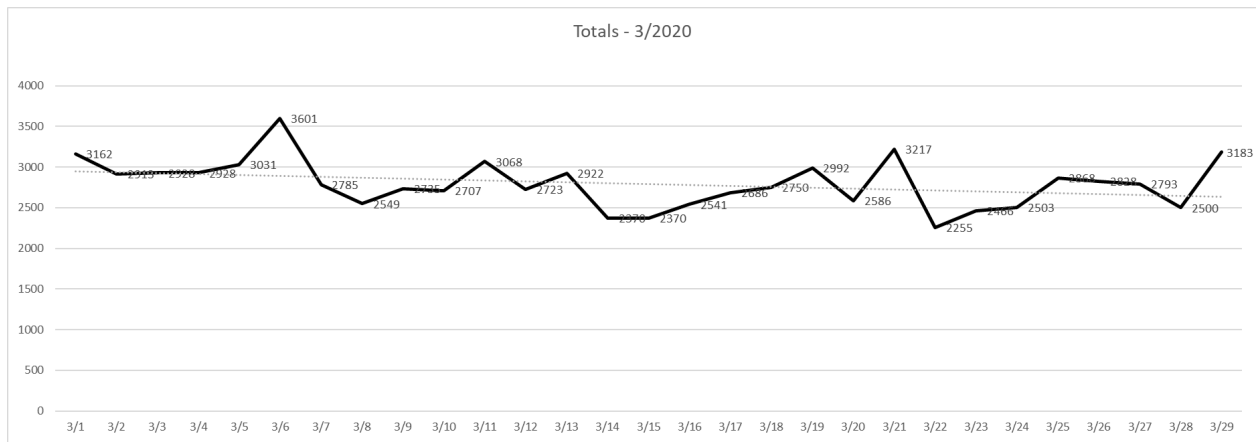




Counties, has resulted in our having to push back the installation dates for those three counties. We are working with them to ensure that everything is in a ready state so that as soon as the moratorium and service restrictions are lifted, we can begin installation in those three counties. The extension 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 ([scott.ekberg@kansas911.org](mailto:scott.ekberg@kansas911.org)) or phone (785-438-8440).

Thank you, and stay healthy and safe.

Scott

**Scott A. Ekberg**

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