,672.02	\$246,038.28
Rooks County	ROCO	5,181	100%	\$12,500.00	\$12,500.00	\$ 3,210.60	\$2,819.60	\$12,500.00	\$37,500.00
Rush County	RHCO	3,307	100%	\$12,500.00	\$12,500.00	\$ 2,273.40	\$5,666.00	\$12,500.00	\$37,500.00
Sedgwick County	SGCO	498,365	82%	\$714,691.01	\$717,012.76	\$ 233,745.26	\$0.00	\$728,129.98	\$2,159,833.75
Shawnee County	SNCO	177,934	82%	\$258,572.57	\$261,487.17	\$ 83,871.24	\$0.00	\$256,150.94	\$776,210.68
Sheridan County	SDCO	2,556	100%	\$12,500.00	\$12,500.00	\$ 1,655.40	\$7,507.40	\$12,500.00	\$37,500.00
Sherman County	SHCO	6,010	100%	\$12,500.00	\$12,500.00	\$ 3,427.80	\$2,139.80	\$12,500.00	\$37,500.00
Smith County	SMCO	3,853	100%	\$12,500.00	\$12,500.00	\$ 2,327.40	\$5,490.20	\$12,500.00	\$37,500.00
Stafford County	SFCO	4,437	100%	\$12,500.00	\$12,500.00	\$ 2,340.60	\$5,433.80	\$12,500.00	\$37,500.00
Stanton County	STCO	2,235	100%	\$12,500.00	\$12,500.00	\$ 1,334.40	\$8,454.80	\$12,500.00	\$37,500.00
Stevens County	SVCO	5,724	100%	\$12,500.00	\$12,500.00	\$ 3,132.60	\$3,076.40	\$12,500.00	\$37,500.00
Sumner County	SUCO	24,132	100%	\$38,469.60	\$38,536.80	\$ 12,632.40	\$0.00	\$38,272.80	\$115,279.20
Trego County	TRCO	3,001	100%	\$12,500.00	\$12,500.00	\$ 1,923.60	\$6,605.00	\$12,500.00	\$37,500.00
Wabaunsee County	WBCO	7,053	100%	\$12,500.00	\$12,500.00	\$ 3,913.20	\$590.00	\$12,500.00	\$37,500.00
Wallace County	WACO	1,485	100%	\$12,500.00	\$12,500.00	\$ 1,031.40	\$9,395.60	\$12,500.00	\$37,500.00
Washington County	WSCO	5,799	100%	\$12,500.00	\$12,500.00	\$ 3,506.40	\$1,948.40	\$12,500.00	\$37,500.00
Wichita County	WHCO	2,234	100%	\$12,500.00	\$12,500.00	\$ 1,344.00	\$8,445.20	\$12,500.00	\$37,500.00
Wilson County	WLCO	9,409	100%	\$13,442.40	\$13,452.60	\$ 4,361.40	\$0.00	\$13,198.20	\$40,093.20
Woodson County	WOCO	3,309	100%	\$12,500.00	\$12,500.00	\$ 1,577.40	\$7,758.20	\$12,500.00	\$37,500.00
<b>Total</b>				<b>\$4,867,544.70</b>	<b>\$4,880,581.47</b>	<b>\$1,504,997.93</b>	<b>\$315,083.86</b>	<b>\$4,903,289.92</b>	<b>\$14,651,416.09</b>

# NG9-1-1 Program Management Status

Prepared by Jay Coverdale, Technical Committee Chair  
 Prepared for NG9-1-1 Coordinating Council  
 Date December 01, 2017

Status and Accomplishments	Next Steps
<b>1.5 Local Collection Point Administrator (LCPA)</b> – on schedule Budget thru 2017 \$130,709.00 <b>Actual To Date \$121,221.53</b> <ul style="list-style-type: none"> <li>Council financials and meeting minutes</li> <li>Review and true-up of financial audits</li> <li>Investigate viable 911 fund investment alternatives</li> </ul>	Kathy Becker, Non-profit Solutions Inc. (NSI) Contract PoP: Jan 1, 2017 thru Dec 31, 2018 with 2-yr option <ul style="list-style-type: none"> <li>Council website fine-tune (on-going)</li> <li>KAC Financial Report for 2016 (receive/accept)</li> <li>Council services; Council meeting logistics</li> </ul>
<b>2.1 DASC Support</b> – on schedule Budget thru 2017 \$522,170.00 <b>Actual to Date \$480,320.00</b> <ul style="list-style-type: none"> <li>GIS data maintenance validation</li> <li>Orthoimagery contract Surdex and cost share</li> <li>Local buy-up program established</li> </ul>	Ken Nelson, GIO Contract PoP: Mar 25, 2015 to Dec 31, 2017 <ul style="list-style-type: none"> <li>GIS data maintenance and training</li> <li>GIS Cross-border Collaboration</li> <li>911 Portal Applications and Updates</li> </ul>
<b>2.6 Dickinson County Support</b> – on schedule Budget thru 2017 \$80,525.26 <b>Actual to Date \$80,525.26</b> <ul style="list-style-type: none"> <li>Kansas 911 Essential Functions resource mgt plan</li> <li>Geo-MSAG Data Assessment for Dickinson County</li> </ul>	Sherry Massey, GIS Director and Specialist Contract PoP: Jan 1, 2017 thru Dec 31, 2019 <ul style="list-style-type: none"> <li>Geospatial call routing development for NG911</li> <li>GIS Data Model and Maintenance Training</li> </ul>
<b>3.1 Program Management</b> – on schedule Budget thru 2017 \$739,083.05 <b>Actual to Date \$708,170.47</b> <ul style="list-style-type: none"> <li>Implementation to Operations Transition</li> <li>AT&amp;T ESInet™ Transition Planning</li> </ul>	Randall White Consulting LLC Contract PoP: Apr 7, 2014 to Dec 31, 2017 with 1-year option <ul style="list-style-type: none"> <li>NPSBN (FirstNet) Integration Planning</li> <li>Transition from Hosted Solution to ESInet</li> </ul>
<b>3.4 Infrastructure</b> – Call Handling delays Budget thru 2017 \$12,172,819 <b>Actual to Date \$9,605,312</b> <ul style="list-style-type: none"> <li>76 PSAPs on NG911 (80%) plus Yoder by Dec 19, 2017</li> <li>Day-2 support Status: no tickets, tickets close within 24 hrs</li> <li>SMS Texting go-live, Nov 2, 2017</li> </ul>	AT&T (Airbus and ECATS subcontractors) Contract PoP: Feb 5, 2015 to Dec 31, 2018 with 6-year option <ul style="list-style-type: none"> <li>Infrastructure cybersecurity audit Dec 13, Wichita</li> <li>Target 85 total PSAPs on NG911 by end 2Q2018</li> <li>Hosted Solution to ESInet, June, 2018, (R7.2 delays)</li> </ul>
<b>3.5 Implement' Tech. Support Specialist</b> - on schedule Budget thru 2017 \$592,403.29 <b>Actual To Date \$541,147.68</b> <ul style="list-style-type: none"> <li>PSAP consults, tech support, resolution, training</li> <li>SMS Texting go-live Nov 2, 2017</li> </ul>	Phillip Ryan, Pryan LLC (Phill Ryan) Contract PoP: July 20, 2015 to Dec 31, 2017 with 1-year option <ul style="list-style-type: none"> <li>Call Handling upgrade mini-plans &amp; release notes</li> <li>MSAG-TN resolution; National ESInet AT&amp;T transition</li> </ul>
<b>4.3 Kansas 911 Knowledge Center</b> go-live delayed Budget thru 2017 \$15,445.11 <b>Actual to Date \$15,445.11</b> <ul style="list-style-type: none"> <li>Fully operational</li> </ul>	FirstNet Learning Inc. (Lori Alexander, Liaison) Contract PoP: Sep 15, 2016 to Dec 31, 2019 with 5-year option <ul style="list-style-type: none"> <li>Expanding use and application(s)</li> </ul>

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

# Security Committee Report to Full Council

Date: December 1, 2017

Time: 11:00 AM

Submitted by Jay Coverdale (Technical Committee Chair)

**Purpose:** Report committee progress during 2017

**Members:** Debbie Edwards, Jason Loewen, Mike Pollock, Tracer Giess, Scott Ekberg, Phillip Ryan, Chris Lusey, Brent Trease, Keith Martin, Billy Blankenship, Mike Albers, Jay Coverdale

## Security Report Summary

Exercising appropriate security practices are critical to ensuring the availability and reliability of any electronic information system. These practices span all aspects of a system including but not limited to; Physical Security, Infrastructure Security (Data Center, Network, Customer Equipment), and Application Security.

The security committee has spent a great deal of time over the past year developing a relationship of trust between the council and the vendors who provide the necessary services to deliver the NG911 system. This relationship is important in achieving a balance between the disclosure of security practices implemented and protecting sensitive information that could put a system at risk.

To achieve the balance a focus team within the committee was created in 2017. This team includes 3 security subject matter experts (Jason Loewen, Mike Pollock, and Tracer Giess) lead by Debbie Edwards (Security Committee Chair). This group represents the Council's interest in ensuring that industry best practices in security and cybersecurity are followed. The team was expanded this past fall to include a security subject matter expert from AT&T (Chris Lusey) who acts as an advocate within AT&T for the security committee.

The focus team approach has been very beneficial and is already bearing fruit in the form of an internal security review initiated by AT&T. The review is nearly complete and will be shared with the full security committee on December 13<sup>th</sup>, 2017. The information shared in this report will be beneficial to maintaining the Council's confidence that the hosted system is adequately protected from cybersecurity risks that threaten the ability to respond to 911 emergency calls.

## Accomplishments

### 2017 KS NG-911 Security Committee Accomplishments

Full Cybersecurity Committee meetings:

April 2017

June 2017

August 2017

Dec 13, 2017 Annual Security Review - Oct, Nov Security Reviews postponed to Dec.

Other meetings included numerous conference calls with AT&T and the security committee.

### Early 2017 –

- Review of AT&T responses to questions/actions from 2016 Security audit
- Continued to work with ATT on follow ups from the 2016 Security audit including requesting more details about what kind of internal security assessments AT&T performs and their "security plan."
- Requested AT&T Security SME at this time.
- Updated KS NG-911 cybersecurity policy document

### April 2017 – Full Cybersecurity Committee meeting - Salina

- Cybersecurity Tiger Team formed – team focusing on identifying and sharing security standards from the industry –
  - Jason Loewen – IT Security Architect - Sedgwick County
  - Tracer Giess – Product Development Engineer - Nex-Tech

Mike Pollock – COO - Nex-Tech

- Jimmy Todd and Jeremy Gorsuch resigned from the Cybersecurity committee due to time constraints or other commitments.
- Escalated to AT&T the need for a security SME that is part of the security committee.
- Combined several security policies into one security

**June 2017** – Deb Edwards appointed Chairperson for the Security sub-committee

**June 2017 – Full Cybersecurity committee meeting – Wichita**

- Discussed the importance of getting the ATT SME and came up with action plan to formally request it.
- Discussed how to integrate cybersecurity incident management into the existing NG-911 Infrastructure and PSAP Security policies.

**June 15<sup>th</sup> –Annual Infrastructure Workshop - Topeka**

- Several security members attended
- AT&T announced they had success in getting approval to do an internal security assessment on the hosted platform.
- Pat Thetford was engaged to complete the ATT SME request.

**August 2017 – Full Cybersecurity Committee meeting Wichita.**

- Continued discussion on incorporating cyber incident management into the policies
- Keith Martin gave detailed diagram overview to the full committee showing each stage of current and future infrastructure (hosted platform, Text to 911, EsiNet, First Net). The team discussed possible vulnerabilities for each stage.

**August 2017 – National APCO** – Jason Loewen represented the security committee at the National Denver APCO and provided valuable feedback and experience.

**October 9<sup>th</sup> – KS APCO –**

- Several security members attended
- Tracer Giess, Nex-Tech and Greg Gann, Sedgwick Co also did a cybersecurity presentation

**October 16 – Chris Lusey appointed as AT&T Security SME for KS NG-911.**

**Dec 13<sup>th</sup> – Annual Security Review – Wichita**

Meeting Agenda.

1. Level Setting: - Baseline Review of State Contract Award and Scope of Work.
  - a. SOW defines NENA Standards
  - b. These responsibilities are separate from any FCC requirements that ATT has.
2. Security Objectives –
  - a. Why we do the Security Review and who is responsible in case of an event?
  - b. 2016 NENA Information doc review - . [http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-INF-015\\_NGSEC\\_INF\\_20161.pdf](http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/standards/NENA-INF-015_NGSEC_INF_20161.pdf)
3. New Security implications since 2016:
  - a. EsiNet
  - b. Text to 911
  - c. Security specific Training?
4. Review of AT&T Assessment on the hosted platform
  - a. Actions for both parties resulting from assessment
5. AT&T Recommendations for PSAP Security Policies:
  - a. AT&T Future Review of KS Council PSAP Security Policy
  - b. AT&T Future Review of the FCC Guidelines for PSAP Security
  - c. AT&T make future recommendations for any changes/updates the Council should make to our PSAP Security Policy.

## 6. Incident Management

### a. Cybersecurity specific policies for AT&T and Resolution Center

Cyber specific updates to the SOK NG-911 Security Policy

#### **AT&T Security SME Report**

The AT&T Security SME has conducted a review of materials and processes focused on applicable security frameworks, industry security practices, as well as conducted interviews to provide the State of Kansas NG911 Advisory Council Security Subcommittee guidance and respond to all security related inquiries.

The AT&T Security SME has examined the following materials to provide ongoing guidance to the Subcommittee:

- State of Kansas Contract with AT&T for Next Generation 9-1-1 Infrastructure (Contract No 40107)
- AT&T PSS Hosted Next Generations 9-1-1 Call Handling Statement of Work (20150413-2549)
- AT&T KS NG911 Network Overview Diagram (5.23.2017)
- AT&T Consulting Security Network Assessment Statement of Work (3007-08-C560)
- Kansas NG911 AT&T Annual Audit 2016 v2
- NENA<sup>[1]</sup> Security for Next-Generation 9-1-1 Standard<sup>[1]</sup> (NG-SEC) NENA 75-001
- NENA Next Generation 9-1-1 Security (NG-SEC) Information Document (NENA-INF-015.1-2016)
- Next Generation 9-1-1 Security (NG-SEC) Audit Checklist (NENA 75-502)
- NENA Detailed Functional and Interface Standards for<sup>[1]</sup> the NENA i3 Solution (NENA-STA-010.2-2016)

The AT&T Security SME has conducted meetings with the Kansas NG911 Advisory Council Security Subcommittee on the following dates:

Oct 16<sup>th</sup>

Oct 25<sup>th</sup>

Oct 27<sup>th</sup>

Nov 1<sup>st</sup>

The AT&T Security SME has conducted meetings with the AT&T Public Safety Team on the following dates:

Oct 5<sup>th</sup>

Oct 18<sup>th</sup>

Nov 1<sup>st</sup>

Nov 7<sup>th</sup>

Nov 13<sup>th</sup>

Nov 17<sup>th</sup>



Kansas 911 Coordinating Council  
GIS Committee Update  
December 1, 2017

CY2017 Q3 Maintenance Submission Status

- 99 jurisdictions provided data updates
- 6 jurisdictions indicated no changes
- 100% compliance with *Kansas NG911 GIS Data Governance Policy*

CY2017 Q4 Maintenance Submission Status

- Submissions due December 31, 2017
- 34 jurisdictions have already provided data updates

Orthoimagery Update

- 3-year agreement extension with Surdex Corporation fully executed:
  - Statewide, 1-foot resolution, leaf-off, color & CIR imagery
  - Acquired during the 2018/19 leaf-off flying seasons
  - Data provided in file-based and web service formats
  - Public domain release of 2014/15 vintage imagery
  - Local buy-up program
- Promotion:
  - Announced at Kansas Association of Mappers conference
  - Webinar held on November 17, 2017
- Local buy-up program:
  - Executed agreements:
    - Osage County, cities within the county, 6" resolution
    - Rice County, cities within the county, 6" resolution
  - Indicated interest:
    - Finney County, cities within the county, 6" or 3" resolution
    - Grey County, cities within the county, 6" or 3" resolution
    - Dickinson County, countywide coverage & cities within county, 6" & 3" resolution
    - Jefferson County, countywide coverage, 6" resolution
    - Barton County, cities within the county, 6" or 3" resolution
    - Linn County, countywide coverage, 6" resolution
    - Shawnee County, countywide coverage, 6" resolution
    - Crawford County, countywide coverage, 6" resolution
    - Greenwood County, cities within the county, 6" or 3" resolution
    - Atchison County, cities within the county, 6" or 3" resolution
    - City of Ottawa - 6" or 3" resolution
    - Douglas County - countywide coverage, 6" resolution

Cross-border Collaboration

- Nebraska:
  - Held January 26, 2017, Topeka, KS - 17 attendees
- Oklahoma:
  - Working towards setting up similar meeting with the Oklahoma 9-1-1 Management Authority

### GIS User Groups

- NG911 GIS User Group:
  - Meeting will be held at the Kansas Association of Mappers (KAM) conference, October 17-20, 2017, Lawrence, KS
  - Next meeting will be held February 2018 (date TBD)

### General Update Items

- NG911 GIS Data Model
  - V2.1 Released
- NG911 GIS Toolbox:
  - V2.1 Released
  - Provides conversion script to help NG911 Data Stewards convert data to latest data model
- NG911 Program Portal:
  - Enhancements to GIS Data Submission module
  - Enhancements to Expenditures module
  - Development of Vesta Map Template Tracking module
  - Development of PSAP Email module (facilitates bulk email of report documents to appropriate PSAP contacts)
  - Maintenance & hosting of program portal
- GIS Imagery Network Attached Storage (NAS) devices – 77 shipped
- Call Handling Solution map templates (Vesta Locate) – 73 templates published & maintained

### Geospatial Call Routing

- GIS/TN Alignment Reports:
  - Q3 GIS/TN alignment reports have been provided to all jurisdictions
  - 50 PSAPs on the hosted solution have achieved minimum data alignment necessary to transition to ESINet
- Coordinating with West and AT&T to test geoMSAG conversion:
  - Dickinson County geoMSAG test...99.8% match rate
  - Stevens County geoMSAG test – 100% match rate

# 2018 Work Plan for Kansas 911 Coordinating Council

## Scheduled Council Meetings for 2018:

- January 26, 2018 (Fri) (Web Conference)
- April 9, 2018 (Mon) (KS APCO – TBD)
- June 8, 2018 (Fri) (Web Conference)
- August 10, 2018 (Fri) (Topeka)
- October 8, 2018 (Mon) (Joint Conference with KS APCO – TBD)
- December 14, 2018 (Fri) (Web Conference)

## OBJECTIVES:

### A. Executive Committee

#### ACTIVITIES:

- Oversight of LCPA contract services:
  - Monitor 911 revenue collection and approve Council budget;
  - Identify Administrative Regulations needed;
  - Distribute prepaid wireless 911 fees in excess of \$2 million/year;
  - Provide guidance to PSAPs on use of 911 funds;
  - Monitor service provider compliance with 911 Act requirements and regulation;
  - Conduct annual review of LCPA.
- Evaluate strategies and recommendations of Strategic Plan update, due February 28, 2017;
  - Accept and/or modify strategies, timelines, priorities, fiscal objectives, and staff recommendations;
  - Facilitate multi-jurisdictional implementation efforts identified in plan;
  - Take specific actions to implement strategies and goals in the plan;
  - Evaluate any legislative action needed to implement strategies;
  - Monitor plan implementation progress and update it with accomplishments, revised priorities, and changes in strategies and goals.
  - Investigate/participate in federal DoD notification project
  - Investigate/participate in National 911 text interpretation project
  - Investigate/participate in DHS 911 cybersecurity pilot

#### DELIVERABLES:

1. Statutory Council Responsibilities
  - Conduct annual review of LCPA 06/08/18
  - Execute contract extension for LCPA Services 12/31/18
  - Present draft 2019 Budget and Workplan to Council 10/08/18
  - Council adopts 2019 Budget and Workplan 12/14/18
2. Annual Reports to Legislature, FCC, Profile Database
  - Update Profile Database 07/01/18
  - File annual FCC Report 07/31/18
  - Present draft Legislative Report for 2019 to Council 10/08/18
  - Council approves final Legislative Report for 2019 12/14/18
3. Statewide Strategic Plan for Implementation of NG911 Services
  - Present Strategic Plan for 2018 updated draft to Council 01/19/18

- Council adopts Strategic Plan for 2018 01/26/18
- 
- 4. Appointments for Coordinating Council Positions
  - Develop and furnish Council Member replacement policy/procedure 01/31/18
  - Provide names to Governor's Office for appointments 04/02/18
  - Provide orientation training, if needed 08/10/18
- 5. National Outreach
  - Prepare federal 911 Grant Program application TBD
  - Council approves 911 Grant Program application TBD
- 6. FirstNet Integration
  - Present NG911-FirstNet Integration Plan to Council 06/08/18
- 7. **Legislation / Administrative Regulations**
  - Create Legislative Review Committee 01/02/18
  - Present Recommended Legislation/AR change to Council 01/26/18
  - Present Recommended Legislation/AR changes to Legislature 01/29/18

## **B. Operations Committee**

### **ACTIVITIES:**

- Compile PSAP financial report information for 911 expenditures; identify additional information for report content and prepare reports.
- Oversight of Council's Communications Plan and web-site services to provide timely and relevant information to PSAPs and to provide access by stakeholders to information, guidance, standards, and general information from the Council;
  - facilitate training standard discussion with PSAPs;
  - assist in provision of technical guidance to PSAPs;
  - coordinate PSAP Liaison services and activities;
  - review annual PSAP financial report submittals for compliance with 911 Act.
- Develop policy and a public education plan for Real-Time-Text-to-911 (RTT-to-911) on the statewide NG911 system.
- Develop and deliver PSAP and public education on Council projects.
- Plan and implement the migration of the Statewide NG911 System to the nationwide ESInet, including geospatial routing and other i3 services.
- Continue outreach and training for Kansas Knowledge Center to increase usage.
- Develop Council specific trainings to be delivered through the Kansas Knowledge Center.
- Continue migration of PSAPs onto the statewide NG911 System pursuant to the migration plan.
- Review training, change management, risk management, governance and maintenance plans for any necessary modifications.
- Plan and implement national ESInet migration
- Continue outreach and training for Kansas Knowledge Center
- Continue migration of PSAPs onto the hosted system
- Review Council plans for needed update & present to Council
- Review AT&T, Airbus Roadmap
- Develop operations manual for Council & Hosted Solution
- Develop RTT-to-911 policy and training

## **DELIVERABLES**

1. Communication among Council and Stakeholders
  - PSAP financial expenditure reports 03/01/18
  - Present preliminary expenditure review to Council 06/08/18
  - Present final expenditure review to Council 10/08/18
2. Meetings for outreach and collaboration
  - Spring APCO 04/09/18
  - Fall APCO 10/08/18
  - Admin Day 07/15/18
  - MARC / Council Roadmap 02/21/18
  - MARC / Council Roadmap 11/14/18
  - Cross-border Workshop (CO/NB/MO/OK/KS) 06/13/18
3. Council Operations
  - Negotiate call handling contract extension

## **C. Technical Committee**

### **ACTIVITIES:**

- Ongoing monitoring of emerging cybersecurity threats and implementation of plans to reduce associated risks.
- Provide technical and security review of planned i3 service additions to the NG911 solution.
- Review technical and security implications of Public Safety Broadband integration to the NG911 system.

## **DELIVERABLES**

1. Conduct annual infrastructure security audit review with AT&T 11/15/18
2. Develop procedures to identify i3 application needs 06/30/18
3. Develop procedures to perform technical review of i3 applications 06/30/18
4. Ongoing for other activities Ongoing

## **D. GIS Committee**

### **ACTIVITIES:**

- Provide needed GIS data work in support of geospatial call routing migration.
- Provide oversight of GIS data maintenance to ensure that all Kansas jurisdictions remain in compliance with required maintenance.
- Conduct quality assurance testing of GIS data maintenance submissions. Support Vesta Locate mapping for call handling.

- Support refresh of aerial imagery.
- Provide continuing training for GIS Data Stewards and GIS Data Maintainers.
- Assist West in creation and alignment of geospatial street address guide with existing MSAG data for geospatial routing.
- Identify new mapping product for hosted system, if needed
- Plan migration to new mapping product if needed
- Statewide Aerial Imagery Plan and implement migration of imagery refresh

## **DELIVERABLES**

1. Geospatial Call Routing on ESInet Test and turn-up of geospatial call routing 06/30/18

**December 31, 2019:** Legislature's Division of Post Audit will have completed an audit of the 911 system as set out in KSA 12-5377(c) .

**2019 Legislative Session:** Legislature shall review the 911 Act (KSA 12-5377(d)).

## 911 Coordinating Council Calendar of Events

<i><b>Date</b></i>	<i><b>Activity</b></i>
1/19/2018	Updated Strategic Plan draft provided to Council
1/26/2018	Council adoption of updated Strategic Plan
1/26/2018	Report of recommended legislative changes to Council
1/29/2018	Present recommended legislative changes to Legislature
1/31/2018	Council Member replacement policy/procedure due
2/21/2018	MARC / Council Roadmap Meeting
3/1/2018	PSAP financial expenditure reports due.
3/31/2018	Review and revise business case
4/2/2018	Provide names to Governor's Office for appointments
4/9/2018	Spring APCO Council Meeting
6/1/2018	Negotiate call handling contract extension
6/8/2018	Conduct annual review of LCPA
6/8/2018	Present prelim expenditure review to Council
6/13/2018	Cross-border Workshop (CO/NB/MO/OK/KS)
6/18/2018	AT&T, Airbus Roadmap review meeting
6/30/2018	Review and revise business case
7/1/2018	Profile Database update due
7/15/2018	Admin Training Day
7/31/2018	FCC report due
8/10/2018	Council orientation training if needed
8/22/2018	Exec Committee Strategic Planning Workshop
9/27/2018	Work Plan and Budget Planning Workshop
9/30/2018	Review and revise business case
10/8/2018	Draft 2018 Budget and Workplan to Council
10/8/2018	Present draft Legislative report to Council
10/8/2018	Present final expenditure review to Council
10/8/2018	Fall APCO Council Meeting
11/14/2018	MARC / Council Roadmap Meeting
12/14/2018	Adopt 2018 Budget and Workplan
12/14/2018	Approve final legislative report to Council
12/14/2018	Needed updates of Council plans presented to Council
12/31/2018	Review and revise business case
12/31/2018	Operations manual for Council & hosted system due
12/31/2018	RTT-to-911 policy and training due
12/31/2018	Execute Contract Extension for LCPA Services

## 2018 Operating Budget for 911 Coordinating Council

### Budget Authority Estimate

**\$593,565**

### 2018 Expenditures

8911	Council Meeting Expenses (\$4,000/meeting x 2 meetings. Includes: Conference call service; Interpreters, Legislative Pay, meal/travel reimbursements)	\$8,000
8912	Committee Meeting Expenses (\$400/meeting x 16 meetings. Includes: Conference call services, Interpreters, Legislative Pay, meal/travel reimbursements for Administration, Operations, Technical and Grant Committee meetings)	\$6,400
8490	Publication Fees Includes: \$14/Register Notices x 20 notices, Regulation publications	\$280
8595	Membership Dues – Council Members (NASNA, NENA, APCO)	\$2,312
8846	Conferences and Training for Council Members Includes: Registration fees; travel expenses for APCO, NENA and NASNA conferences and other approved conferences (14 @ \$2,300 per)	\$32,200
8070	Annual Audit of LCPA	\$15,000
6100	Personnel Contracts	\$444,391
6110	Salaries	\$238,440
6115	Overtime	\$24,000
6130	Benefits (35%)	\$91,854
8650	Training	\$1,500
8596	APCO Membership Dues	\$276
8598	NENA Membership Dues	\$411
8700	Office Supplies	\$300
8910	Travel Expenses (\$1200/mo)	\$39,600
7130	Vehicle Ins & Registration	\$750
8847	National Conferences (NENA, APCO, NASNA, TMSA)	\$22,800
8265	StartMeeting Costs	\$2,460
8920	Vehicle Purchase/Replacement	\$22,000

**TOTAL EXPENDITURE BUDGET**

**\$508,583**

## 2018 Contractual Budget

**Budget Authority Estimate**

**\$10,500,000**

### 2018 Expenditures

8015	ITSS Contract	\$228,800	
8016	PM Contract	\$197,600	
8017	Imagery contract	\$550,000	
5002 -10	AT&T contract	\$5,000,000	
8019	DASC contract - \$180,000	\$180,000	
8870	NAS Boxes for implemented PSAPs	\$30,000	
8840	Training - Admin Days, Fall Conference	\$16,500	
8250	Public Relations	\$15,000	
8871	Technical Supplies and Equipment	\$15,000	
5011	Legal Representation	\$15,000	
8872	Texting Language Interpretation Services	\$5,000	
8873	Learning Management System	\$17,100	
8020	Dickinson County Contract	\$47,700	
8021	LCPA Contract	<u>\$127,500</u>	
	<b>Total Contractual Expenditures</b>		<b><u>\$6,445,200</u></b>
	<b>Balance</b>		<b><u>\$4,054,800</u></b>

# ANNUAL REPORT TO THE SENATE UTILITIES COMMITTEE AND THE HOUSE UTILITIES AND TELECOMMUNCAITON COMMITTEE

December 1, 2017

Last revised, Nov 28, 2017

Prepared by:

Dick Heitschmidt, Chairman 9-1-1 Coordinating Council

Prepared for:

Chairman Robert Olson, and

Chairman Joe Seiwert, and

Member of the Committees

## Document Change Log

Date	Author	Change	Reason
11/22/17	Randall White	Original draft	
11/27/17	Scott Ekberg	Added financial results	

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## 911 Coordinating Council Report

The Council provides oversight of 9-1-1 (911) service for Kansas and ensures compliance with the Kansas 911 Act. The two major areas of interest are our current E9-1-1 service and emerging NG911 service to Kansans.

Chief Dick Heitschmidt chairs the Kansas 911 Coordinating Council ("Council"). The Council is an elite team of hand-picked volunteers appointed by the governor from across the state. Each member is a subject matter expert having special background and experience with each critical element of 911 public safety. Council membership includes 17 voting members and nine (9) non-voting members.

The Council met six (6) times this year to review status, discuss strategy and address challenges:

- February 3, web conference
- April 10, Kansas Spring APCO, Overland Park, Kansas
- July 25, web conference
- August 18, Topeka
- October 9, Kansas Fall APCO, Newton, Kansas
- December 1, web conference

As much as possible, the Council relies on meetings by web conferencing to reduce travel expenses. Minutes from these meetings may be accessed at the Council website.

The Council has partnered with the Kansas Chapter of the Association of Public Safety Communications Officials (KS-APCO) to hold two joint meetings each year. This provides PSAP personnel and administrators easy access to the Council. Key members of the Executive Committee are members of public safety organizations such as NENA, NASNA, APCO, ESRI, KAM; attending national and international conferences to stay aware of, and contribute toward, applicable emerging standards.

### **Council Membership Changes**

Unlike most states, Kansas is fortunate to have voluntary members who have served the Council so faithfully, and brought us so far. With their counsel and leadership, Kansans are safer than ever before. There were changes in the Council membership during 2017, listed in alphabetic order:

- Michel Abbott rotated off Council; retained as Operations Chair
- Michael Albers reappointed through June 30, 2020
- Senator Rick Billinger appointed by Senate President, October 16, 2017
- Sheriff Troy Briggs, succeeding Sheriff Frank Denning, appointed through June 30, 2020
- Jay Coverdale reappointed through, June 30, 2019
- David Cowan reappointed through June 30, 2020
- Jerry Daniels, succeeding Robert Boyd, reappointed through June 30, 2020
- Larry Dexter reappointed through June 30, 2020
- John Fox reappointed through June 30, 2020
- Adam Geffert reappointed through June 30, 2020
- Kathryn Kuentler reappointed through, June 30, 2020
- Sherry Massey, succeeding Michele Abbott, appointed through June 30, 2020

- Kerry McCue reappointed through June 30, 2020
- Joshua Michaelis reappointed through June 30, 2019
- Melanie Mills-Bergers, succeeding Lance Royer, appointed through June 30, 2020
- Ken Nelson reappointed through June 30, 2020
- Lance Royer retired from Shawnee County Sheriff's Office
- Col. Chris Stratmann retired from Kansas National Guard; TAG to nominate replacement
- Jimmy Todd retired; replacement, Rob McDonald, under review by the Governor's Office
- Ellen Wernicke reappointed through June 30, 2019

## Council Support Changes

Nonprofit Solutions, Inc. (NSI) replaced the Kansas Association of Counties as our Local Collection Point Administrator (LCPA). Toyia Bulla, Angela Westcott and Todd Wright (Figure 1) quickly assumed financial accountability for the Council in January. Kathy Becker (not shown) replaced Toyia Bulla who retired from NSI this past summer. In addition to delivery of financial services, NSI has brought a number of innovative contributions to the Council. For example, NSI replaced CivicPlus as our website administrator. If you haven't already, please check out our new website <http://www.kansas911.org> with "a whole new look and feel."



*Photo 1 Toyia, Angela, Todd of NSI team*

## Executive Committee Report

### VIP Tours

Members of the Executive Committee participated in "9-1-1 goes to Washington", February 26 through March 1, 2017. This annual event puts organizations such as ours in direct contact with key U.S. senators and representatives in order to collaborate on issues of public safety. U.S. Congressman Roger Marshall, 1<sup>st</sup> District Kansas, was given a personal tour of our premier NG911 facility Hutchinson/Reno County Emergency Communications center, May 12, 2017. Because of our state leadership in NG911, the Executive Committee, on behalf of the Kansas 911 Coordinating Council ("Council"), hosted a VIP Tour of the Sedgwick County 9-1-1 Emergency Communications Center, Wichita, Kansas, September 22, 2017. Chief Heitschmidt, greeted FCC Chairman Ajit Pai (from Parsons Kansas), and his Public Safety Advisor, Zenji Nakazawa (photo 2) and U.S. Congressman Ron Estes, 4<sup>th</sup> District Kansas (not shown), for this landmark event. Chairman Pai is grateful for the accomplishments in public safety that Kansas offers the nation.



*Photo 2 Nakazawa, Heitschmidt, Pai tour Wichita*

## Technical Committee Report

### Emerging Technology



This year was especially significant for Jay Coverdale and the Technical Committee because it marked the introduction of SMS Text-to-911 availability as of November 2, 2017. This was no small achievement due to the enormous collaboration among FCC, wireless carriers and PSAPs. Scott Ekberg, Lori Alexander, Phill Ryan and Josh Michaelis travelled the state testing to affirm SMS Text-to-911 delivery to all PSAPs on the statewide system. Scott alone logged nearly 6,000 miles! The Texting Subcommittee coordinated the public service announcements throughout the state. Take a look at the website <http://www.kansas911.org/wp-content/uploads/2017/11/Text-Status-Map-11-02-17.pdf> to see the latest availability of Text-to-911.

Kansas is already reaping the benefits of text-to-911 as a new capability that enhances public safety for Kansans. For example, in Reno County, just a few days after service was initiated, a lady was being assaulted by an assailant with a knife. Calling 9-1-1 would have endangered her, so she texted 9-1-1. She was quickly rescued by law enforcement responders. While calling 9-1-1 in an emergency is preferred because the dispatcher can better pinpoint the caller's location and voice calls are much more dependable, texting 9-1-1 offers new capabilities for deaf, hard of hearing, speech impaired, or others where voice calls are not possible or practical. Please "*click*" on the following link to quickly access the videos on the Council website, then scroll to the bottom of the webpage <http://www.kansas911.org/psap-resources/>.

Our annual infrastructure workshop focused primarily on transition from our hosted call handling solution to Emergency Services IP Network (ESInet) in 2018, Kansas will be the first statewide system to migrate to the national AT&T ESInet™ platform. Because of these achievements, Kansas is a recognized leader in the nation for transitioning to the Next Generation 9-1-1 service (NG911). Discussions are under way that will lead to Real-Time Texting (RTT), picture and video messaging in the future. Kansas leadership in NG911 has prompted a number of other states to approach us to learn more of how they too can advance public safety for the residents of their states.

## GIS Committee Report

The four focus areas of the GIS Committee are:

- GIS Data Integrity
- GIS Data Training
- Statewide Aerial Imagery
- Geospatial Routing

NG911 is a big deal because with the coming ESInet service, emergency calls will be routed geographically. This technology brings a whole new dimension to locating wireless callers with even greater accuracy. But geographic call routing only works if the GIS data is 100% accurate. Kansas leads the nation in GIS data remediation and maintenance. In recognition for the exceptional achievements in GIS, Ken Nelson accepted the Geospatial Excellence Catalyst Award on behalf of the Council and the recognized team members at the National States Geographical Information Council (NSGIC) conference in Rhode Island, September 25, 2017 (photo 3). The award is for the development and ongoing maintenance of the statewide geographic data that will fuel the routing engine of NG911. Key team members are Scott Ekberg, Eileen Battles, Sherry Massey, Kristen Jordan-Koenig and Kelly Emmons.



*Photo 3 Ken Nelson accepts GIS Award*

### **Statewide Aerial Imagery**

The high-definition statewide imagery furnished under contract by the SURDEX Corporation save lives in Kansas. With it, dispatchers are better able to assess emergency situations and more accurately direct first responders. This imagery is refreshed every three (3) years in order to capture the latest changes in terrain, roads and structures.

This imagery is available to all levels of Kansas government and to third parties performing work for a governmental entity as a web service and in raw form in both Mr. SID and GeoTiff formats. Many state agencies are currently taking advantage of the imagery. In addition, the GIS Committee is working on development of a buy-up program that will enable individual governmental entities to purchase higher resolution imagery from Surdex while maintaining economies of scale. Ken worked with various imagery users to investigate equitable cost-sharing agreements to help offset the cost to the Council. For example, Kansas Department of Revenue (KDoR) is contributing \$15,000 a year, and Kansas Department of Transportation (KDOT) Traffic Records Coordinating Committee (TRCC) contributed a one-time cost share of \$100,000.

### **Geospatial Routing**

Currently, wireless 911 calls are routed based on which cell tower and cell tower “face” (sector) a caller’s phone is connected to. That’s good, but not good enough, because the call may not route to the proper jurisdictional boundary. A key aspect of NG911 is to fix that shortfall by routing the call based on the location of the caller. As caller coordinates are passed from the carrier to the GIS mapping function, the caller’s location is used to route the call to the correct PSAP. It all sounds simple. But it is anything but simple. That’s why Sherry Massey is collaborating with AT&T and West Corporation, as well as a number of national standards committees, to ensure that Kansas not only remains consistent and compatible, but also help guide the national bodies to adopt the right models for success.

## **Operations Committee Report**

### **Implementation Status**

Participation in the Kansas statewide NG911 program is voluntary and at the discretion of each individual PSAP or jurisdiction. Scott Ekberg, NG911 Administrator, and Lori Alexander, NG911 Liaison visited Public-Safety Answering Points (PSAPs) to make sure their migration to the NG911 platform meets the expectation of the PSAP director. Frequent communication and collaboration among PSAPs and the Council results in unprecedented cooperation and success of our NG911 program. Program status as of November 21, 2017, is shown in Table 1.

*Table 1 NG911 Status as of Nov 21, 2017*

Service Order Requests (SORs)	Live PSAPs	Open Trouble Tickets	GIS Data Maint QTR results
85	74 on R6.0 HF2 plus Yoder	2	105/105 QTR on track
83%	78%	Low Priority	100%
117 PSAPs less 14 MARC = 103	Goal is 80 eligible PSAPs end 2017; done 2Q2018	average close time 24 hours	Self-rem or contracted

There are 117 primary PSAPs as defined by the Kansas 911 Act in Kansas. However, the Mid-America Regional Council (MARC) operates their own hosted solution and because of the cross-border implications of the MARC Region are not considered viable candidates for inclusion in the statewide system. Excluding the MARC PSAPs, there are 103 candidate PSAPs for the statewide NG911 system. As of December 31, 2017, 76 PSAPs have migrated from their legacy 9-1-1 platforms to the hosted call handling solution. Our goal is to migrate an additional 8 by mid-2018, and feel strongly that an additional 10 – 13 will elect to participate by the end of 2019. This would place total participation in the system at 94 to 97 PSAPs (91%-94%). Our “Day-2” operational support model is well defined and working well. In fact, we typically have only 1-3 trouble tickets open at any given time. All are low priority and close within 24 hours or less. Our goal for 2018 is to evolve from an MSAG-based routing platform to a GSAG (geospatial) ESInet platform.

### **Work Plan and Budget**

Michele Abbott and the Operations Committee develop our annual work plan and associated budget. The Council approved its Work Plan and Budget for 2018 at the Council meeting, December 1, 2017. The Work Plan includes performance of the Council’s statutory duties, continuing and broadening outreach to stakeholders, update of the strategic plan, development of recommended minimum training standards, and implementation of the statewide NG911 system. A copy of Work Plan 2018 and 2018 Budget is attached to this report.

### **Training**

Not only is NG911 technology new and evolving, but so are the associated methods and procedures. The Training Subcommittee, with the assistance of the Technical and GIS Committees, recommend minimum training standards for PSAP personnel, GIS technicians, and Information Technology technicians. Adhering to these minimum training standards ensures continuity of public safety across Kansas for all Kansans. Our next evolutionary step into NG911 demands 100% GIS data integrity. Sherry Massey and Eileen Battles conduct regional training to assist counties with the maintenance of their GIS data and proper utilization of mapping data (photo 4).



*Photo 4 Massey trains on GIS Data*

## Legislative Committee Report

Although the Kansas 911 Act requires a review of the Act every five (5) years and will be reviewed in 2019, the Legislative Committee of the Council is addressing updates to the Kansas 911 Act during the 2018-2019 Session. At the time of this writing, the Legislative Committee is fine-tuning proposed revisions of the Act, as needed, to take us to the next step in NG911 for the next five years. The Council appreciates the following for their guiding leadership of this momentous milestone:

- Rick Billinger, Kansas Senator, District 40- Republican
- Marci Francisco, Kansas Senator, District 2 - Democrat
- Kyle Hoffman, Kansas Representative, District 116 - Republican
- John Alcala, Kansas Representative, District 57 – Democrat

## Financial Reports

This section intentionally left blank due to final expenditure information not being yet complete.

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## Background

NG911 is the “Next-Generation” of the 9-1-1 emergency call system. NG911 uses the latest technology to improve public safety. When fully implemented, it will provide not only voice phone calls, but also allow features and functionality such as text messages, photos, video and other data to be sent over the 9-1-1 network. The National 911 Program provides leadership to all levels of government as they consider transition to NG911. This new system is designed to handle both on-going 9-1-1 assistance and large-scale disasters. Participation in Kansas NG911 by our counties is voluntary and their decision. Nearly three-fourths our PSAPs have already chosen to transition to NG911.

The Kansas 911 ACT was signed by Governor Brownback on May 18, 2011, was amended with several clean-up provisions in SB384 in the 2012 legislative session, and was further amended in SB284 during the 2014 legislative session. The Act replaced a number of old statutes enacted between 1980 through 2006 for the provision of 911 services by legacy analog telephone providers, wireless carriers and VoIP digital service providers. The 911 ACT represented a significant advance in the statutory and funding framework necessary to transition the 117 Kansas PSAPs from the current 1970’s technologies to the emerging digital, NG911 systems that will be implemented throughout the United States in the next five to ten years.

Key legislative goals shared by local jurisdictions and the telecommunications providers in working together upon the 911 ACT include:

1. Provision of a stable and sufficient 911 funding stream for Kansas PSAPs
2. Creation of an equitable and consistent 911 fee for each type of telephone service capable of calling 911
3. Continuance of a 911 grant fund
4. Establishment of a coordinating body to monitor the delivery of 911 service in the state as well as to develop strategies for the transition of Kansas PSAPs to providing NG911 services in their communities.

The 911 ACT created a 911 Coordinating Council comprised of 26 members. SB 284 increased the number of voting members to seventeen and decreased non-voting members to nine. Twenty-two members are appointed by the Governor and four legislators are appointed by their leadership. The Council has broad statutory responsibilities that include monitoring the delivery of 911 services, developing strategies for future enhancements to the 911 system, distribution of 911 grant funds, adoption of Administrative Regulations, selection of the LCPA and providing guidance to PSAPs.

## Acronyms, Abbreviations and Definitions

<b>AFU</b>	Approved for Use term used by AT&T
<b>AG</b>	Attorney General
<b>ALI</b>	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.
<b>ANI</b>	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.
<b>ANSI</b>	American National Standards Institute
<b>APCO</b>	Association of Public-Safety Communications Officials
<b>AT&amp;T</b>	American Telephone and Telegraph
<b>AVPN</b>	AT&T Virtual Private Network
<b>BDA</b>	Bi-Directional Amplifier used to boost wireless signal strength into NG911 system
<b>BUS</b>	Back-Up Site such as Yoder Center
<b>Call Handling Equipment</b>	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.
<b>CAMA trunk</b>	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.
<b>DB</b>	Database
<b>CDMA</b>	Code Division Multiple Access for example CDMA networks
<b>CDR</b>	Critical Design Review
<b>CM</b>	Change Management; Configuration Management
<b>COR</b>	Change Order Request
<b>CPE</b>	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.
<b>CTIP</b>	Cyber Threat Information Program
<b>Customer Premises</b>	Refers to the facility where the PSAP operates. Customer premises are specified in documents such as the SOR and Site Survey.
<b>Cybersecurity</b>	Unauthorized use of a protected network system and measures to counter
<b>DB</b>	DataBase
<b>DDS</b>	Data Distribution Services server term used by Airbus
<b>DHS</b>	Department of Homeland Security
<b>ECaTS</b>	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
<b>ECRF</b>	Emergency Call Routing Function
<b>ESInet</b>	Emergency Services IP Network
<b>ESN</b>	Emergency Service Number

<b>ESRP</b>	Emergency Services Routing Proxy
<b>FCA</b>	First Company Application term used by AT&T
<b>FCC</b>	Federal Communications Commission
<b>FDR</b>	Final Design Review
<b>FirstNet</b>	First Responder Network Authority
<b>GA</b>	General Availability term used by AT&T
<b>Geospatial Routing</b>	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.
<b>GIS</b>	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.
<b>GNOC</b>	Global Network Operations Center AT&T, Bedminster, NJ
<b>Governance</b>	The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies.
<b>HAZMAT</b>	Hazardous Materials
<b>HF</b>	Hot Fix term used by Airbus for a last-minute fix to a release for example "R6.0 HF2"
<b>HF2</b>	Hot Fix 2 for Airbus release R6.0
<b>i3 architecture</b>	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.
<b>IcM</b>	Incident Management "Day-2 Support Model and Plan"; monitors open-closed trouble tickets.
<b>IFB</b>	Invitation for Bid; same as RFP
<b>ILS</b>	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.
<b>IM</b>	Instant Messaging
<b>IMS</b>	IP Multimedia Subsystem
<b>Infrastructure</b>	The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support.
<b>IPR</b>	Intellectual Property Rights
<b>IP Selective Routing</b>	End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state.
<b>ISMS</b>	Information Security Management System
<b>KAM</b>	Kansas Association of Mappers
<b>KDHE</b>	Kansas Department of Health and Environment
<b>KHP</b>	Kansas Highway Patrol
<b>KLETC</b>	Kansas Law Enforcement Training Center

<b>KU</b>	Kansas University
<b>LCPA</b>	Local Collection Point Administrator
<b>LCPA</b>	Local Collection Point Administrator
<b>LEC</b>	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.
<b>LTE</b>	Long-Term Evolution for example LTE network
<b>LTE</b>	Long Term Evolution cellular network
<b>LVF</b>	Location Validation Function
<b>MARC</b>	Mid-America Regional Council, KC, MO
<b>MDS</b>	Media Distribution Services server term used by Airbus
<b>MOA</b>	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.
<b>MOP</b>	Method of Procedure
<b>MRS</b>	Managed Router Service term used by AT&T
<b>MSAG</b>	The Master Street Address Guide (MSAG) is a tabular database
<b>NAS Device</b>	Network-Attached Storage (NAS) is a GIS data storage server (black box) connected to the NG911 network at the host and PSAP level.
<b>NASNA</b>	National Association of State 911 Administrators
<b>Neighboring States</b>	Nebraska, Missouri, Oklahoma, Colorado.
<b>NENA</b>	National Emergency Number Association
<b>NG9-1-1</b>	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.
<b>NICE</b>	National Initiative for Cybersecurity Education
<b>NIST</b>	National Institute of Standards and Technology
<b>NPSBN</b>	National Public Safety BB Network
<b>NTIA</b>	National Telecommunications and Information Administration
<b>OoE</b>	Quality of Experience – pixelated video
<b>PDR</b>	Preliminary Design Review
<b>Pictometry</b>	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.
<b>PM</b>	Project Management; Program Management
<b>PP</b>	Position Paper
<b>PSA</b>	Public Service Announcement
<b>PSAP</b>	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.
<b>PSDC</b>	Public Safety Dispatch Center; non-traditional PSAP such as higher education, military, Native American, Highway Patrol...

<b>PSDC</b>	Public Safety Dispatch Center
<b>QoS</b>	Quality of Service - voice #1
<b>RAID</b>	Redundant Array of Independent Disks
<b>RFI</b>	Request for Information
<b>RFP</b>	Request for Proposal
<b>RFQ</b>	Request for Quote
<b>RTT</b>	Real-Time Texting appearance as typing
<b>SI</b>	Spatial Interface (replacing SIF)
<b>SIF</b>	Spatial Information Function (replaced by SI)
<b>SLMS</b>	Software, Learning Management Service
<b>SMS</b>	Short Message Service for text messaging
<b>SMS Texting</b>	Short Message Service allows wireless subscribers to send 911 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs
<b>SPOC</b>	Single Point of Contact
<b>TCC</b>	Text Control Center
<b>TCS</b>	TeleCommunication Systems Text-to-911 technology, Comtech Telecommunications
<b>TEES</b>	Test and Evaluation Equipment Suite for BUS
<b>Vehicle Telematics</b>	The computer system in a vehicle that collect and store critical information that can be used to determine events leading to a crash.



# Kansas NG911 Strategic Plan for 2018-2020

Draft Submitted      September 28, 2017  
Last Revised        September 28, 2017  
Final Approved

Prepared by      Executive Committee  
Prepared for      Kansas 911 Coordinating Council



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## Letter from the Chair

This year, Kansas NG911 celebrated four exceptional milestones:

1. **Two-year anniversary** of our premier site. Reno County, transitioned to Kansas NG911 on August 26, 2015.
2. **76<sup>th</sup> PSAP migrated** to the NG911 platform. With 80% of 95 eligible PSAPs now on NG911, we already have numerous PSAP testimonials of how the new system is improving public safety.
3. **SMS Text-to-911** is deployed statewide as of November 2, 2017. This is a national landmark since Kansas is the first to offer statewide Short Message Service (SMS) text-to-911. SMS texting *Note: voice calls are preferred over text messaging for 9-1-1 emergencies. While the Council has issued Text Policy, individual PSAPs have the latitude of determining how they will handle text messages.* Additional details on our text-to-911 service is addressed later in this strategic plan.
4. **Incident Management** (day-2 support) typically has only 1-3 open trouble tickets at any given time; average time to close is 24 hours!

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 2018-2020 ensures that Kansas maintains that leadership role bringing the very best public safety to Kansans. Here are some upcoming strategic landmarks:

- November 2, 2017, Kansas will be the **first in the nation to have SMS text-to-911**. Additional i3 architecture capabilities and features will follow as technology emerges.
- 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 Emergency Services IP Network (ESInet) 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.
- **Legal opinion from the Office of Attorney General (OAG) to determine appropriate flexibility and latitude for accomplishing optimum NG911 service within statute intent.**

This plan for 2018 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 2017. Then, we address our strategic plan for 2018 through 2020.



For additional accomplishments and statistics for 2017:

- NG911 Administrator's annual Report to the Legislature
- NG911 Administrator's annual Report to FCC
- LCPA Financial Reports.
- Work Plan for 2017
- Budget for 2017.

And, if you would like additional information or have thoughts and insight, please contact me, or anyone on our stupendous team. We are very grateful for your service to the Kansas 911 Coordinating Council – thank you !

Sincerely,

Chief Dick Heitschmidt, Chair  
Kansas 911 Coordinating Council  
(620) 694-2820

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## Introduction

This Kansas 911 Strategic Plan looks first at our accomplishments of 2017. 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 2017. 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=dsSIEBMZC0M&feature=youtu.be>

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

## Accomplishments of 2017

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 (red font needs validation)
1	PSAP Commitment	<ul style="list-style-type: none"> <li>As of September, 2017, Scott Ekberg, NG911 Administrator, has signed up <b>85 PSAPs</b> to join NG911.</li> <li>Some <b>22 PSAPs</b> 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.</li> </ul>
2	PSAP Deployment	<ul style="list-style-type: none"> <li>Our goal is to have <b>76 PSAPs</b> on NG911 by the end of 2017.</li> </ul>
3	Day-2 Support	<ul style="list-style-type: none"> <li>Typically, there are 1-3 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.</li> <li>Most trouble tickets close within 24 hours.</li> <li>Scott Ekberg monitors NG911 Usage Statistics monthly and reports on Call Volume by class of service and time-of-day.</li> </ul>
4	SMS Text-to-911	<ul style="list-style-type: none"> <li>Effective November 2, 2017, Kansas became the first state to offer statewide SMS texting. In addition to providing emergency capability for deaf, hard of hearing, or speech disability persons, it also allows an alternative for people in dangerous situations where voice 9-1-1 calls are impossible.</li> <li>Reno County and Yoder TEES was the pilot site for the texting soak test cycle.</li> <li>Council member, Josh Michaelis, chairs the Text-to-911 Task Force. He coordinates with Michele Abbott and Scott Ekberg the</li> </ul>

ID	Goals and Objectives	Results and Accomplishments (red font needs validation)
		<p>Public Service Announcements (PSAs) for general availability of Text-to-911.</p> <ul style="list-style-type: none"> <li>The Texting Task Force is coordinating Texting Language Services.</li> </ul>
5	i3 architecture	<ul style="list-style-type: none"> <li>Sherry Massey, Dickinson County and Council member, is the lead developer for the Geospatial Call Routing Task Force. She is working with AT&amp;T and West/Intrado to explore and develop leading-edge GSAG call routing migration strategies and solutions.</li> <li>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.</li> </ul>
6	Cross-Border agreements	<p>Ken Nelson, GIO and Chair of GIS Committee, supported by Eileen Battles, Michele Abbott and Scott Ekberg met with Nebraska counterparts to co-develop cross-border standards and methods. The first cross-border workshop with <b>Oklahoma is scheduled for November 2017.</b></p>
7	Coordinating Council website	<p>Lori Alexander, NG911 Liaison, lead the effort to migrate from our legacy CivicPlus® webmaster to our new NSI webmaster. The new website offers significantly more features and functionality that fosters participation in NG911 and enhances communication among all of our 911 stakeholders including Live Chat messaging. Check it out <a href="http://www.kansas911.org">http://www.kansas911.org</a></p>
8	Intra-state Outreach	<ul style="list-style-type: none"> <li>The Council partnered with Kansas APCO to jointly sponsor the fall conference, October 9-11, 2017, with the goal of blanketing the state with personal contact that encourages the interchange of ideas that enhance public safety for Kansas.</li> <li>Scott Ekberg has “touched” all of our PSAPs through SOR consults, MOU’s, MOA’s, Cutovers, Day-2 support.</li> <li>Lori Alexander has touched most PSAPs thru consults, expenditure reports, security audits and regional workshops.</li> <li>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.</li> <li></li> </ul>
9	National Outreach	<p>Members of the Executive team made contact with key figures in Washington, DC, responsible for national development of NG911. This contact ensures that Kansas maintains its flagship status as one of the top leaders in NG911.</p> <ul style="list-style-type: none"> <li>FCC Chairman Ajit Pai and his public safety advisor Zenji Nakazawa were given a VIP tour hosted by Elora Forshee,</li> </ul>

ID	Goals and Objectives	Results and Accomplishments (red font needs validation)
		<p>Sedgwick county Emergency Communication Center, September 22, 2017. They saw first-hand why Kansas has earned the distinction of being a national leader in NG911.</p> <ul style="list-style-type: none"> <li>• NENA annual “9-1-1 Goes to Washington” conference provided a platform for the Executive Committee to share the Kansas NG911 Story with key congressional figures.</li> <li>• Rear Admiral (Ret.) David Simpson, Chief of the FCC Public Safety and Homeland Security Bureau</li> <li>• Laurie Flaherty, National NG911 Program Office</li> <li>• NASNA presenting Kansas NG911 progress</li> <li>• APCO (state and international) awareness presentations</li> </ul>
10	Orthoimagery cost sharing and contract renewal	<ul style="list-style-type: none"> <li>• Ken Nelson’s team completed renewal of our statewide orthoimagery aerial mapping contract with the Surdex Corporation for contiguous and current maps that are crucial to NG911 and public safety.</li> <li>• Ken captured a number of inter-agency cost-sharing opportunities to help defray the cost of imagery.</li> </ul>
11	Security and Audits	<ul style="list-style-type: none"> <li>• Jay Coverdale, Chair Technical Committee, and his security subcommittee developed NG911 Cybersecurity Position Paper.</li> <li>• Technical Committee and AT&amp;T will address cybersecurity concerns during the annual infrastructure security audit, Nov 16, 2016.</li> <li>• Lori Alexander conducts random PSAP security audits and training.</li> <li>• Jay and Lori conduct PSAP security awareness and readiness training during APCO conferences.</li> </ul>
12	NG911 Portal	<p>Eileen Battles and her team continually update NG911 Portal capability that improves NG911 productivity by allowing us to more efficiently operate:</p> <ul style="list-style-type: none"> <li>• Document repository and control</li> <li>• automation of change order request processing and tracking</li> <li>• GIS Data maintenance and quality control</li> <li>• tracking of PSAP expenditure reports</li> <li>• PSAP Security Audits</li> <li>• Reimbursement requests</li> </ul>
13	NG911 Training	<p>Training is continually offered regionally throughout the year:</p> <ul style="list-style-type: none"> <li>• Call handling training prior to cutover.</li> <li>• Refresher training at Kansas APCOs, website videos, public awareness videos (Airbus and AT&amp;T).</li> </ul>

ID	Goals and Objectives	Results and Accomplishments (red font needs validation)
		<ul style="list-style-type: none"> <li>On-going GIS Data Maintainer/Steward workshops conducted four times a year.</li> <li>Counties trained on automated portal tools to ensure the integrity of their GIS data.</li> <li>Bi-annual regional 9-1-1 <i>Administrative Day</i> conferences are honing the skills and enhancing communication among 911 stakeholders.</li> </ul> <p>Lori Alexander lead the effort to develop our <i>Kansas 911 Knowledge Center</i> awarded to FirstNet Learning Inc. and went live Feb 1. Our Knowledge Center is a state-of-the-art training platform while enhancing PSAP communication.</p>
14	Council Membership	The Executive Committee successfully filled a number of vacated seats on the Council. In addition, to ensure continuity of leadership, we introduced the “Council Mentorship Program” at the Council meeting, August 18, 2017.
15	Support Resources	<ul style="list-style-type: none"> <li>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.</li> <li>the Council identified the need for a full-time NG911 Executive Director. As the NG911 program transitions from hosted call handling to geospatial call routing Emergency Services IP Network (ESInet) service, this position will provide leadership for emerging i3 architecture services.</li> <li>Randall White provides program management support. His contract expires December 31, 2018. (need to renew!)</li> <li>Phill Ryan provides technical support. His contract expires December 31, 2018. (need to renew!)</li> <li>The Data Access &amp; Support Center (DASC) provides critical GIS data leadership and project support through the University of Kansas Center for Research (KUCR). Their purchase order expires December 31, 2017 (need to renew!)</li> <li>Sherry Massey, Dickinson County, provides GIS-related support.</li> <li>Formed AT&amp;T-Council Advisory Group that meets quarterly to compare and adjust ESInet strategy and solution.</li> </ul>
16	Supplemental Funding	<ul style="list-style-type: none"> <li>In order to augment the cost of migrating to the nationwide ESInet in 2018, including emerging i3 features and functionality, the Executive Team will apply for the National Telecommunications and Information Administration (NTIA) 911</li> </ul>

ID	Goals and Objectives	Results and Accomplishments (red font needs validation)
		<p>Grant Program, Laurie Flaherty, Coordinator, National 911 Program Washington, DC.</p> <p><i>Note: The grant provisions are currently under review for comment. The purpose of the \$110 million 911 Grant Program is to provide federal funding to support the transition of PSAPs and their interconnecting 911 network and core services, to facilitate migration to an IP-enabled emergency network, and adoption and operation of NG911 services and applications. Only States are permitted to apply for grant funds on behalf of all local governments, Tribal Organizations, and PSAPs located within their jurisdiction. Tribal Organizations are permitted to apply directly for 91 grants under certain circumstances.</i></p> <p><a href="https://www.gpo.gov/fdsys/pkg/FR-2017-09-21/pdf/2017-19944.pdf">https://www.gpo.gov/fdsys/pkg/FR-2017-09-21/pdf/2017-19944.pdf</a></p>

## 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 2018 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 2018 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.
- **Methods.** Our current processes and procedures are adequate through 2018. However, as NG911 morphs from an implementation model to an ESInet operational model mid-2018, we

will need to revisit all methods and procedures to ensure on-going relevance and prevent unplanned obsolescence.

- **Infrastructure.** While our Hosted Call Handling Solution will remain the infrastructure cornerstone of our ESInet service, so of the hosted solution components will require technology refresh including the upgrade of our GIS NAS devices. Refresh will consider both upgrade and replacement using trade study cost-benefit analysis and contract change order alternatives.
- **Training.** Our bi-annual “911 Administration Day” conferences cover vital topics such as advanced training. In addition, co-sponsored Kansas APCO conferences address regional concerns and the co-development of 911 policy and standards that enhance Kansas public safety.
- **Funding.** Our current business model is adequate for 2018. However, beyond 2018, unknown features and functions will be added to Kansas NG911. For this reason, we will continue to revisit and modify our business case quarterly with forecasting out to year 2020. When available, we will use estimated placeholders for emerging feature sets. This analysis determines if current 9-1-1 fees are sufficient and adequate to support constantly-emerging NG911 features and functionality.

## Strategy 2018

This Kansas 911 Strategic Plan 2018 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 2018-2020.

On August 15, 2017, Governor Sam Brownback’s announced his decision to Opt-in and accept the nationwide public safety broadband network (NPSBN) solution offered by First Responder Network Authority (FirstNet) and AT&T. The purpose of FirstNet is to establish, operate, and maintain an interoperable public safety broadband network. Under the FirstNet agreement, AT&T will provide Kansas with a Radio Access Network (RAN) that connects to the FirstNet core network. AT&T was awarded the FirstNet contract on March 30, 2017. For details of Governor Brownback’s decision, please visit <https://www.firstnet.gov/news/kansas-transform-communications-public-safety-governor-brownback-approves-buildout-plan-first>

PR	Strategy	Goals and Objectives
<b>Administration</b>		
<b>1</b>	Administrative <b>i3 Relationships</b> partnerships, contracts, other	<p><b>2018</b></p> <ul style="list-style-type: none"> <li>• NG911, ESInet and FirstNet all work together to provide best-in-class 9-1-1 service for Kansas PSAPs. The NG911 team will work closely with the FirstNet team to develop the appropriate pieces of integration.</li> <li>• Operations Chair to join 91 Institute <a href="http://www.ng911institute.org/">http://www.ng911institute.org/</a></li> </ul> <p><b>2019</b></p> <ul style="list-style-type: none"> <li>• AT&amp;T-Council Advisory Group to co-develop standards, and Interface Control Documentation (ICD) for ESInet / FirstNet PSAP integration.</li> <li>• Council Administrator and Liaison will continue to present to standalone PSAPs the benefits of joining Kansas NG911.</li> <li>• Migrate legacy PSAPs that desire to join Kansas NG911.</li> </ul> <p><b>2020</b></p> <ul style="list-style-type: none"> <li>• AT&amp;T-Council Advisory Group to institutionalize ESInet-FirstNet.</li> <li>• Migrate legacy PSAPs that desire to join Kansas NG911.</li> </ul>
<b>5</b>	Administrative <b>National Outreach</b> FCC, FirstNet, NENA, NASNA, other	<p><b>2018</b></p> <ul style="list-style-type: none"> <li>• Influence standards in favor Kansas-developed standards.</li> <li>• Apply for NTIA grant for GIS data, i3; Kansas is “shovel-ready”; need \$ for Yoder prime movers, governance development</li> <li>• Investigate/participate in DoD notification pilot project</li> <li>• Investigate/participate in National 911 Language translation for text-to-911 Integration pilot</li> <li>• Investigate feasibility and benefits of DHS 911 cybersecurity pilot</li> </ul> <p><b>2019</b></p> <ul style="list-style-type: none"> <li>• Participate in focus / and support project planning teams.</li> <li>• Manage NTIA grant for GIS data, i3</li> </ul> <p><b>2020</b></p> <ul style="list-style-type: none"> <li>• Consider Kansas demonstration of proof-of-concept trials.</li> </ul>
<b>10</b>	Administration <b>Governance</b> span of control, authority	<p><b>2018</b></p> <p><b>2019</b></p> <ul style="list-style-type: none"> <li>• KDLR research what other states doing with NG governance.</li> <li>• Assist Kansas LPA prepare Kansas 911 Performance Audit, Dec, 2019, including recommendations for modifying Kansas 911 Act to further enhance public safety for Kansans.</li> </ul> <p><b>2020</b></p> <ul style="list-style-type: none"> <li>• Consider potential adjust of Council structure to better fit an operational model rather than implementation model.</li> </ul>
<b>17</b>	Administration	<p><b>2018</b></p> <ul style="list-style-type: none"> <li>• On-going AG office awareness of NG911 in support of Council.</li> </ul>

PR	Strategy	Goals and Objectives
	<b>Legal Representation</b> Advice, legislative action	<b>2019</b> <ul style="list-style-type: none"> <li>On-going AG office awareness of NG911 in support of Council.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>On-going AG office awareness of NG911 in support of Council.</li> </ul>
<b>23</b>	Administration <b>911 Coordinating Council</b> Charter, governance, structure	<b>2018</b> <ul style="list-style-type: none"> <li>Develop succession plan for now and future; mentorship program to prepare replacements to fill voids.</li> <li>What is 911 authority policy for EMS with EMD.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Prepare staffing plan and mentoring program to ensure longevity of membership and continuity of leadership (“right seat, left seat” model).</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Governance improvement study; how make Council more functional; may require morphing.</li> </ul>
<b>GIS</b>		
<b>2</b>	GIS <b>Geospatial Call Routing</b> SI/SIF partnerships, influence, response	<b>2018</b> <ul style="list-style-type: none"> <li>Test and certify geo MSAG data for all counties of Kansas for geospatial call routing.</li> <li>Support the test and approval of geospatial call routing.</li> <li>Foster cross-border MSAG data alignment for geospatial call routing.</li> <li>Continue PSAP / county training and awareness of necessity of GIS data maintenance for geospatial call routing.</li> <li>MSAG-to-GSAG transition: explore concepts, define solutions.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Coordinate with national developments; NAPD, NEAD.</li> </ul> <b>2020</b>
<b>7</b>	GIS <b>Data Maintenance</b> Improve tools, methods, models	<b>2018</b> <ul style="list-style-type: none"> <li>Proactively work with AT&amp;T to develop Airbus into stronger partnership; (tighter control, roadmap horizon, JIT delivery...); Council can become Value Added Reseller (VAR).</li> <li>Refine GIS data model and associated statewide governance. Influence national GIS data model(s) to match Kansas.</li> <li>Refresh statewide aerial imagery; additional cost-sharing opportunities.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Research to help identify what other states doing with GIS data maintenance and routing.</li> <li>Finish refresh of statewide aerial imagery if not complete in 2018; additional cost-sharing opportunities.</li> </ul> <b>2020</b>

PR	Strategy	Goals and Objectives
		<ul style="list-style-type: none"> <li>Establish inter-state working groups to shape GIS data standards and databases that support national ESInet.</li> </ul>
11	GIS <b>PSDC</b> submittal, analysis, maintenance	<b>2018</b> <ul style="list-style-type: none"> <li>PSDC data collection from KHP, military, tribal, education</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Co-develop technical and cost agreements; proof-of-concept trials.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Establish on-going work groups and special training workshops</li> </ul>
<b>Technology</b>		
3	Technical <b>i3 Architecture Develop</b>	<b>2018</b> <ul style="list-style-type: none"> <li>National ESInet conceptual development; includes cybersecurity requirements definition.</li> <li>Develop RTT-to-911 Real-Time-Texting roadmap for policy, test and, evaluation (T&amp;E) plan, deployment strategy.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>National ESInet integration, interoperability design; includes cybersecurity provisioning.</li> <li>Pilot test RRT-to-911 capability.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>National ESInet pilot trials; includes cybersecurity verification and validation.</li> </ul>
4	Technical <b>FirstNet Alignment</b> Integrate, interoperate, funding business case	<b>2018</b> <ul style="list-style-type: none"> <li>Establish FirstNet integration governance policy; network interoperability/compatibility feasibility study.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Establish Kansas network integration and interoperability standards and test plan using Pilot Site.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Test Pilot site interoperability.</li> </ul>
14	Technical <b>Cost-Benefit Model</b> Fine tune pipes, eliminate ALI circuits, fully IP-based solution	<b>2018</b> <ul style="list-style-type: none"> <li>Use ECaTS and other tools to evaluate NG911 usage to maximize economy of scale; optimize bandwidth.</li> <li>Investigate NG911 enhancement opportunities for integration with call handling system and ESInet.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Investigate NG911 enhancement opportunities for integration with call handling system and ESInet. Optimize Kansas NG911 host call handling solution and AT&amp;T ESInet</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Investigate NG911 enhancement opportunities for integration with call handling system and ESInet.</li> </ul>

PR	Strategy	Goals and Objectives
21	Technical Metrics Enhancement Improve NG911 return on investment (ROI)	<b>2018</b> <ul style="list-style-type: none"><li>Use ECaTS to fine tune NG911 cost-benefit model such as optimum bandwidth.</li></ul>
		<b>2019</b> <ul style="list-style-type: none"><li>Explore circuit reduction/consolidation opportunities as we move to ESInet environment.</li></ul>
		<b>2020</b> <ul style="list-style-type: none"><li>Explore circuit reduction/consolidation opportunities as we move to ESInet environment.</li></ul>
Operations		
6	Operations MARC Relationship Collaboration, cooperation, communication	<b>2018</b> <ul style="list-style-type: none"><li>Bi-annual exchange workshops to compare NG911 and MARC roadmaps, training, technology, methods, procedures to assist each other improve operational models while preserving continuity of solution(s) and potential interoperability compatibility.</li></ul>
		<b>2019</b> <ul style="list-style-type: none"><li>Create joint task force for strategic planning (common vision).</li></ul>
		<b>2020</b> <ul style="list-style-type: none"><li>Consider joint interoperability testing.</li></ul>
8	Operations Training PSAP: <ul style="list-style-type: none"><li>Administrator</li><li>Supervisor</li><li>Certified Training Officer (CTO)</li></ul> GIS: <ul style="list-style-type: none"><li>Steward</li><li>maintainer</li></ul>	<b>2018</b> <ul style="list-style-type: none"><li>AR Position Paper for GIS mandate for imposing training certifications; noncompliance governance provisions.</li><li>Address potential liability issues associated with call takers and handling.</li><li>Provide refresher training so PSAPs gain the greatest cost-benefit advantages of NG911; “use it or lose it” philosophy.</li><li>Expand NG911 training to include emerging i3 functionality.</li><li>Ensure relevancy of on-going training programs and tools. For example, expand dispatcher training to address the veteran and teen suicide epidemic.</li></ul>
		<b>2019</b> <ul style="list-style-type: none"><li>Introduce additional media communications such as video for dispatchers.</li><li>Thoroughly assess impact of new and emerging i3 features to consider potential impact to dispatchers. For example, the effects of photo / video of horrific accidents / crimes.</li></ul>
		<b>2020</b> <ul style="list-style-type: none"><li>Expand capabilities of our Kansas 911 Knowledge Center to include other public safety enhancements.</li></ul>
9	Operations Cross-border Relations	<b>2018</b> <ul style="list-style-type: none"><li>Bi-annual workshops to foster rapid remediation of data compatible with Kansas data model.</li></ul>
		<b>2019</b>

PR	Strategy	Goals and Objectives
	Call routing, backup, GIS data management; who, what when, where?	<ul style="list-style-type: none"> <li>Integrate / merge GIS data for cross-border call transfer.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Annual workshops to ensure alignment of inter-state data.</li> </ul>
<b>12</b>	<b>Operations</b> <b>Business Case Mgt</b> Line item budgets, real time monitor, affordability	<b>2018</b> <ul style="list-style-type: none"> <li>Review and revise business case and business model quarterly to ensure affordability and maximize efficiency of operations.</li> <li>Renegotiate infrastructure contract for most-favorable-pricing to include technology refresh of Kansas hosted call handling solution.</li> <li>Tighten the integration of strategic plan, work plan, budget, business plan with emerging NG911 feature set.</li> <li>Adjust business case and program plans to fit national ESnet transition.</li> <li>Attempt long-range forecasting using feature cost estimate placeholders. Requires visibility into roadmaps of AT&amp;T, West, Airbus.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Review and revise business case and business model quarterly to ensure affordability and maximize efficiency of operations.</li> <li>Adjust i3 features and functionality cost placeholders.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Fine tune business plan to emerging i3 architecture capability.</li> </ul>
<b>13</b>	<b>Operations</b> <b>Revenue and Expense</b> Compare cost of our NG with other states, fees must capture full cost	<b>2018</b> <ul style="list-style-type: none"> <li>Reassess allocation of 911 revenues and expenditures to ensure equitable distribution of funds; for example, minimum funding of \$50k per month for each county has not changed since the enactment of 911 Act in 2011.</li> <li>Consider change in billing of 911 fee from subscriber account to a per-line basis.</li> <li>KDLR research and comparison of Kansas NG911 business model with other states.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Consider the increase in 911 fee from \$0.60; most states charge significantly more and are not even on an NG911 platform.</li> <li>Consider additional equipment replacement grants.</li> <li>Review Kansas fee structure to ensure affordability of emerging i3 architecture capability.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Review Kansas fee structure to ensure affordability of emerging i3 architecture capability.</li> </ul>
<b>15</b>	<b>Operations</b> <b>Outside Funding</b>	<b>2018</b> <ul style="list-style-type: none"> <li>Apply for of Federal grant funding for NG911 and emerging i3 architecture.</li> </ul>

PR	Strategy	Goals and Objectives
	GIS data cost sharing, infrastructure DHS grants, FCC grants	<b>2019</b> <ul style="list-style-type: none"> <li>Capture available Federal grant funding for i3 architecture.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Optimize business case funding model for ESInet.</li> </ul>
16	Operations <b>Program Portal</b> Doing more with fewer people	<b>2018</b> <ul style="list-style-type: none"> <li>Portal to become Content Management System.</li> <li>Sell “Portal” to other states to defray cost of development.</li> <li>Enhance Portal to become stronger communication tool; (also website) – part of Communications Plan.</li> <li>Refine existing program toolset for PSAPs, data maintainers/stewards.</li> <li>Investigate relevant program data for stakeholders such as a citizen engagement portal corner (operational liabilities?)</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Develop new tools to automate NG911 business and technical program aspects.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Develop new tools to automate NG911 business and technical program aspects.</li> </ul>
18	Operations <b>Day-2 Support</b> Improve communication, metrics, satisfaction	<b>2018</b> <ul style="list-style-type: none"> <li>Develop on-going cross-training within AT&amp;T; Council; PSAPs. Tiger Teams remain or disperse? Continuity of tech support?</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>NG911-ESInet cross-training to ensure continuity of day-2 support.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Develop Day-2 Mentorship program to backfill vacancies.</li> </ul>
20	Operations <b>PSAP Outreach</b> Strengthen PSAP relations, regional workshops	<b>2018</b> <ul style="list-style-type: none"> <li>Ensure PSAPs have everything they need without becoming overwhelmed.</li> <li>Develop regional inter-active workshops to help steer future of Kansas NG911.</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Balance portal use vs face-to-face exchanges.</li> <li>Hold regional inter-active workshops to help steer future of Kansas NG911.</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Balance portal use vs face-to-face exchanges.</li> <li>Hold regional inter-active workshops to help steer future of Kansas NG911.</li> </ul>
21	Operations <b>Yoder TEES BUS</b> Train, test, trials, expanded use	<b>2018</b> <ul style="list-style-type: none"> <li>Introduce, test, evaluate emerging NG911 feature sets such as text prior to statewide deployment including training platform.</li> </ul> <b>2019</b>

PR	Strategy	Goals and Objectives
		<ul style="list-style-type: none"> <li>Consider pilot site trials with national ESInet and training. Consider backup drills and simulations.</li> </ul>
		<b>2020</b> <ul style="list-style-type: none"> <li>Investigate ESInet role.</li> </ul>
<b>22</b>	<b>Operations</b> <b>NG91 Operations</b> <b>Manual</b> Includes Team Training	<b>2018</b> <ul style="list-style-type: none"> <li>Conduct trade study for integration / interoperability of CAD</li> <li>Create policy for NG-FN app's allowed on ESInet (FirstNet).</li> <li>Develop How-to-Use manual includes day-2 support, training, technology refresh, national ESInet.</li> <li>Release NG911-related policies for emerging i3 features/apps as needed</li> <li>Develop PSAP director standards, training, and mentoring to accommodate turnover with time</li> </ul> <b>2019</b> <ul style="list-style-type: none"> <li>Expand How-to-Use manual includes day-2 support, training, technology refresh, national ESInet.</li> <li>Release NG911-related policies for emerging i3 features/apps as needed</li> </ul> <b>2020</b> <ul style="list-style-type: none"> <li>Update How-to-Use manual includes day-2 support, training, technology refresh, national ESInet.</li> <li>Release NG911-related policies for emerging i3 features/apps as needed.</li> </ul>

## Acronyms, Terms and Definitions

<b>AFU</b>	Approved for Use term used by AT&T
<b>AG</b>	Attorney General
<b>ALI</b>	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.
<b>ANI</b>	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.
<b>ANSI</b>	American National Standards Institute
<b>APCO</b>	Association of Public-Safety Communications Officials
<b>AT&amp;T</b>	American Telephone and Telegraph
<b>AVPN</b>	AT&T Virtual Private Network
<b>BDA</b>	Bi-Directional Amplifier used to boost wireless signal strength into NG911 system
<b>BUS</b>	Back-Up Site such as Yoder Center
<b>Call Handling Equipment</b>	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.
<b>CAMA trunk</b>	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.
<b>DB</b>	Database
<b>CDMA</b>	Code Division Multiple Access for example CDMA networks
<b>CDR</b>	Critical Design Review
<b>CM</b>	Change Management; Configuration Management
<b>COR</b>	Change Order Request
<b>CPE</b>	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.
<b>CTIP</b>	Cyber Threat Information Program
<b>Customer Premises</b>	Refers to the facility where the PSAP operates. Customer premises are specified in documents such as the SOR and Site Survey.
<b>Cybersecurity</b>	Unauthorized use of a protected network system and measures to counter
<b>DB</b>	DataBase
<b>DDS</b>	Data Distribution Services server term used by Airbus
<b>DHS</b>	Department of Homeland Security
<b>ECaTS</b>	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
<b>ECRF</b>	Emergency Call Routing Function
<b>EMD</b>	Emergency Medical Dispatch
<b>ESInet</b>	Emergency Services IP Network
<b>ESN</b>	Emergency Service Number
<b>ESRP</b>	Emergency Services Routing Proxy

<b>FCA</b>	First Company Application term used by AT&T
<b>FCC</b>	Federal Communications Commission
<b>FDR</b>	Final Design Review
<b>FirstNet</b>	First Responder Network Authority
<b>GA</b>	General Availability term used by AT&T
<b>Geospatial Routing</b>	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.
<b>GIS</b>	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.
<b>GNOC</b>	Global Network Operations Center AT&T, Bedminster, NJ
<b>Governance</b>	The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies.
<b>HAZMAT</b>	Hazardous Materials
<b>HF</b>	Hot Fix term used by Airbus for a last-minute fix to a release for example "R6.0 HF2"
<b>HF2</b>	Hot Fix 2 for Airbus release R6.0
<b>i3 architecture</b>	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.
<b>IcM</b>	Incident Management "Day-2 Support Model and Plan"; monitors open-closed trouble tickets.
<b>IFB</b>	Invitation for Bid; same as RFP
<b>ILS</b>	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.
<b>IM</b>	Instant Messaging
<b>IMS</b>	IP Multimedia Subsystem
<b>Infrastructure</b>	The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support.
<b>IPR</b>	Intellectual Property Rights
<b>IP Selective Routing</b>	End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state.
<b>ISMS</b>	Information Security Management System
<b>ITSS</b>	Implementation Technical Support Specialist
<b>KAM</b>	Kansas Association of Mappers
<b>KDHE</b>	Kansas Department of Health and Environment
<b>KHP</b>	Kansas Highway Patrol
<b>KLETC</b>	Kansas Law Enforcement Training Center
<b>KU</b>	Kansas University



<b>LCPA</b>	Local Collection Point Administrator
<b>LCPA</b>	Local Collection Point Administrator
<b>LEC</b>	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.
<b>LTE</b>	Long-Term Evolution for example LTE network
<b>LTE</b>	Long Term Evolution cellular network
<b>LVF</b>	Location Validation Function
<b>MARC</b>	Mid-America Regional Council, KC, MO
<b>MDS</b>	Media Distribution Services server term used by Airbus
<b>MOA</b>	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.
<b>MOP</b>	Method of Procedure
<b>MRS</b>	Managed Router Service term used by AT&T
<b>MSAG</b>	The Master Street Address Guide (MSAG) is a tabular database
<b>NAS Device</b>	Network-Attached Storage (NAS) is a GIS data storage server (black box) connected to the NG911 network at the host and PSAP level.
<b>NASNA</b>	National Association of State 911 Administrators
<b>Neighboring States</b>	Nebraska, Missouri, Oklahoma, Colorado.
<b>NENA</b>	National Emergency Number Association
<b>NG9-1-1</b>	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.
<b>NICE</b>	National Initiative for Cybersecurity Education
<b>NIST</b>	National Institute of Standards and Technology
<b>NPSBN</b>	National Public Safety BB Network
<b>NTIA</b>	National Telecommunications and Information Administration
<b>OoE</b>	Quality of Experience – pixelated video
<b>PDR</b>	Preliminary Design Review
<b>Pictometry</b>	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.
<b>PM</b>	Project Management; Program Management
<b>PP</b>	Position Paper
<b>PSA</b>	Public Service Announcement
<b>PSAP</b>	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.
<b>PSDC</b>	Public Safety Dispatch Center; non-traditional PSAP such as higher education, military, Native American, Highway Patrol...
<b>PSDC</b>	Public Safety Dispatch Center
<b>QoS</b>	Quality of Service - voice #1

<b>RAID</b>	Redundant Array of Independent Disks
<b>RFI</b>	Request for Information
<b>RFP</b>	Request for Proposal
<b>RFQ</b>	Request for Quote
<b>RTT</b>	Real-Time Texting appearance as typing
<b>SI</b>	Spatial Interface (replacing SIF)
<b>SIF</b>	Spatial Information Function (replaced by SI)
<b>SLMS</b>	Software, Learning Management Service
<b>SMS</b>	Short Message Service for text messaging
<b>SMS Texting</b>	Short Message Service allows wireless subscribers to send 911 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs
<b>SPOC</b>	Single Point of Contact
<b>TCC</b>	Text Control Center
<b>TCS</b>	TeleCommunication Systems Text-to-911 technology, Comtech Telecommunications
<b>TEES</b>	Test and Evaluation Equipment Suite for BUS
<b>Vehicle Telematics</b>	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.