

New Council Member
Orientation
August 23, 2019

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Historical Timeline of Major Events

- 2011 - Council Created with passage of the Act
- 2012 - The Act becomes effective
Governance, Security, ICM and Strategic Plans created
- 2013 - GIS Enhancement Project Launched
RFP for hosted system process begins
- 2014 - GIS Enhancement complete – all PSAPs in maintenance mode
Award of hosted system contract
- 2015 – Hosted data centers constructed
First ten PSAPs go live on system

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Historical Timeline of Major Events

- 2016 - 40 additional PSAPs go live – Total of 50
- 2017 - 33 additional PSAPs go live – Total of 83
SMS Text-to-911 goes live – First success story comes within one week.
- 2018 - 14 additional PSAPs go live – Total 97
Migration of system to Nationwide ESInet – (First in the nation)
- 2019 – 3 additional PSAPs go live, 2 additional planned – Total 102
All PSAPs on the system migrated to ESInet in RFAI config.
Geospatial Routing based on PIDF-Io planned by year's end

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Council Statutory Responsibilities

- Monitor the delivery of 911 services,
- Develop strategies for future enhancements to the 911 system
- Distribute available grant funds to PSAPs.
- Select the LCPA and set compensation
- Adopt rules and regulations necessary to effectuate the provisions of the act, including but not limited to
 - Creating a uniform PSAP expenditure reporting form
 - Setting standards for coordinating and purchasing equipment
 - Recommending standards for training of PSAP personnel
 - Mandate technical training on the hosted equipment
 - Assessing civil penalties
 - Lower the 911 fee if revenue is in excess of need

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Membership – 28 Members

- 13 voting members appointed by the Governor
 - 2 - local government IT – **Mike Leiker & Mike Albers**
 - Kansas Sheriff's Association – **Troy Briggs**
 - Kansas association of Chiefs of Police – **Jerry Harrison**
 - Fire Chief – **Bob McLemore**
 - Adjutant General – **Jonathan York**
 - Kansas Chapter of the APCO– **Kathy Kuenstler**
 - Kansas Emergency Medical Services Board – **Kerry McCue**
 - Kansas Commission for the Deaf and Hard of Hearing – **Robert Cooper**
 - 2 – PSAPs serving a population of more than 75,000 – **Ellen Wernicke & Melanie Bergers**
 - 2 – PSAPs serving a population of less than 75,000 – **Josh Michaelis & Sherry Massey**

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Membership

- 4 voting members appointed by Legislative Leadership
 - 2 – House Member (Majority and Minority) – **Kyle Hoffman & John Carmichael**
 - 2 – Senate Member (Majority and Minority) – **Rick Billinger & Marci Francisco**

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Membership

- 11 Non-voting members appointed by the Governor
 - Rural telecommunications companies – **Rob McDonald**
 - Incumbent local exchange carriers with over 50,000 access lines – **John Fox (AT&T)**
 - Large wireless providers – **Patrick Fucik**
 - VoIP providers – **Mark Tucker**
 - League of Kansas Municipalities – **David Cowan (City of Independence)**
 - Kansas Association of Counties – **Jerry Daniels (Allen Co. Commissioner)**
 - Kansas Geographic Information Systems policy board – **Ken Nelson (DASC)**
 - Kansas Office of Information Technology Services – **Sara Spinks (OITS)**
 - Mid-America Regional Council – **Bill Walker (MARC)**
 - 2 – Non-traditional PSAPs, one of which must represent Tribal Government – **Terry Clark & TBD**

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Council Member Responsibilities

- Members of the Council are expected to attend and participate in annual Council Training and Orientation sessions
- Participate in six (6) scheduled Council meetings as defined by the annual Work Plan
- Participate in any *ad-hoc* special Council meetings to address important decisions
- Communicate and socialize Council plans and strategy with their represented local and state organizations
- Communicate and socialize Council plans and strategy with U.S. Congress members as opportunity arises

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Council Member Responsibilities

- Monitor, authorize and approve major plans, funds, priorities, reports and decisions regarding statewide next generation 9-1-1 implementation and service
- Serve on Council committees and subcommittees
- Participate in the evaluation and selection of the Local Collection Point Administrator (LCPA)

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Staff

- Chairman – Dick Heitschmidt
 - Appointed to serve at the pleasure of the Governor
- NG911 Administrator – Scott Ekberg
- 911 Liaison East – Lori Alexander
- GIS Specialist – TBD
- 911 Liaison West - TBD

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Contracted Support

- Program Manager – Randall White (Contract expires 12/31/2020)
- Implementation Technical Support Specialist – Phill Ryan (Contract expires 12/31/2020)
- Dickinson County – GIS Support
- Data Access and Support Center – GIS and Portal Support

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Funding

- Kansas 911 Act creates five separate funds
 - 911 State Fund
 - 911 fees are collected by telephone service providers (TSPs) and remitted to the LCPA
 - The LCPA distributes \$.66 of each fee collected, based on a population based funding formula, to the PSAPs
 - Population over 80,000 - 82% of funds generated distributed to PSAP
 - Population 65,000 to 79,999 – 85%
 - Population 55,000 to 64,999 – 88%
 - Population 45,000 to 54,999 – 91%
 - Population 35,000 to 44,999 – 94%
 - Population 25,000 to 34,999 – 97%
 - Population less than 25,000 – 100%

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Funding

- LCPA deposits \$.23 of each fee collected into the 911 Operations Fund (capped at 15% of total receipts over the prior 3 years)
- LCPA deposits \$.01 of each fee collected into the 911 State Grant Fund (capped at \$2M)
- Any PSAP jurisdiction that does not generate at least \$60,000 in 911 fee fund revenue in a year receives a subsidy to bring them up to \$60,000 annually.
- Funds in excess of what is needed to make the subsidy payments from the retained funds are deposited into the State Grant Fund up to \$3M.
- Total 911 Fees collected each year between 2012 and 2018 remained fairly consistent between \$18.8M and \$19.4M. In 2017 and 2018, collections increased to about \$22.9M and \$23.1M respectively.

- **911 Operations Fund**
 - Prepaid Wireless Fees
 - Derived from a 2.06% fee on all prepaid wireless service purchases at the point of sale.
 - Total Prepaid Wireless revenue has remained consistent between \$1.2 and \$1.5M per year between 2012 and 2016. In 2017 collections increased to about \$1.9M, however in 2018 they fell back to about \$1.8M.
 - \$0.23 of every 911 fee collected is deposited into this account

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Funding

- **911 State Grant Fund**
 - \$.01 of every 911 fee collected is deposited to this fund, unless the balance in the fund is in excess of \$2M.
 - Funds derived from the \$.23 deposited to the 911 Operations Fund in excess of 15% of total receipts over the prior 3 years, are deposited into this fund.
- **911 Federal Grant Fund**
 - Federal grant funds for 911 are deposited into this account, however, all federal grants that we are aware of are reimbursement grants, so no "bucket of money" is available for deposit into this account..
- **State Maintenance Fund**
 - Monies donated to the Council or State general funds appropriated for the Council are deposited into this fund.

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Funding – Without Adjustments to i3 Roadmap

NG911 Business Case - Summary					2019	2020	2021	2022	2023
WBS	Category	Descriptor/Provider	NAC		98	98	98	98	98
					210	210	210	210	210
Scenario									
	911 Fee				0.60	0.89	0.89	0.89	0.89
	PSAP Fee Allocation				0.60	0.66	0.66	0.66	0.66
	Ops Sustaining Allocation				-	0.23	0.23	0.23	0.23
	PSAP Minimum Payout				\$ 50,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00
Income									
					\$ 26,850,824.12	\$ 37,581,588.24	\$ 37,581,588.24	\$ 37,581,588.24	\$ 37,581,588.24
Residual Carry-over from 2013: seed money									
Expenses									
					(33,593,827.01)	(39,086,780.83)	(39,030,679.78)	(37,567,756.81)	(37,436,038.98)
Gross Contingency Fund									
					\$ (6,743,002.89)	\$ (1,505,192.59)	\$ (1,449,091.54)	\$ 13,831.43	\$ 145,549.26
Cash Flow conforms to best practices MR									
					\$ 2,476,745.64	\$ 971,553.05	\$ (477,538.49)	\$ (463,707.06)	\$ (318,157.80)

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Funding – Current Business Case Projection (With Adjustments to i3 Roadmap)

NS911 Business Case - Summary			2019	2020	2021	2022	2023	2024	2025
WBS	Category	Description	98	98	98	98	98	98	98
		Provider	210	210	210	210	210	210	210
Scenario									
		911 Fee	0.60	0.89	0.89	0.89	0.89	0.89	0.89
		PSAP Fee Allocation	0.60	0.66	0.66	0.66	0.66	0.66	0.66
		Ops Sustaining Setaside	-	0.23	0.23	0.23	0.23	0.23	0.23
		PSAP Minimum Payout	50,000	60,000	60,000	60,000	60,000	60,000	60,000
Income			26,850,824	38,156,020	38,156,020	38,156,020	38,156,020	38,156,020	38,156,020
Residual Carry-over from 2013 seed money									
Expenses			(32,296,498)	(38,411,307)	(37,843,472)	(36,483,462)	(36,354,697)	(36,231,420)	(42,249,548)
Gross Contingency Fund			(5,445,658)	(255,587)	312,549	1,672,567	1,801,323	1,928,999	(4,093,498)
Cash Flow conforms to best practices OSS			3,905,969	3,650,782	3,963,331	5,635,888	7,437,221	9,361,821	5,368,323

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Legislative Changes

- The following additional changes were made by adoption of HB2084:
 - Authority to require GIS data maintenance to standard and authorizing the Council to hire the maintenance done and bill the cost back to the PSAP if maintenance not performed for a year.
 - Cleans up language on training standards, providing authority for Council to mandate training for the statewide system, but only recommending training for general PSAP operations
 - Prohibits the Council from creating administrative regulations creating a mandatory certification program for PSAP operations or personnel

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Legislative Changes

- **Authorizes the Council to withhold 10% of PSAP 911 fee distribution each month until a PSAP has filed the required expenditure report and supporting documentation each year.**
- Changes the language around misspending 911 funds to require repayment of the expenditure to the PSAP's 911 account and allowing the Council discretion to impose a \$500 or 10%, whichever is less, penalty if the Council determines the misspending is intentional violation of the Act.

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Audits

- Statute requires two audits
 - LCPA required to be audited every year
 - Legislative Post Audit required every five years.

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Executive Committee – Dick Heitschmidt

- Dick Heitschmidt
- Michele Abbott
- Josh Michaelis
- Sherry Massey
- Ken Nelson
- Phill Ryan - Support
- Lori Alexander - Support
- Randall White - Support
- Scott Ekberg - Support

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Executive Committee Responsibilities

- Day-to-day operations
- Strategic Planning
- Fiscal Planning

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Operations Committee – Josh Michaelis

- Josh Michaelis
- Michele Abbott
- Ellen Wernicke
- David Cowan
- Lori Alexander – Support
- Scott Ekberg - Support
- Melanie Bergers
- Robert Cooper
- Kathy Kuentler

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Ops Committee Responsibilities

- Expenditure Review
- PSAP Operations Guidance
- Sub-Committees
 - Training
 - Text-to-911
 - Expenditure Review Committee (ERC)
 - This will be a new Committee for 2019 Expenditure Review
 - Will seek members from outside the Council in addition to Council representatives
 - Charter will be developed and presented to the Council for approval prior to March 1st
- Support to all other Committees to provide perspective on impact to PSAP operations.

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Expenditure Reporting

- PSAPs are required by the Act to file a report of all 911 fund expenditures each year by March 1st each year.
- Each PSAP submits their expenditures through our web portal.
- The Expenditure Review Committee reviews all of the expenditures making sure that they fall within one of the 8 approved uses
 1. Implementation of 911 services
 2. Purchase of 911 equipment and upgrades
 3. Maintenance and license fees for 911 equipment
 4. Training of PSAP personnel
 5. Monthly recurring charges billed by service suppliers
 6. Installation, service establishment and nonrecurring start-up charges billed by the service supplier
 7. Charges for capital improvements and equipment or other physical enhancements to the 911 system
 8. The original acquisition and installation of road signs designed to aid in the delivery of emergency service

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Expenditure Reporting

- Decision Making Process for the ERC
 - Expenditure deemed allowable
 - Request additional information from the PSAP
 - Expenditure deemed non-allowable
 - Any expenditures deemed non-allowable brought to full Council for vote
- PSAP notified that the expenditure is not allowable, asked to reimburse their 911 fund and provide documentation of the reimbursement
- PSAP can appeal the decision to the Council
 - Appeal Process

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Expenditure Reporting

- HB2084 requires a formal pre-approval process be created by KAR
- Proposed process
 - PSAP completes pre-approval request on portal
 - ERC reviews the request and determines allowability
 - PSAP notified of ERC decision
 - PSAP can appeal ERC decision to full Council
 - PSAP can appeal decision of Council to KS Dept. of Administrative Hearings.
- KAR needs to be drafted to codify - Pending

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Training Committee – Ellen Wernicke

- | | |
|----------------------------|-------------------|
| • Ellen Wernicke | • Nick Robbins |
| • Michele Abbott | • David Cowen |
| • Pam Opoka | • Melanie Bergers |
| • Kathy Kuenstler | • Heidi Schneider |
| • Josh Michaelis | • Angela Murphy |
| • Elora Forshee | • Jerry Harrison |
| • BJ Tracy | • Troy Briggs |
| • Lori Alexander - Support | |
| • Scott Ekberg - Support | |

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Training Committee Responsibilities

- Recommended training standards
 - Voluntary Certification Program for PSAPs and Telecommunicators
- Vesta training
 - Manufacturer Admin and User training prior to go-live
 - User and Admin refresher training offered at APCO conferences bi-annually
- Administrative Training Day
- Joint Conference with APCO
- Kansas Knowledge Center
<http://firstnetcampus.com/Kansas911/entities/Kansas911/logon.htm>
- Website www.kansas911.org
- NG911 Portal www.portal.kansas911.org

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Text-to-911 Committee – Melanie Bergers

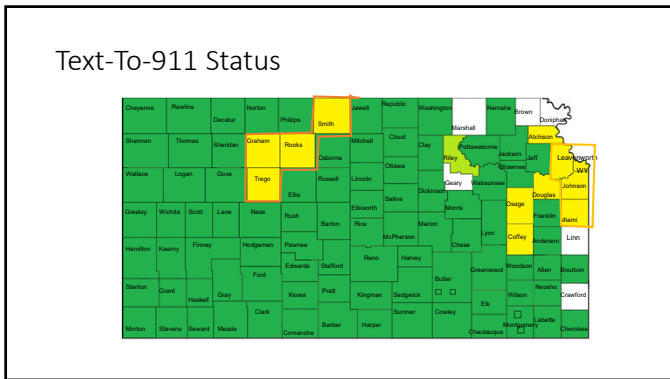
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|-------------------|----------------------------|
| • Melanie Bergers | • Lori Alexander - Support |
| • Josh Michaelis | • Scott Ekberg - Support |
| • Robert Cooper | |
| • Katie Gifford | |
| • Nikki Thomas | |
| • Jody Mader | |
| • Tim McQuade | |
| • Ellen Wernicke | |
| • Michele Abbott | |

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Text-to-911 Committee Responsibilities

- Text-to-911 Implementation
- Public Education
- Real Time Text (RTT)

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- ### Technical, Security & Location Accuracy Committees – Mike Leiker
- Mike Leiker
 - Keith Martin
 - Sherry Massey
 - Phill Ryan
 - Brent Trease
 - Randall White – Support
 - Mike Albers
 - Dustin Alexander
 - Eileen Battles – Support
 - John Fox
 - Hassan Al-Rubaie
 - Lori Alexander – Support
 - Joe Currier
 - Tracer Giess
 - Scott Ekberg – Support
 - Jeff Maxon
 - Mike Pollock
 - Larry Peterson
 - Jared Meier
 - Justin Vaughn
 - Nathan Johnson
 - Lesa Thye
 - Ken Nelson

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- ### Technical Committee Responsibilities
- Technical Review of all changes to hosted system
 - Sub-Committees
 - Security
 - Location Accuracy

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Security Committee Responsibilities

- Conduct annual review of AT&T security practices
- Evaluate security aspects of system enhancements

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Location Accuracy Committee Responsibilities

- Evaluate various products to enhance location accuracy of wireless calls

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GIS Committee – Ken Nelson

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|-------------------|----------------------------|
| • Ken Nelson | • Mark Whelan |
| • Sherry Massey | • Sheri Taylor |
| • Eileen Battles | • Mike D'Attilio |
| • Eamonn Coveney | • Lori Alexander - Support |
| • Kyle Gonterwitz | • Scott Ekberg – Support |
| • Saralyn Hayes | • Randall White – Support |
| • Jack Joseph | • Phill Ryan - Support |
| • Keith Shaw | |

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GIS Data

- Importance of GIS data for NG911
- First step taken by the Council towards migration to NG911 was the GIS Data Enhancement Project
- Alignment of tabular MSAG with GIS data complete for all PSAPs on system
- Geospatial call routing – anticipated migration by year’s end

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GIS Committee

• Committee Report

Topic	Why It Matters
GIS Data Maintenance Submission Status	Current, accurate data essential to NG911
Ortho-imagery Project Update	Imagery provides the base for data maintenance and is utilized in locating calls at the PSAPs
NG911 Portal Update	New modules and capabilities are routinely developed in the portal – Huge cost savings
Geospatial Call Routing Update	The migration of the statewide system to geospatial call routing will result in more accurate call routing and is a major milestone on the road to full NG911

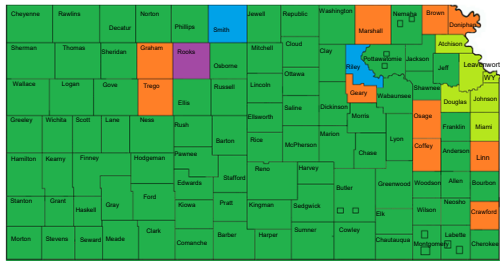
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NG911 Web Portal - <https://portal.kansas911.org>

- A few of the Modules available on the portal include:
 - Council Travel Reimbursement
 - Link to video training on use has been sent to your email
 - TSP – Telephone Service Provider data submissions
 - Document Archiving
 - Group and Mass Email Tools
 - GIS Data Upload and Tools
 - Expenditure Reporting
 - Change Management
 - Outage Communications Tool
 - Account Creation Management on DDS Server for Hosted System

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Statewide Hosted Call Handling System



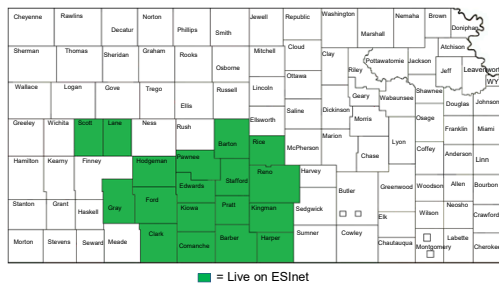
40

Efficient and Economical

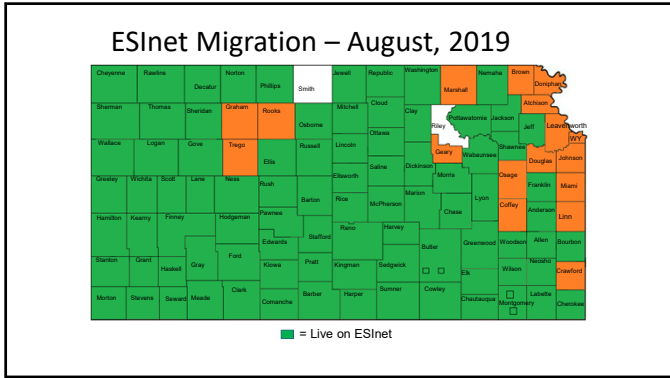
Item	Standalone System (5 Positions)	Hosted System (5 Positions)
Call Handling System Annual Cost	\$32,000	\$90,000
Text Control Center Service	\$6,000	Included
ESInet Service	\$91,000	Included
Project Management Services	\$338,796	Included
Service Management Services	\$174,996	Included
Call Handling Maintenance	\$20,000	Included
Total	\$662,792	\$90,000

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ESInet Migration – August, 2018



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- ### Projects Currently In Process or Planning
- Migration to i3 Geospatial Call Routing – Improved routing accuracy
 - RapidDeploy Radius Plus Implementation and training – Replacement of existing mapping product, provides advanced features
 - RapidDeploy Nimbus Implementation and training – Provides call data sharing capabilities, some i3 enhancements and gateway to future i3 implementation
 - Real-Time Text (RTT) implementation and training – provides more accurate location information for text callers and real time communication
 - Future public service announcements including RTT

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- ### Projects Currently In Process or Planning
- 2017 Expenditure Review
 - 2018 Expenditure Review
 - 2019 Expenditure Review
 - FirstNet and other broadband network interface projects
 - Annual security audit – both voice and data networks
 - IcM Plan updates, revisions – will be presented to Council for approval
 - PSAP troubleshooting and problem reporting guide development

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Projects Currently In Process or Planning

- Kansas NG911 Knowledge Center evaluation and procurement
- Voluntary training certification program
- Hiring of additional planned staff
- Roadmap planning
- Strategic Planning
- Development of Council Operations Manual
- Portal enhancements and additional modules
