



# Kansas NG9-1-1

## Regular Council Meeting Minutes

**Friday, June 8, 2018**

### 1 Call To Order

The Kansas 911 Coordinating Council ("Council") meeting was called to order at 11:00 a.m. by Michele Abbott, filling in for Chairman Dick Heitschmidt.

### 2 Roll Call

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

Mike Albers, Rick Billinger, Troy Briggs, Robert Cooper, David Cowan, Jerry Daniels, John Fox, Marci Francisco, Kyle Hoffman, Michael Leiker, Sherry Massey, Kerry McCue, Rob McDonald (new appt), Robert McLemore, Josh Michaelis, Melanie Mills-Bergers, Ken Nelson, Sara Spinks (new appt), and Ellen Wernicke.

#### **Council Members Absent**

John Alcalá, Adam Geffert, Dick Heitschmidt, Kathy Kuentler, and Jonathan York (new appt).

#### **Also in Attendance**

Michele Abbott, Lori Alexander, Eileen Battles, Kathleen Becker, Scott Ekberg, Tom Guthrie, Angela Murphy, Phill Ryan, Gayle Schwarzrock, and Randall White.

### 3 Approval of Minutes

Michele Abbott presented the April 16, 2018 meeting minutes. Representative Kyle Hoffman motioned to approve the minutes; seconded by Sheriff Troy Briggs. No further discussion. All in favor. Motion carried.

### 4 Presentations

#### 4.1 LCPA Report

**Financials.** Kathleen Becker, from Nonprofit Solutions, Inc. (NSI) presented the current financials to the Council.

**LCPA Contract Status.** Scott Ekberg advised that the first 2-year LCPA contract with NSI ends December 31, 2018. **ACTION** contract extension, which will extend NSI contract two (2) years, ready in or about September, 2018, for Council approval.

#### 4.2 Chairman Report

**Council Appointments and Vacancies.** Scott Ekberg presented new appointments to the Council and current vacancies. Scott expressed our gratitude to, Mary Sabatini, Assistant Director of Appointments, Office of the Governor, for expediting the appointment of new Council members and reappointment of existing members.



*Reappointments issued:*

**Dick Heitschmidt** – appointed by the Governor to continue to serve as the Chair of the Council. Chairman Heitschmidt currently represents the Kansas Association of Chiefs of Police (KACP), and the term for that will expire June 30, 2018. Beyond that time, he will continue to serve as the Chair at the Pleasure of the Governor, and as a non-voting member of the Council.

**Robert Cooper** – term extended three (3) years; expires June 30, 2021. Robert represents the Kansas Commission for the Deaf and Hard of Hearing (KCDHH).

**Robert McLemore** – term extended three (3) years; expires June 30, 2021. Chief McLemore represents the Kansas State Association of Fire Chiefs (KSAFC).

*Replacements appointed:*

**Jonathan York** – filling the unexpired term of Colonel Chris Stratmann representing the Kansas Adjutant General (TAG) as a voting member. The term expires June 30, 2019. Jonathan is the Response and Recovery Branch Director for the Kansas Division of Emergency Management (KDEM).

**Robert McDonald** – filling the unexpired term of Jimmy Todd representing the Kansas Rural Telephone Companies as a non-voting member. The term expires June 30, 2020. Rob is the Operations Manager for Madison Telephone LLC.

**Sara Spinks** – filling the unexpired term of Jay Coverdale representing the Kansas Office of Information Tech Services (OITS) as a non-voting member. The term expires June 30, 2019. Sara is the Director of the Kansas Information Technology Office (KITO). Sara also was involved in the pre-planning of the Council in 2011.

For those filling unexpired terms, upon the expiration of those unexpired terms, those members are then eligible for two 3-year appointments.

*Vacancies to be filled:*

Representative of Kansas Association of Chiefs of Police (KACP) to replace Dick Heitschmidt. This term would run July 1, 2018-June 30, 2021.

Representative of Large Wireless Providers to replace Rusty Griffin.

Representative of VoIP Providers to replace Larry Dexter.

**Council Orientation and Training.** Our next regularly-scheduled Council meeting is in-person, August 10, 2018, Topeka, Kansas. The meeting will begin with an orientation and refresher for both new and existing members. This includes essential Kansas Open Meetings Act (KOMA) training presented by Cheryl Whelan, our legal counsel, the Attorney General's Office.

**Governor's Executive Order 2018-04.** Michele Abbott reminded the Council that Governor Colyer signed Executive Order (EO) 2018-04 regarding sexual harassment, retaliation, and discrimination. As such, a training is being provided regarding this topic and is required for state departments and agencies. The Council is neither a department nor agency and is therefore not required to take the training. However, because Council members may request representation pursuant to the Kansas Torts Claims Act, it is recommended that Council members comply with the EO and participate in training provided by the Kansas Department of Administration or equivalent. Senator Francisco checked with the Department of Administration and confirmed that the training taken by the Legislature is adequate and they are in compliance. Scott requested that those trained provide a copy of their certificate to



keep on file. Michele mentioned that Lori Alexander created training on the Kansas Knowledge Center for those interested.

### 4.3 Administrator's Report

**Kansas 911 Act Draft.** Scott Ekberg reviewed the current 911 Act draft bill that resulted from the reconciliation meeting that was called by Senator Robert ("Rob") Olson during the last session. It incorporates all of the agreed upon changes that came out of that meeting. Additions are notated in blue font. **ACTION** Scott asked the Council members to review the draft, circulate it amongst their constituencies that they represent, and gather feedback for the Council. A task force has been developed to work on the draft, which includes Scott, Randall White, Sherry Massey, Phill Ryan, Michele Abbott, Ken Nelson, and Josh Michaelis. Scott invited those in the meeting to contact him if they are interested in joining the task force.

**ACTION** Once feedback has been received, and updates made as a result of that feedback, the task force will then arrange a meeting with Senator Olson to start working on the draft with him. Senator Olson had made the statement when he decided not to introduce the bill to his committee that he intended to work on this over the summer. The goal is to have a draft bill that is agreed upon by all involved ready to present during the 2019 session. Scott inquired if anyone had any additional comments or feedback – there was no feedback.

**LPA Audit.** Scott Ekberg advised that the Division of Legislative Post Audit (LPA) issued a Request For Proposal (RFP) for auditors and have the bid opening this week. They expect to have a contract awarded by June 20, 2018. Scott reviewed topics to be addressed by the audit. The first draft of the audit is due October, 2018. Therefore, start-of-work is anticipated by the end of this July. **ACTION** the Auditor will select members of the Council for interview and data gathering. Michele advised that PSAP's can anticipate being contacted as well.

**Strategic Planning.** The Council will be working on a strategic plan to be used for the next three (3) years. **ACTION** This will include the 2019 work plan and budget, as well as the strategic report that will come back to the full Council for approval.

**Hosted Solution Status.** Scott presented a map reflecting the current status of the hosted solution, as of June 8, 2018. Douglas County has decided to go with the Mid-America Regional Council (MARC). **ACTION** Scott advised he has an action item to get with Adam Geffert with MARC and try to gain some words of wisdom on how they have made cross-border relations. Atchison and Brown Counties purchased standalone Vesta systems. Crawford County bought a Solacom Technologies (Solacom) system. They will be part of the group that has to answer to the LPA auditors what their plans are for migrating those systems to ESInet. There are currently five (5) counties in the migration queue with four (4) of those coming online this year 2018. There are five (5) counties that we are still working with to determine their final decision on how they want proceed.

**Text-To-911.** The majority of the state is now served with Text-To-911. Those who have made a decision to go a different route than the state call handling system have not moved forward into any type of Next-Generation 9-1-1 (NG911) service at this point.

#### **News and Updates.**

Motorola Solutions acquired Airbus DS Communications; therefore, VESTA® technology is now a Motorola product. ECATS, our management information system that does all of our reporting and allows Scott to provide statistical reports and PSAP's to access their statistical data, was acquired by West Corporation. Neither of these acquisitions will negatively impact our project.



**Nationwide ESInet.** Scott Ekberg reviewed that Hutchinson/Reno County migrated to ESInet last April, 2018, as the first in the nation to be on that platform. There have been no issues relating to the ESInet since they came on. Call routing has functioned as expected. There have been some minor issues with process, therefore, we issued a temporary hold on migrating more PSAP's until those process issues are resolved. The next ten (10) PSAP's are ready for migration and scheduled for migration later this month.

As we migrate PSAP's to ESInet, we are currently using tabular call routing rather than geospatial call routing which will be available soon. Scott explained some of the many benefits of bringing PSAP's on now rather than waiting for the geospatial call routing – technical and cost advantages.

Scott advised that there is currently a contract extension pending with AT&T. We will be executing our first 2-year extension of that contract.

**Other States.** Scott advised that Kansas is, without a doubt, leading in the nation. He mentioned that there have been informal discussions with northern Oklahoma, southern Nebraska, Missouri, and Illinois, to mention a few.

The Coffeyville Police Department is working an inter-local agreement with Nowata County, Oklahoma. In this agreement, Coffeyville Police Department would take 9-1-1 calls for the northern half of Nowata County. We've been involved from a technical aspect, so that if they go ahead with this agreement, which it appears they will, then it will fit, from a GIS and technical aspect, into our call handling system.

There are a group of counties in southern Nebraska that have done a mini hosted system very similar to our hosted call handling solution. They plan a direct connect from their system to the West Corporation Text Control Center (TCC). They approached us about the ability to transfer text conversations across state lines. Unfortunately, the majority of those Nebraska counties that are a part of their hosted system are north of Brown and Doniphan Counties here in Kansas which have not yet elected to join our statewide solution. However, Nemaha County does touch some of those counties in Nebraska, and we will work with them to make it possible to transfer text messages from Nebraska to Kansas and vice versa.

**Statistics.** Scott reviewed the statistical report which reflects that we are continuing to run 80% or more of all of our 911 calls from wireless devices.

The PSAP *911 Call Volume Reports* reflect number of calls taken per day in May.

The Estimated *Average Cost Per Call By Number of Seats Report* shows estimates because we do not have actual numbers from all of the PSAP's on personnel costs:

1 seat = \$142.44

2 seats = \$91.14

3 seats = \$27.08

The NSI *911 Calls As Percent of Total Report* shows that of the 75,755 calls that we had, 6.87% of those were coming from Non-Service-Initialized (NSI) devices. NSI devices are a major problem for 9-1-1 because they are the old cell phones that no longer carry regular service. Their only ability is to call 911. With these calls there is no information. Because there is no service, there is no number associated with the phone. There is no location information available. Angie Murphy from Allen County had a situation last night with three of these calls coming in at the same time. Other PSAP's have experienced that as well. Scott advised he is leery that this may be a probing event in advance of a telephone denial of service attack, where a bunch of these NSI phones would be used to call 911 at the same time, tying up our trunk lines. This is another benefit of ESInet, in that there is more information we are able to



capture from these calls. Reno County had the same situation a few weeks ago and they were able to locate the phone through the wireless provider network to a 20-foot circle of where the caller was calling from. Law enforcement went to the area and did some questioning, The calls ceased. No one admitted to doing it, but there hasn't been a call from an NSI device on that carrier's network since that time.

The *Text-To-911 Sessions report* reflects Sedgwick County leading with 61 sessions during May. Overall, there are not a lot of text sessions occurring. Scott advised he is also not sure how many of the sessions were tests performed by PSAP's to ensure that all personnel are updated on Text-To-911.

**Program Jeopardies.** Scott advised that Randall will discuss program jeopardies in more detail during his report. The first program jeopardy is insufficient personnel issue which Scott will defer to the new business part of the meeting at the end of the agenda. The second program jeopardy is insufficient 911 funds. That is primarily the reason for the changes to the Kansas 911 Act that we are proposing in the draft bill. If the bill passes, predicted funds shortfall will be solved.

#### 4.4 Liaison's Report

**PSAP MOU Day.** Lori Alexander reported on the PSAP MOU Day held in Salina, KS. Information on the ESnet and how NG911 technology provides enhanced capabilities to PSAPs during overflow, contingency, and surge events. The meeting also allowed PSAPs to discuss possible agreements with one another. There were 63 PSAPs represented and 83 PSAP personnel in attendance. It was well attended and informative. No MOU's were signed that day, but the goal of creating awareness among the PSAPs, and getting the conversation started, accomplished the main objective. Lori advised she has several follow-up meetings scheduled.

Scott Ekberg advised that he is starting to see the MOU's coming in. He also advised that during a recent discussion with legal counsel, they thought it was an excellent way to familiarize and get the agreements in place. This ensures that the PSAPs, Council, and AT&T are all protected if something occurs with a re-routed call to another PSAP.

**Upcoming Events.** Attending events, such as APCO and NENA conferences, throughout the years allows us to network and acquire information on new trends and also opportunities to participate in pilot projects that are beneficial to growing technology. Kansas is currently looking at a pilot project involving language translation. The NENA conference coming up this month features a live demonstration of VESTA's location accuracy capability. This technology is critical to the upgrade of our hosted solution in late summer, early winter.

Lori Alexander advised that there are several key conferences coming soon such as the Kansas Sheriffs' Association (KSA). She advised that the Council staff would be happy to participate if interested.

**ACTION** Sheriff Briggs requested that Lori contact Sandy Horton, the Director of KSA, to set up a block of time during their conference in November.

#### 4.5 Operations Committee Report

**Expenditure Report.** Lori Alexander presented the current expenditure totals for 2017.

- Grand Total \$19,078,774.15 has been reported.
- Follow-up Total, for those that were once marked as follow-up and have been closed out, or are still marked for follow-up, is currently at \$4,037,469.08.



- Not Allowed and Closed is \$3,440.94.
- Not Allowed and Not Closed doesn't mean they are not allowed, but rather are marked for the PSAP's to upload invoices. That total is currently at \$489,580.80.
- Allowed and Not Closed is \$7,370.50.
- Partial Total is for invoices that were found to have unallowable expenses, alongside allowable expenses, and those unallowable have been refunded, and that is currently at \$60,370.32.
- Allowed and Closed is currently at \$18,396,983.69.

**Expenditure Process and Procedure.** Scott Ekberg presented the PSAP expenditure process and procedure. The Council has been processing expenditures since 2012, but the process has never been documented. Scott presented a draft of a Policy and Procedure Guide. He would like the Council to adopt this policy so that the Council can continue to operate as they have for the past six years. If we put any delay into approving this process where we have dead time, we will not be done with this year's review in time to do next year's review. The KSA and KACP ask that this topic be tabled since they have not had time to adequately review the draft guide. Scott recommended scheduling a special meeting to further discuss this matter, rather than waiting two months for the next full Council meeting. Michele Abbott inquired if the review of the Unallowable Expenditures that have been identified up to this point should also be postponed as well and discussed at the same time as the Policy and Procedures Guide. Scott agreed. Michele advised this would be a full Council conference call, Friday, June 22, 2018 to discuss these open items, and would require a majority vote to be able to address and move forward on these items. Sheriff Briggs motioned to approve this special meeting; seconded by Sherry Massey. No further discussion. All in favor. Motion carried.

Michele reminded the Council that the PSAP Distribution Subscriber Fees Report comes out monthly and is posted on the website, if anyone needs to refer to it or would be interested in reviewing it.

**Interoperability Charter.** Michele Abbott advised that one of the things the Council has been looking at is interoperability for new and emergency technologies for the ESInet and the hosted solution. One of the considerations is creating a Public Safety Interoperability Committee (PSIC). There are a handful of Council members who are on the Statewide Interoperability Executive Committee (SIEC), which will change July 1, 2018, to Statewide Interoperability Advisory Committee (SIAC). Some of those in attendance this week were Scott Ekberg, Josh Michaelis, Jonathan York, and Ellen Wernicke. The SIEC discussed their new structure and their new strategic plan. There was a realignment of what we need to accomplish in interoperability. One consideration is creating an interoperability sub-committee sometime after July 1, 2018. Scott inquired about getting approval on the charter. Michele advised they would be waiting until the SIAC is official, then get approval from both SIAC and the Council. Chief Bob McLemore advised that the membership of the SIAC will remain the same as the SIEC.

**State Assessment Program.** Josh Michaelis advised that when he attended "911 Goes To Washington" conference. The assessment would evaluate the operation of our hosted 911 solution. The final report would belong to Kansas to use as we see fit. The benefit of participating in the State Assessment Program is to (a) gain first-hand information of how Kansas compares with national objectives and benchmark, and (b) influence the national program in ways that leverage the Kansas design solution to retain our leadership position and, more importantly, preserve our financial investment in NG911.

**ACTION** Josh strongly believes that our participation in the State Assessment Program will significantly help the Council develop our Strategic Plan, Work Plan and Budget for 2019. Almost all the 27 guidelines of the assessment deal directly with statutory or regulatory concerns that are of prime



importance in crafting our upcoming draft Bill. Some additional benefits and outcomes of the State Assessment are:

- Objectivity at the national level using benchmarking developed by the 911 community.
- It is conducted by 9-1-1 peer subject matter experts.
- It is generated by a neutral, non-profit, third party, performed onsite in Kansas.
- Will identify areas of improvement in our existing NG911 structure and provide the Council with a roadmap to continue leading the nation in NG911.

A typical assessment takes 6-9 months and would be a great document for legislators to review in preparation of their next Session when considering our draft Bill. Josh advised that this project would qualify to be covered by Federal grant funds if we were to receive a grant from the National 911 Office.

Josh asked for a motion to approve the 911 State Assessment. Sherry Massey motioned to move forward with the state assessment. Seconded by Robert Cooper. No further discussion. All in favor. Motion carried.

**Text-To-911 Sub-Committee.** Josh advised he received record retention recommendations from the Kansas Historical Society (KHS) this week. The point of contact with the Historical Society, Megan Rohleder, will be sending our record retention recommendation to some counties and other agencies for their input and review, as well as that of the KHS. After review recommendations are received, the proposal will be presented to the Historical Society Board for approval and adoption for record retention of Text-to-911. Currently, they have consolidated it in with voice recordings captured by the PSAPs as well. The current recommendation is 6-month record retention.

The telecommunication carriers are moving forward with Real Time Testing (RTT). The current working view for RTT enhancements to our VESTA system is 2019.

#### 4.6 GIS Committee Report

**GIS Award.** Ken Nelson advised the Council that his group received the 2018 MidAmerica GIS Consortium's *Outstanding Contribution in GIS Coordination* award. It was awarded to Eileen Battles, Sherry Massey, and Ken Nelson. This award is yet another testimony to the leadership role that the Kansas 911 GIS team has assumed at the national level.

**GIS Data Maintenance.** Ken noted that in Q1 there were 99 jurisdictions submitting updates with 100% participation under our GIS Governance Policy. In Q2, as of the date of this report, there have been 41 jurisdictions that have submitted updates, and more have come in this week. There has been good participation with information coming in throughout the quarter. Collaboration is so exceptional that other states are asking, "How do you do it?"

**GIS Training Schedule.** One of the many ways that we are a nationally recognized leader in GIS is through rigorous training. Sherry Massey is responsible for this training. She presents updates and new information across the state to make it possible for as many jurisdictions as possible to stay abreast of latest developments as possible.

**Orthoimagery Update.** Surdex and their business partner, Northwest Geo, were able to acquire statewide imagery. They exceeded our expectations of trying to do one half of the state this year and the other half next year. We have not evaluated them yet, but acquisition is complete of the 1-foot leaf-off product with approximately 86,190 square miles of imagery.



The local buy-ups are in the delivery phase. Some are doing 3” resolution; some, 6-inch. There is a 3-year program with Surdex, so even though they have completed the statewide acquisition, the buy-up offering will be available to any location jurisdiction in the state that wants to take advantage of it in the next two flying seasons.

We received access to the Surdex web-based image inspection tool called SurCheck sometime toward the end of summer to begin our own quality assurance (QA) review of the imagery. SurCheck makes it extremely quick and easy for customers to review and approve imagery. Members of the GIS committee, as well as individuals from local jurisdictions, reviewed the imagery quality. This step allows review and flagging for any areas that may need imagery redone. As we take delivery on the data, we will then begin the process of recycling the NAS boxes at the PSAPs.

**NG911 Program Portal.** Eileen Battles gave updates on the NG911 program portal and highlighted some of the projects they have been working on. The English Language Translation (ELT) Review Map was needed by PSAPs to review their law, fire, and EMS information. It is the information that is stored in the AT&T database and is returned to the monitor that a 9-1-1 call is received on. This is part of the process of migrating to geospatial call routing.

**GIS User Group.** The GIS User Group provides webinars for three quarters of the year. Then for the final quarter, the group provides an in-person meeting at the annual Kansas Association of Mappers (KAM) conference. More than 35 technicians attended our webinar, May 24, 2018. The latest GIS updates and enhancements are discussed during the meetings. Meetings are recorded, and the slides presented are posted on the 911 Council’s website making it possible for users who are unable to attend in person, to stay abreast of the latest developments in the NG911 GIS world.

**GIS Strategic Planning.** Ken Nelson mentioned that the GIS Committee met yesterday in Manhattan for their annual strategic planning session. This exercise precedes the Council’s program strategic planning meeting held in late summer.

**Geospatial Call Routing.** Sherry Massey advised the Council that geospatial call routing is currently in a program escalation. An activity is classified as an escalation when the delivery of a product or service is of concern. The intent of the escalation is to ensure that upper management understands the concern. More importantly, upper management must be committed to mobilizing the necessary resources to solve the issue in a timely manner. Of concern are the work flows and technical procedures surrounding the actual maintenance of the 9-1-1 call routing data once a PSAP migrates to the ESInet. For a long time, the Council has focused on the GIS data which excels as a national hallmark. And the maintenance of that GIS data is exceptional. Yet, once that GIS data is pushed into another system, there are procedures that must change for 9-1-1 centers, for GIS, and for the business partners AT&T and West Corporation.

#### **General Updates.**

- NG911 GIS Toolbox continues to be updated as needed
- 88 NAS imagery devices shipped to PSAPs
- 78 call handling (VESTA Locate) templates were published.

#### **4.7 Technical Committee Report**

**Infrastructure.** Phill Ryan updated the Council on the status of the Kansas call handling deployment. Wamego and Pottawatomie were deployed last week. They are live on the system. It was a conversion from the CenturyLink router to the AT&T router, which is more in-depth than most, but it was





successful. In the future is Jefferson County and Wabaunsee County later this month. Later this summer is Shawnee County.

**Incident Management and Day-2 support.** Phill also explained an event that occurred May 29,2018. There was an incident with the 911 centers on the south half of the state caused by an anomaly in the hosted system whereby some 911 positions were inactivated anywhere from 3 to 48 minutes before PSAP calls were re-routed. Because of this incident, a new notification system was developed and activated by the DASC team. If a similar incident occurs in the future, a notification is sent to the PSAPs by text, email, or phone. The message explains the incident so the PSAP is aware of the incident and knows what to expect. They also get a phone number to call for real-time updates. Several PSAPs called to report their status. The process worked well. To sign up for this notification, a PSAP only needs to go to the 911 Portal, create an account, and then in the “User Preferences” elect how they wish to receive the notifications. The anomaly was associated with the VESTA call handling software within the Data Distribution Services (DDS) server. The incident was immediately escalated to AT&T and Motorola (formerly Airbus) for rapid resolution. Motorola has identified the anomaly and expects to resolve the issue in a 2-step process. The first step will involve software code introduced in release 7.1, Service Pack 1, Hot Fix 2 in late June this year. Then, the second step will capture new software code introduced in release 7.2 scheduled for late September this year. By the way, in mid-2019 we anticipate the release of version 7.3 to include the RTT that Josh mentioned earlier.

**Yoder Test and Evaluation.** Our Yoder Test and Evaluation Center continues to provide a platform for evaluating emerging features and capabilities before field implementation. The benefit is that new functionality can be fully vetted without affecting PSAPs. Various trails such as testing the next step for mapping software is conducted by the Council, AT&T and Motorola.

**Call Location Accuracy (CLA).** The CLA Subcommittee is studying a variety of products that are available to enhance current 9-1-1 location information. We are working with RapidSOS and AT&T reviewing and evaluating current technology. RapidSOS is revolutionizing emergency response by getting more data than ever to 9-1-1 and responders through direct data links from connected devices. Recently, the FCC passed legislation that would require wireless carriers to use handset location in routing calls. This will require the carriers to get the information gathered and sent to the 911 centers in a standardized manner. Scott Ekberg is working closely with the FCC and carriers in Kansa to facilitate transition. Under the leadership of Josh Michaelis, Rice County is investigating some alternatives for CLA.

**NG911 Security Subcommittee.** Cybersecurity continues to place high on the list of concerns for NG911 at the national level. For this reason, the Technical Committee scheduled a cybersecurity webinar this July. Motorola’s subject matter expert will brief the Technical Committee on Motorola’s cybersecurity solution. This briefing is a precursor to our Annual AT&T Infrastructure Security Review held in the October-November timeframe each year.

#### 4.8 Program Management Report

**Sexual Harassment Training.** Randall White advised that he has received the training certificates for the legislative members of the Council. He also reiterated the importance of all members of the Council receive the training for compliance with the Governor’s executive order.

**Program Management Status.** For the benefit of new Council members, Randall explained the difference between a program jeopardy and a program escalation.

Current Jeopardies (issues or concerns that will adversely affect our 911 program):

1. Insufficient personnel for ESInet migration with the loss of key members of the Council and the expiration of two contracts for staff at the end of the year.



2. Insufficient funds due to inability to increase 9-1-1 fee. Funding will be depleted by the end of 2020 if no changes in the current 911 Act are made.

Current Escalations (issues or concerns that will adversely affect our 911 program):

1. DDS server conflict – estimated to be resolved by end of summer
2. ESInet process – in process of being resolved per Sherry’s presentation

Randall advised he is looking forward to the LPA Audit and applauds the Council for volunteering for the state assessment that Josh presented. These studies will present an independent, outside view of the Kansas 911 program.

## 5 New Business

**Financial Report.** Senator Francisco advised that the Bank Activity Report presented at the beginning of the meeting appears to have a mistake in the addition of the 1<sup>st</sup> column total. Kathleen Becker advised she would investigate.

**Program Support.** Scott asked Phill Ryan and Randall White to leave the call for a brief time. Scott addressed the program jeopardy regarding the adequacy of personnel. When the additional position of Executive Director was initially discussed and approved, we assumed that our Implementation Technical Support Specialists (ITSS) and Program Management contracts would end at the end of 2018. We believed at that time that ESInet migration was going to be completed by then, and therefore, losing these two positions would not be overwhelming. That is not the case. We are just starting ESInet migration. Transition of additional PSAPs onto the system, such as Jefferson County, will be from their Legacy platform to the ESInet. This will require substantial work. There is no way for Scott Ekberg to assume the roles and responsibilities of Randall and Phill in addition to his own tasks. Scott requests that the Council issue a Request for Proposal (RFP) for both the ITSS and PM services for a one-year contract with two (2) 1-year extension options. This would allow us to get through the ESInet migration. In the meanwhile, we may want to consider hiring for a new Council position.

In reevaluating the Council Staffing Plan, an Executive Director position is not necessarily what we need. Rather than an administrative position such as an Executive Director, it would be more cost-effective to have a full-time committed specialist position. Such a position would focus primarily on NG911 GIS and geospatial call routing. That will be Scott’s recommendation during the hiring process.

Both staffing studies that were completed last year identified the need for 4.5 full time equivalent (FTE) positions to fulfill the responsibilities that are currently being met with volunteers, Lori, Scott, and the two contractors. If a 3<sup>rd</sup> FTE were hired, plus the 2 contractors, that gets us to a headcount of five (5) and maintains the staffing consistent with both those studies. We will have more information after the LPA audit.

Currently, Scott proposes that the Council approve release of the RFP’s for Program Management Services and ITSS services for a 1-year contract to extend them through the end of next year. Sherry Massey asked for clarification that it would have to go through RFP and not be an extension of existing contracts. Scott confirmed. He advised that we have exercised all of our options for extending existing contracts, so they have to go through RFP’s. Michele inquired if Scott is wanting action taken today. Scott confirmed that, if approved, he would get this processed well before the end of the year. Mike Albers inquired if an RFP is issued will it include extensions in the event they are needed. Scott advised that the contract would be for one year with two (2) 1-year extensions that could be exercised.



Sheriff Briggs inquired that we would be not be increasing total number of personnel, but rather would be in maintenance mode to maintain those positions. Scott confirmed. He advised the only addition would be hiring the position already approved with some possible modifications to the responsibilities of that position.

Mike Albers stressed that we are in a crucial spot in the process and we cannot lose Randall who is overseeing the day-to-day and Phill who is so technically adept to this process. The extension would give the process time to runout and then time for a graceful transition of their duties into whatever follows would be the best outcome. Mike motioned to approve the RFP's on those positions with the extensions. Seconded by Josh Michaelis.

Michele requested a roll call at this time to ensure a majority vote is possible. Gayle Schwarzrock took roll call and at the request of Chief McLemore reiterated the list of those present. Michele inquired how many were needed for a quorum. Gayle inquired with Scott and both agreed that nine (9) were needed. With roll call taken, and Michele Abbott being proxy for Chairman Heitschmidt, there were nine (9) voting members still present on the call. No further discussion on the motion. All in favor. The motion carried.

Scott expressed his gratitude to the Council for what has been accomplished over the last 3 years.

Michele reminded the Council of the next meeting set for **August 10, 2018**.

## 6 Adjournment

The meeting adjourned at about 1:23 p.m.

Submitted by:

Scott Ekberg  
NG911 Administrator