

911 Coordinating Council
Minutes
October 14, 2014

Members in Attendance: Michele Abbott, Jay Coverdale, Frank Denning, Kathryn Fairchild, Keith Faddis, Senator Marci Francisco, Paul Haugan, Dick Heitschmidt, Kyle Hoffman, Mike Leiker, Mike Napolitano, Kim Pennington, Phill Ryan, Harry Smith, Colonel Christopher Stratmann, Jimmy Todd, and Walt Way.

Members Absent: Robert Boyd, Robert Cooper, Rusty Griffin, Coleen Jennison, and Rep. Annie Kuether.

Also attending: Scott Ekberg, Ken Nelson, Randall White, Vicki Simpson, Melissa Wangemann, R&S Digital, AOS Open Systems, and other APCO members in attendance.

Chairman Way called the meeting to order at 3:06 p.m. and asked the members of the council and the public to introduce themselves.

Chairman Way called on the 911 Coordinating Council to review the August 15, 2014 minutes. Paul Haugan moved approval of the minutes and Dick Heitschmidt seconded the motion to approve the August minutes. The motion passed.

Melissa Wangemann gave the LCPA Report. She reviewed the PSAP distribution chart and outlined the different columns and process for distributing 911 fees to PSAPs. She also reviewed the Council's budget versus actual expenditures for the 2014 year.

Chairman Way asked Melissa Wangemann to review the grants that were awarded in 2013-14. Melissa Wangemann explained the status of the grants, noting that all were complete except Cowley County who projected their grant project would be done by September 30, 2014. She noted that she paid Sherman County and the South-Central Regional GIS project twice and that the LCPA has initiated refunds on those two projects. She said that Dennis Kriesel would assume more responsibility with distribution of grants in the future and that the LCPA would employ a new method to prevent repeating the mistakes.

Chair Walt Way gave the Administrative Committee report. He asked Scott Ekberg to discuss the possible ideas for web-based meetings. Scott Ekberg demonstrated a product that is on the state contract. He said the program looked very similar to the AT&T Connect program.

Chairman Way outlined the proposed 2015 budget. He explained the proposed expenditures, noting the new Web-ex cost and the NG-911 administrator expense. Kim Pennington asked about the relationship between the administrator and the liaison. He said the budget authority is \$542,500 based on the statutory cap of 2.5%, but the total expenditure proposed is \$444,571.

Chairman Way explained the draft 2015 work plan, and outlined all the objectives listed on the handout.

Chairman Way explained the purpose of the legislative report and called for any comments on the report. Senator Marci Francisco said she had reviewed the report and thought it was good.

Chairman Way turned the discussion over to Scott Ekberg to discuss the interim 911 CPE proposal. He described it as a safety net to those PSAPs which have aging equipment.

Chairman Way moved on to the last Administration Committee item, which related to the extension of the LCPA contract. He noted that the LCPA audit was clean and that the Council has recommended extension of the contract in May. Because the new law went into effect July 1, Chairman Way raised the question of whether there was any concern about the renewal. Dick Heitschmidt moved and Colonel Christopher Stratmann seconded the motion to ratify the renewal of the contract. The motion passed unanimously.

Scott Ekberg discussed DASC, which works on the statewide GIS survey. He noted the hours put into GIS from DASC staff. DASC staff put in, on average, 285 hours per month on the GIS project. Ken Nelson gave projections on the number of hours devoted to GIS over the next three years. Colonel Stratmann noted that the GIS project is the backbone of NG 911 and suggested that the 911 Coordinating Council help defray the cuts to the DASC budget. Scott Ekberg said a proposal will come back to the Council at the December meeting for the Council to help pay for the GIS work being done by DASC. Ken Nelson discussed the work by DASC and how it benefits 911 and others who use GIS.

Michele Abbott provided the Operations Committee report. Kim Pennington, chair of the Training Subcommittee, provided a presentation on training. Kim Pennington addressed the issue on whether this will be an unfunded mandate, and noted that training is an allowable expense under the Kansas 911 Act. She acknowledged that money is needed for equipment for 911, but that the most valuable resource is the dispatchers who take the 911 calls, and money should be invested in them. She reviewed the training requirements for other professions, and pointed out how the most basic of jobs has a minimum requirement of training. Kansas is 1 of only 19 states that does not have 911 training standards. She also pointed out other states that don't have 911 training and what could happen as a result. The Training Subcommittee is recommending 911 standards of training for the state, including two modules. She outlined Module 1, which would be 40 hours of training of basic requirements, completed within six months of hire, and preferably the training would be done before the dispatchers answer the phone. She noted the potential for liability of employees who are not trained appropriately. Module 2 is more agency-specific model of training. Some centers have computerized dispatch systems and some do not. Because of this, training would differ per agency. She talked about

continuing education with dispatchers, and the importance of that with Next Generation 911. She said questions still exist on how to proceed with implementation. The subcommittee suggests that they implement the standards over a period of time. The year 2015 would be the marketing phase. The training will need buy-in from others like the chiefs of police, fire chiefs, commissioners, 911 administrators, etc. Barriers could occur from call centers resisting regulation of training or due to lack of man power. In the years 2016 and 2017 the training would roll out. 2018 would be the year of mandate. Open issues include whether the process will be outlined in regulation, who will administer the requirements, and who will verify compliance. Colonel Stratmann asked how the Council would make the training mandatory. Kim Pennington said the Council could tie the standards to grant approval or use of the GIS network. Michele Abbott said an administrative regulation is likely necessary, and they will need to decide who will be responsible for implementation, certification, and oversight. Colonel Stratmann discussed marketing aspects for encouraging adoption of the training and credentialing standards. Michele Abbot noted the importance of management in the process, and how they would need to be prepared first with the changes that would happen for the PSAPs. Colonel Stratmann discussed the importance of a statewide standard, and how employees want certifications. He also talked about the TERC program where telecommunication providers can step in to replace PSAPs. Sheriff Frank Denning noted that sending a person to training is taking a person from answering phones, so that will affect the PSAP, especially smaller ones. He also stated that statewide standards and mandates may require involvement by the legislature. Kim Pennington noted that a person with training would likely be paid more, so that is another cost to the PSAP but also an incentive to get the training. Michele Abbott asked if the training can be mandated by regulation and Walt Way said it could. Rep Hoffman thought regulations would be the best option because they are easily adjusted. He also thinks having the standard for PSAPs by next year (2015) would be better as this gives the PSAPs almost three years to be compliant by 2018. Michele Abbot said once the standards are known, APCO would help PSAPs get the training they need. Kim Pennington noted that Sedgwick County's size would allow it to host trainings for their employees and invite other counties to join them at no cost.

Scott Ekberg gave the 911 Liaison Report. He discussed the regional meetings and provided an update on the outreach efforts. Regional meetings have been done for all six homeland security regions. He said there has been no push back or resistance from the regions on the single manufacturer of the call handling equipment. In the meetings they covered the infrastructure and call handling update, GIS project, imagery project, capitol planning and what needs to be done at the local level. In addition they have done three maintenance GIS workshops with three more scheduled, and can do more as needed. Other outreach has been done on an individual PSAP basis. Scott Ekberg also discussed the Governance Committee's work. The Governance plan will be a very high level document that will contain portions on

administration, operations, technical, and GIS components. The plan will be supported by stand-alone documents from each portion. He reviewed the Governance plan handout. He noted that the technical review was submitted the day before. He also noted that the underlying policies and procedures are dependent upon the decisions that they make with the RFPs.

Chairman Way turned to Jay Coverdale to provide the Technical Committee Report. Jay Coverdale handed out a report on the program management status. He discussed the infrastructure design project, and noted that the contract with Mission Critical Partners had been renewed. He explained the contract with Randall White for program management. He discussed the infrastructure implementation project and the RFP bid process; 19 volunteer individuals are reviewing the RFPs, which will be evaluated October 31, 2014. The Committee is looking for a statewide network to provide the PSAPs and data centers to house the call-handling equipment, network monitoring and monitoring of the overall system, change management and project management, and systems integration to hold vendors accountable. The committee just finished the technical review of the 19 responses. They just submitted the technical evaluation report yesterday and received the pricing in the afternoon. Now they are looking at pricing and the evaluation will be focused on pricing and which combination will give them the best value. They also need to put a plan together about where the technology is going and how to implement it.

Ken Nelson discussed the GIS Subcommittee Report. He discussed the gap analysis from AOS, noting that the project is complete across all six regions. They are now done with project A which was the gap analysis, and have moved on to project B which is data remediation, and noted that several of the remediation vendors are in the room. Jurisdictions can choose to do the data remediation on their own, or work with one of five preapproved vendors. He said about 11 counties have completed the remediation step and gone into QA. Once the QA step is run through AOS, which may take more than one pass, a QA audit report produced which is shared with the jurisdiction, and/or the data remediation company, and the new committee under the GIS Subcommittee which is the Data Review Committee that is ensuring the data audit is complete and accurate. The Data Committee works within a five day turn around for any corrections that need to be made.

Ken Nelson updated the Council on the ortho-imagery project. He explained the contract was awarded to Surdex Corporation, which is working with Valtus Imagery Services. They have been able to take delivery of the web service portion of the data. The imagery will be statewide images of 1-foot pixel resolution in natural color. It is an ortho-imagery licensed product to which any county government, city government, PSAP, school district, or private sector firm doing work on behalf of the licensed users will have access, and it will not be released to the

public domain. It is available as a web-service and later this month and into November delivery of file-based formats and compressed file formats will occur. The web service has worked very well as users can put it into their CAD software or their RCIF desktops. For users who want to put it on their desktops or use it offline they will need a separate file and Surdex is processing those now. They are providing the data through the Data Access Support Center; there is an imagery request form. Access to the data is for about six weeks and there have been about 157 requests for the information. Ken Nelson noted that the geo tif is a much larger file, and usually only the hard core GIS users will want that, but geo tif is available for anyone who wants it.

Ken Nelson reviewed the meeting schedule of the GIS Subcommittee. He noted that there would be a planning retreat October 22nd. He found it to be the most effective way to get things done. It is the third or fourth meeting that they have had. The meetings start at around 8 or 8:30 am and end at 4 or 4:30 pm.

Ken Nelson said that GIS Data Maintenance Training Hays workshop is Nov. 6th, and the Salina workshop is Dec. 4th.

Representative Kyle Hoffman asked why the GIS Enhancement project A was over budget. Ken Nelson said changes were made with the data collection from AOS and the inside error report had some additional costs. Randall White explained the technique of "cost plus" that is being used for the payment of the AOS projects. He also explained the difference from a "fixed price" contract.

Jay Coverdale closed the Technical Committee report by noting how many people have been involved in the committee efforts on NG 911.

Chairman Way asked Colonel Stratmann to give a report on FirstNet. Colonel Stratmann said there were some local developments on the program. He said that they were finishing up on the consultation package, and some things need to be added for FirstNet before they can schedule their initial consultation. The dates they are proposing for the consultation are in April or May of next year. On October 21st a PSPN conference at the Heartland Radio Center will occur and he explained how to register. There will also be a FirstNet representative at the conference to answer any questions. He said the grant requires a government appointed single contact for the state and the CITS has left, and the new interim will be Jason Bryant, the Statewide Inoperability Coordinator. A new single point of contact is likely to be designated in 2015. He noted that FirstNet is hiring two regional coordinators per FEMA region at the GIS 15 and 14 level. Applicants should be familiar with public safety communications, architecture, and environment.

With no other business, Chairman Way adjourned the meeting at 4:58 p.m.