## Kansas 911 Coordinating Council Briefing 03/30/2020

The Council meeting scheduled for April 6, 2020, is cancelled. The COVID-19 Pandemic has affected many aspects of our lives and is keeping all our stakeholders busy in planning and adjusting to those effects. In addition, due to the unprecedented demand for web conferencing, we have been experiencing frequent difficulties with web conferencing, primarily with audio bridge connectivity. These difficulties create a concern that some of the Council members or individuals who have requested notification of Council meetings would be unable to connect reliably to the meeting. Consequently, we feel it best to cancel, especially since we do not have any decisions requiring Council action.

The statewide call handling system is functioning well. The ability to automatically reroute calls and deliver overflow calls to other PSAPs makes continuity of operations planning significantly easier. The following information is provided as a status update:

- 97 PSAPs are on the call handling system, including 3 backup centers and the Yoder TEES center. All 66 PSAPs on ESInet are in an RFAI configuration ready for transition to i3-compliant ESInet
- 23 PSAPs cut to SMS Text-to-911 delivery through ESInet (our remaining PSAPs continue to receive texts via VPN over Internet connectivity)
- 31 PSAPs on the system converted to geospatial call routing
- 19 PSAPs deployed and using RapidDeploy RadiusPlus mapping
- 5 PSAPs are awaiting installation, training and go-live with RadiusPlus, geospatial routing, and SMS via ESInet

Cheyenne	Raw	lins	Decatur	Norton	Phillips	Smith	Jewell	Republic	Washing	gton Mars		ha Brov	vn Donipha	R.
Sherman	The	omas	Sheridan	Graham	Rooks	Osborne	Mitchell	Cloud	Clay	Riley L	awatomie	ackson	Atchison 2	avertworth
Wallace	Log	jan	Gove	Trego	Ellis	Russell	Lincoln	Ottawa Saline	Dickinsc	Geary	Wabaunsee	Shawnee	Douglas	Johnson
Greeley	Wichita	Scott	Lane	Ness	Rush	Barton	Ellsworth	McPherson	Marion	- Morris	Lyon	Osage	Franklin	Miami
Hamilton	Kearny	Finney		Hodgeman	Pawnee	Stafford	Reno	Harvey		Chas		Coffey	Anderson	Linn
	]		Gray	Ford	- Edwards				Bu	utler	Greenwood	Woodso	Allen	Bourbon
Stanton	Grant	Haskell			Kiowa	Pratt	Kingman	Sedgv	vick	Elk		Wilson	Neosho	Crawford
Morton	Stevens	Seward	J Meade	Clark	Comanche	Barber	Harper	Sumner	. C	Cowley	Chautauqua	Montgom	Labette	Cherokee

• 5 PSAPs have indicated interest in moving to the system.

AT&T has placed a nationwide moratorium on changes to the 911 network, including implementation of new sites on our system. The moratorium is being extended weekly and at this point will expire on April 4<sup>th</sup>, unless extended. It is anticipated that the moratorium will extend probably through the end of April. The moratorium coupled with the closing of restaurants and other services in the three North Central

Counties, has resulted in our having to push back the installation dates for those three counties. We are working with them to ensure that everything is in a ready state so that as soon as the moratorium and service restrictions are lifted, we can begin installation in those three counties. The extension of the social distancing guidelines at the federal level makes April 30<sup>th</sup> look like the very earliest that we will see a lifting of the restrictions.

We have been monitoring 911 call volumes since the first of March and are pleased to see that call volumes have not seen any huge increase. It appears that wildfires have affected call volumes more than the COVID-19 Pandemic, with spikes in call volumes associated with those events and otherwise staying mostly flat. The following chart depicts total call volumes on the system between March 1<sup>st</sup> and March 29<sup>th</sup>.



The 911 Liaison (Lori Alexander) and NG911 Administrator (Scott Ekberg) contact PSAPs daily to provide needed assistance and guidance. These contacts have transitioned from in-person visits to mostly virtual exchanges; only a few onsite visits have been necessary. We have been monitoring the COVID-19 situation on a national and state basis daily, including participation in daily Kansas State Emergency Operations Center (SEOC) briefings and reviewing information provided by 911 organizations such as NASNA, NENA, APCO, MS-ISAC, and other federal partners. As deemed appropriate, the information gained from these various sources is made available to the PSAPs through email and our COVID-19 Response page on the Council website (https://www.kansas911.org/covid-19-psap-resources/).

Plans once the COVID-19 situation eases include:

- Install and implement call handling system in Rooks, Graham and Trego Counties
- Continue geospatial call routing migrations for remaining PSAPs
- Continue SMS text-to-911 migrations to ESInet
- Continue RadiusPlus deployments for remaining PSAPs
- Configure and deploy RapidDeploy Nimbus CAD application for all Kansas PSAPs.

Our next regularly scheduled Council meeting is a web conference on June 5, 2020. Hopefully, we are in a more stable situation by that point and will be past the web conferencing problems that we have experienced. With schools being out for summer break by that time, it should reduce some of the demand for web conferencing and we hope that folks will have returned to work by then. As always, I

am available to you for any concerns or questions that you may have. Feel free to reach out to me at any time via email (<u>scott.ekberg@kansas911.org</u>) or phone (785-438-8440).

Thank you, and stay healthy and safe.

Scott

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