Kansas NG911
Geographic Information System
Governance Policy

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Date	Author	Purpose
04/23/19	GIS Committee	Update document to reflect 2019 changes to the Kansas 911 Act
4/3/20	Eileen Battles	Update Escalation Plan table to show monitoring of no changes submissions.

Contents

1   Introduction

The Geographic Information System (GIS) and associated statewide data layers are the cornerstone of a Next Generation 911 (NG911) system. Geographic data, including address points, road centerlines, and emergency service boundaries, will be developed and locally maintained and aggregated into a statewide geodatabase. All location information required to support NG911 call routing will be derived from the statewide geodatabase; therefore it is vital that this information is accurate, authoritative, standardized, current, and highly available. Policies shall be developed to govern all aspects of the GIS system (people, processes, data, and systems) and enforce consistency in how standards are applied across jurisdictions. Additionally, change management procedures must be followed to ensure effective system management. Accurate GIS data is required to power NG911. Without it, NG911 will fail.

2   Scope and Purpose

The purpose of this GIS Governance Policy is to articulate the details for GIS data management as it relates to and supports our statewide NG911 Governance Policy. To ensure the safety of Kansans, the integrity of our NG911 system cannot be compromised. To accomplish this objective, the GIS Committee and the GIS Stakeholders must work together to develop and adopt the essential policies and accountability that govern the GIS portion of Kansas NG911.

The body of this document has two main sections: Policy and Compliance. The GIS Committee assumes a leadership role for developing and maintaining GIS data policies. The GIS Data Stakeholders ensure the integrity of NG911 through compliance with those polices.

This document defines the roles, responsibilities, organization, structure and methods for establishing GIS policy and assuring compliance with that policy.

Unlike Basic 911 and E911, NG911 is state regulated, while allowing PSAPs the greatest latitude and freedom without compromising the integrity of the NG911 system or citizen safety of Kansas.

This GIS Governance Policy is intended to address the technical aspects of NG911 that depend on local jurisdiction support in order to ensure that integrity. The Technical Policy Structure for Kansas is shown in Figure 1.

The following Articles and Sections hereby establish and affirm the governance of Kansas GIS Data as related to NG911.

3   Applicable Documents
   a.   The GIS Committee is responsible for monitoring and advising the Kansas 911 Coordinating Council of all existing and emerging national standards relevant to NG911. For example, NG911 standards and specifications developed and released by the Federal Communications Commission (FCC) and National Emergency Number Association (NENA).
   b.   In the event of conflict among our various supporting documents:
      1.   The Kansas legislative statute(s) take precedence over the NG911 Governance Policy
      2.   The NG911 Governance Policy takes precedence over this GIS Governance Policy
      3.   This GIS Governance Policy takes precedence over ancillary supporting documents
   c.   All GIS documentation related to NG911 shall reside in the NG911 Program Portal.

3.1 National Standards and Documents

a) NENA
- o NENA-STA-006.1-2018 *Standard for the NG9-1-1 GIS Data Model*
- o NENA 02-014 v1 *GIS Data Collection and Maintenance*
- o NENA-STA-012.2-2017 *NG9-1-1 Additional Data*
- o NENA 71-501 v1 *Synchronizing GIS Databases with MSAG and ALI*
- o NENA-STA-005.1.1-2017 *Standards for the Provisioning and Maintenance of GIS data to ECRF/LVF*
- o NENA-STA-010.2-2016 *Detailed Functional and Interface Standards for the NENA i3 Solution*

b) USPS Publication 28

c) Federal Geographic Data Committee *Content Standard for Geospatial Metadata*

3.2 State Standards and Documents

a) Kansas NG911 Strategic Plan

b) Kansas NG911 GIS Data Model

c) NG911 Change Management Plan, GIS Section

d) GIS Data Use Agreements:
- o Surdex-Valtus License Agreement
- o MOU on GIS data maintenance between Kansas 911 Coordinating Council and PSAPs

e) Kansas Open Meeting Act (KOMA) K.S.A. 75-4317 et. seq.

f) Kansas Open Records Act (KORA) K.S.A. 45-215 et. seq.

4   GIS System Governance

a. The GIS Committee has been tasked by the Kansas 911 Coordinating Council to take such steps as it deems necessary to organize, establish, implement and administer all GIS areas pertinent to the statewide GIS data management program for NG911.

b. As part of developing this statewide GIS data management program, the GIS Committee shall:
- i.   set program decisions, direction and priorities;
- ii.   define objectives and policies;
- iii.   inform, educate and train stakeholders of policy purpose and method(s);
- iv.   execute policies and supporting processes;
- v.   monitor and report to the Coordinating Council on stakeholder compliance with policy and supporting processes.

c. GIS governance is shared by the Council, the GIS Committee and NG911 stakeholders defined in Table 2.

d. Major policy decisions made by the GIS Committee shall first be approved by the Council. "Major" is defined as those decisions that impose some duty and cost upon local jurisdictions.

e. Minor decisions made by the GIS Committee may be implemented without Council approval, but shall be communicated to the Council by email and during quarterly Council meetings. "Minor" is defined as those decisions that do not impose some duty or cost upon local jurisdictions.

f. "Supporting processes" may include such details as: project directives, project plans, program procedures, Service Level Agreements (SLAs), Key Performance Indicators (KPIs), reports, dashboards, stakeholder surveys, etc.

5   GIS Governance Organization

5.1   GIS Committee

a. The GIS Committee is a subordinate organization to the 911 Coordinating Council.
b. The GIS Committee shall have, to the fullest extent possible, a broad and balanced membership with representation from groups such as:
    a. Local PSAP and GIS staff
    b. Mid-America Regional Council (MARC)
    c. Kansas State Government
    d. Data Access & Support Center
c. Membership on the GIS Committee shall serve on a rotational basis so as to allow representatives of various stakeholders the opportunity of serving and contributing to the GIS governance process. Nomination and selection of membership is at the discretion of the Chair of the GIS Committee.
d. The GIS Committee has the responsibility for maintaining the Kansas NG911 GIS Data Model and communicating any updates to policy and procedures to the greater Kansas NG911 GIS community.
e. The GIS Committee shall have no more than eleven (11) and no fewer than five (5) voting members. The GIS Committee Chair shall be appointed by the 911 Council Chair.
f. With the approval of the Council Chair, the GIS Committee Chair shall appoint the remaining 4-10 members of the Committee, designating one as the Co-Chair. The GIS Committee Chair may, at their discretion, appoint non-voting advisors.
g. The makeup of the GIS Committee shall have the education and experience necessary to address all facets of GIS planning, implementation, and operations as it relates to NG911.

5.2   Policy

The GIS Committee shall prepare, review, and implement policies required to develop and maintain the Kansas NG911 GIS Master Repository.

5.3   GIS Governance Policy Amendment

a. This Policy may be modified and amended by the GIS Committee with final approval by the Council.
b. The GIS stakeholders may provide suggestions and recommendations for Policy revisions.
c. The current Policy will be made available with all other supporting documents on the NG911 Program Portal, the Kansas 911 Coordinating Council's web site, and the DASC web site. It is the responsibility of all stakeholders to download the current Policy for the purpose of adherence and making change recommendations.

6   GIS Strategic Plan

a. The GIS Committee shall participate in the Council's annual strategic planning process.

7   GIS Operations Work Plan

a. The GIS Committee shall contribute to the Council's annual Operations Work Plan update.

8 GIS Data Standards and Remediation Guidelines

    a. GIS Committee shall maintain the *Kansas NG911 GIS Data Model*. This document establishes GIS data standards for NG911 required data layers (road centerlines, address points, authoritative boundaries, emergency service boundaries, emergency service zones, and road alias table), and recommended data layers (states, counties, cell sector, municipal boundaries, among others).

    b. To the extent practical, the *Kansas NG911 GIS Data Model* will align with the most recent version of the NENA Standard for NG911 GIS Data Model.

9 Communication Plan

    a. The GIS Committee shall communicate with NG911 stakeholders shown in Table 2.

10 Training Plan

    a. The GIS Committee shall develop and deliver an NG911 GIS training and certification program to ensure that all stakeholders understand the program requirements and responsibilities.

        I. Training on policy and program compliance will be provided in the *Data Steward Certification Class*.

        II. Training on the Kansas NG911 GIS Data Model data maintenance and submission requirements will be provided in the *Data Maintainer Certification Class*.

    b. Training certification records shall be maintained on the NG911 Program Portal.

    c. Training will be a mixture of live classes and webinars offered as needed throughout the year. Scheduled dates will be announced through the Kansas NG911 Program Portal and published on the Kansas 911 Coordinating Council web site and the DASC web site.

11 Change Management Plan

    a. Any stakeholder may request a change to any aspect of the Kansas NG911 program by submitting a Change Order Request (COR). The COR shall define the requested change, describe fully the rationale for the change, and address the impact (cost, schedule, performance, training).

    b. The *Kansas NG911 Change Management Plan* is available on the Kansas 911 Coordination Council web site and the Kansas NG911 Program Portal.

    c. COR's can be submitted via the Kansas NG911 Program Portal.

12 Stakeholder Compliance

12.1 Local Data Stewards

12.1.1 Definition

The Local Data Steward is the person responsible for assuring maintenance is performed on the GIS data for the agency. Every PSAP must designate a Local Data Steward. The Local Data Steward must be a staff person for the City or County responsible for the PSAP, even if a vendor handles the actual data maintenance. The Local Data Steward may also serve as the Data Maintainer, but they must receive both certifications to do so.   PSAPs may choose to designate a secondary Local Data Steward, as well.

12.1.2 Local Data Steward Certification

Certification as a Local Data Steward shall be obtained by attending the GIS Data Steward Certification Class. Attendance in person is required to obtain initial certification.

12.1.3 Contacts

The Local Data Steward is responsible for maintaining current contact information on the Kansas NG911 Program Portal for the Local Data Steward, Data Maintainer whether a local GIS staff person or a vendor, and the 911 Operations Manager.

12.1.4 Data Maintenance

NG911 data shall be maintained to the current standard as presented in the latest version of the Kansas NG911 GIS Data Model. If a Local Data Steward finds that they cannot maintain data to the current standard, they shall notify the 911 Liaison, who will help the Local Data Steward find the assistance or resources required.

12.1.5 Submission to GIS Master Repository

a. Local Data Stewards are responsible to submit data updates through the Kansas NG911 Program Portal.
b. Data updates shall be submitted in the Kansas NG911 Template Geodatabase format.
c. If actual maintenance of the GIS data is performed by a vendor, the Local Data Steward may authorize the vendor to submit data changes on their behalf. However, the Local Data Steward is still responsible for the submission.
d. Quarterly reporting is required; however, data updates can be submitted more frequently at local discretion.
e. Updated GIS data may be submitted as frequently as needed. At minimum, quarterly data submissions are required. However, if no changes are needed in a given quarter, a "No Changes" statement shall be submitted via the Kansas NG911 Project Portal.
f. The quarterly deadlines are March 31, June 30, September 30, and December 31.
g. Please refer to the escalation table in Appendix A for non-compliance procedures.
h. If the data is found to be inaccurate and/or has not been updated for a year or more, corrective action will be taken as per the Kansas 911 Act.

12.2 Data Maintainers

12.2.1 Definition

The Data Maintainer is the person(s) who will be performing the actual maintenance of the GIS data for the agency. The Data Maintainer must acquire and maintain certification for the role.

12.2.2 Local GIS Data Maintenance Staff

Certification for Local GIS Data Maintenance shall be obtained by attending the GIS Maintainer Certification Class. Attendance in person is required to obtain initial certification.

12.2.3 GIS Vendors contracted for local data maintenance

a. Certification for Local GIS Data Maintenance shall be obtained by attending the GIS Data Steward and GIS Data Maintainer certification classes. Attendance in person is required to obtain initial certification.
b. Vendors must have current Local GIS Data Maintenance certification before 911 funds can be used to pay their contracted fees.

12.3 Data Consumers

12.3.1 Definition

Data Consumers are individuals or groups that may have a need for the data in the GIS Master Repository outside of its primary purpose in NG911.

12.3.2 Approved Use

The Memorandum of Understanding (MOU) signed by the Chair of the 911 Coordinating Council and by a representative of each PSAP allows that the GIS data collected in the GIS Master Repository may be used by PSAPs, local governments and state governmental agencies for other governmental business purposes.

12.3.3 Data Requests

Individuals and agencies wishing to request access to the data in the GIS Master Repository shall submit their request through the Kansas NG911 Program Portal.

Table 1 GIS Stakeholders

GIS Stakeholder
Kansas 911 Coordinating Council
Kansas Data Access and Support Center (DASC)
Public Safety Answering Points (PSAP)
Local Government *including County and City Commissions, County Administrators, City Managers, Appraisers, GIS Coordinators and County Clerks among others*
Local Collection Point Administrator
Professional Organizations • Kansas Association of Counties • League of Kansas Municipalities • Kansas Association of Mappers • Kansas Police Chief's Association • Kansas Sheriff's Association • Kansas Fire Chief's Association • Kansas County Appraisers Association • Kansas Chapter of the Association of Public Safety Communications Officials (APCO) • Kansas Chapter of the National Emergency Number Association (NENA)
Kansas State Governmental Agencies
Military & Tribal Emergency Response Agencies
University PSAPs
Mid-America Regional Council (MARC)
School Districts
Kansas GIS Policy Board (Kansas One Map)
Kansas One-Call System
USPS
GIS Educators (Colleges and Universities)
Telecommunication Providers LEC, CLEC, ILEC

GIS Stakeholder
National Weather Service, USGS and other federal agencies
GIS Vendors, Subcontractors and Consultants
CAD/Emergency Service Software vendors
I3 Solution Vendors

Appendix A – Escalation Procedures for NG911 GIS Data Non-Compliance

These procedures describes the escalation strategy to address two potential non-compliance scenarios:

1. PSAP fails to submit a quarterly data maintenance update to the NG911 Project Portal;
2. PSAP submits data that fails Quality Assurance (QA) validation tests.

Risk	Status	Action
Level 0	PSAP is in full compliance according to NG911 GIS Governance Policy. PSAP has met quarterly submission timeline and GIS data passed all QA validation checks. *Allow two week grace period for late submissions.*	None
Level 1	PSAP fails to submit passing data update within two week grace period following quarterly deadline. While still compliant, monitor submissions and communicate with PSAPs that submits "no changes" for three consecutive quarters.	Report non-compliant PSAPs to NG911 Administrator, NG911 Liaison, GIS Committee Chair, and GIS Committee Co-Chair.
		Email reminder to PSAP Data Steward and/or other PSAP Administrative official explaining roles and responsibilities. Request submission or data maintenance plan within two weeks.
Level 2	PSAP fails to submit passing data update or acceptable data maintenance plan within four weeks following quarterly deadline. While still compliant , monitor compliance and communicate with PSAPs that submit "no changes" for four consecutive quarters to alert them that their next submission must include changes.	Phone call to PSAP Data Steward and/or other PSAP Administrative official to discuss non-compliance and request action within one week.
Level 3	PSAP fails to submit passing data update or acceptable data maintenance plan within five weeks following quarterly deadline.	Phone call to PSAP Data Steward and/or other PSAP Administrative official to discuss non-compliance and request action within one week.
Level 4	PSAP fails to submit passing data update or acceptable data maintenance plan within six weeks following quarterly deadline.	NG911 Executive Committee sends formal letter from Council to elected body responsible for 911 Center. Council determines if Administrative Regulations apply.