



NEWSLETTER

January 2018

Issue 14 January 2018

WWW.KANSAS911.ORG

KANSAS 911 ACT

by Executive Committee

By midyear, Kansas will be the first in the nation to offer statewide Emergency Services IP network (ESInet) 9-1-1 service for Next-Generation 911 (NG911) performance. For the very first time, our Public-Safety Answering Point (PSAP) dispatchers will have new life saving tools that will significantly improve emergency response.

The Kansas 911 Coordinating Council is submitting a proposed bill amending the Kansas 911 Act ("Act") to ensure we have everything we need for the next three years.

The proposed changes focus on four specific issues and concerns in order of priority:

1. Management Reserve
2. Raise current 911 fee
3. GIS Standards
4. PSAP Training Standards

The latest bill can be reviewed on the website at:

<http://www.kansas911.org/wp-content/uploads/2018/02/Kansas-911-Act-Draft-final-02092018.pdf>



February 16, 2018

50th Anniversary of the first 911 call. Although, 911 was not designated by Congress as the universal emergency number until 1999.



Text to 911 is Here!

Watch for updates to public service announcements on our website at

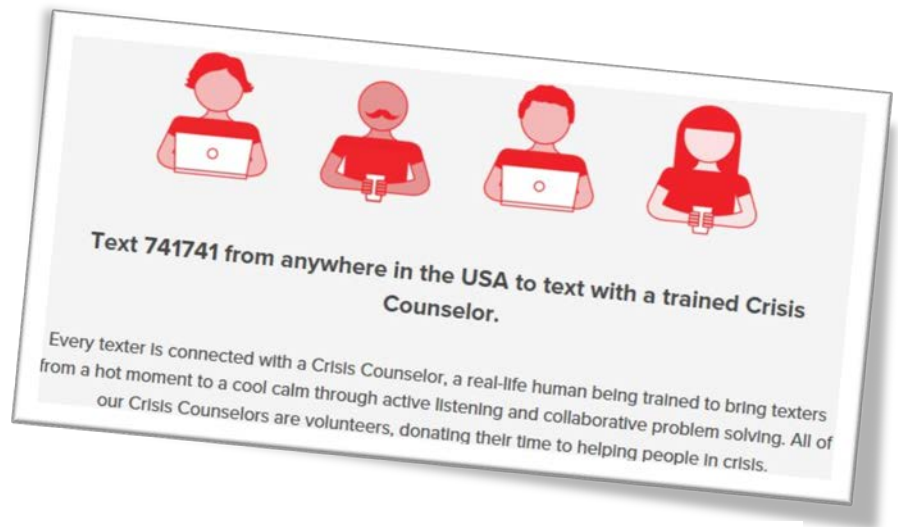
<http://www.kansas911.org/>

Crisis Text Line

Are you aware of the Crisis Text Line? Volunteer Crisis Counselors are available at 741741. This number can be used anywhere in the United States to text a counselor. To find out more on the Crisis Text Line go to:

<https://www.crisistextline.org/> and to see the trends go to:
<https://crisistrends.org/>

Did you know, according to Crisis Trends that Kansas ranks #11 in suicidal thoughts? Your PSAP could be contacted by a counselor with Crisis Line to assist with checking on a suicidal texter.



Help the Crisis Text Line before an emergency need arises.

Email the Crisis Text Line with your PSAP contact information.

CRISIS TEXT LINE

support@crisistextline.org

iconectiv



iconectiv has been named the new Local Number Portability Administrator for the NPAC. If you have not already done so contact our representative Lynn Mell, Director, Public Safety & Law Enforcement Relations at

lmell@iconectiv.com.

You will need a tracking number that is specific to your agency.

iconectiv will help agencies identify the most current carrier information associated with a telephone number. This is a free service for PSAPs. Many agencies were using the current provider Neustar, Inc. at www.npac.com. This service will no longer be available when the contract expires in March. You can find more information at the transition website

<https://numberportability.com/transition/249fn38r/>

This can be an invaluable tool for your PSAP so make sure you register soon!

EXPENDITURE REPORTS DUE MARCH 1, 2018



Time is Ticking!

If you need assistance filling out the report, contact Lori Alexander at lori.alexander@kansas911.org

Have you had a change at your agency? Update your contacts on the web portal

HOW DOES KANSAS MEASURE UP?
CHECK OUT THE FCC DATA

<https://www.fcc.gov/files/gthannualg11feerreportpdf>

Outage Notification System

PSAPs on the statewide call handling system can sign up to receive outage notifications by text and voice. The system defaults to email unless you log into the portal and update your preferences.

Web Portal News and Other Valuable Information

by Lori Alexander and Eileen Battles

To change your preference, log into the [Portal](#) and click on "User Profile" in the menu bar.



Below your contact information you will see outage notification check boxes for text and voice. We encourage everyone to check all the notification options.

VESTA 7.1 Software Update



A new lock/unlock recording feature has been added that allows user to "lock" a recording so that it will not be deleted automatically. The lock recording will be retained until you use the lock/unlock recording function to unlock it.

FAST FACTS

61,869

Number of 911 calls received by PSAPs on the statewide call handling system for January 2018.

1858

Text to 911 calls received by PSAPs on the statewide call handling system for January 2018

WEB PORTAL

<https://portal.kansas911.org/>

Crissy Livengood, Sherman County 911 Director wanted to pass along information on wireless 911 calls.

Wireless phones go into emergency mode when 911 is called. This may last for a few minutes or longer, depending on the phone. What that means is, all incoming calls go to voicemail immediately.

If time allows, ask your caller to take the phone out of emergency mode once the call is disconnected. You will be able to reach them and not their voicemail.

If you have information that would be helpful to others, please email Lori Alexander for consideration in the newsletter.

ECaTS Update

Agencies of the statewide call handling system utilize ECaTS for their Management Information System.

ECaTS has added a new report for PSAPs to utilize. Under Call Summary PSAPs can now obtain and filter reports on Non-Service Initiated calls (NSI). NSI calls can be filtered to view as part of the 911 totals or separated into their own columns.

REPORTS

Standard Reports > Call Summary

Select PSAPs:

PSAP 1

Select Groups:

All PSAPs

OR

PSAP Grouping

Select Date Range: From: To: Print

Call Type: Abandoned Filters:

NSI Filters:

Graph Format:

Agency Affiliation:
 Fire Medical Military Police Sheriff University

Run this report: Output Format:

The filter defaults to include the uninitialized calls in the 911 totals, but the dropdown on the filter page allows the user to select their preference.

NSI Filters:

QUESTIONS?

If you have questions on how to run this or any report, feel free to contact ECaTS at Support@ECaTS911.com

ACCESS

If you do not have access to the ECaTS reports, contact Lori Alexander at lori.alexander@kansas911.org to obtain a user name and password.

UPCOMING EVENTS

50th Anniversary First 911 Call

February 16, 2018

See the history of 911 at

<https://911saveslives.org/>

911 Goes to Washington

February 14-17, 2018

Grand Hyatt

Washington, DC

<https://nena.org/page/gtw>

NG911 GIS User Group Webinar

Tuesday, February 27, 2018

10:00-11:00am

This webinar will include updates on the following:

NG911 GIS project updates

NG911 GIS Committee activities

Preparing GIS data for geospatial call routing

NG911 Toolbox

NG911 Program Portal

<https://kansas.zoom.us/j/676319798>

Dial In: 1 646 876 9923

Meeting ID: 676 319 798

If you have any questions, feel free to contact Eileen Battles at battles@kgs.ku.edu

Kansas APCO Flash Day

Register and pay online on February 14th to receive discounted registration rates, \$80 for APCO members and \$100 for non-members.

<http://www.ksapco.org/conference-registration-and-payment.html>

Phillips County Go-Live!

February 27, 2018

Phillips County will be live on the statewide call handling system.