



Kansas 9-1-1 Coordinating Council
Meeting Minutes
Friday, June 5, 2020, web conference

1 Call to Order

Chief Dick Heitschmidt, Council Chair, called the Kansas 911 Coordinating Council (“Council”) meeting to order at 10:02 AM-CT.

2 Roll Call

Chief Heitschmidt asked Gayle Schwarzrock, Project Assistant, LCPA, to take roll.

Council Members in Attendance:

Voting Members: Melanie Bergers, Sheriff Troy Briggs, Jac Brown, Robert Cooper, Senator Marci Francisco, Chief Jerry Harrison, Representative Kyle Hoffman, Kathy Kuentler, Josh Michaelis, Sherry Massey, Kerry McCue, Brooks Werderski, Jonathan York.

Non-voting Members: Chief Terry Clark, David Cowan, Jerry Daniels, Mike Daniels, John Fox, Patrick Fucik, Ken Nelson, Elizabeth Phillips, Sarah Spinks, Mark Tucker.

Council Members Absent:

Voting Members: Senator Rick Billinger, Representative John Carmichael, Chief Robert McLemore, Nick Robbins.

Non-voting Members: Robert McDonald

Also, in Attendance:

Michele Abbott, Lori Alexander, Eileen Battles, Kathleen Becker, Scott Boden, Chris Davis (Director 911 Butler County), Scott Ekberg, Elora Forshee (Director 911 Sedgwick County), Don Gruber (President Kansas NENA), Roxy Van Gundy, Chief (Ret) Dick Heitschmidt, Angela Murphy (President Kansas APCO), Braden Perry, Phill Ryan, Gayle Schwarzrock, Becky Snook, Randall White.

There is a quorum present for holding a meeting. There is a quorum present for acting.

Chief Heitschmidt recognized, welcomed, and thanked new members:

- Jac Brown, represents Government IT
- Mike Daniels, represents MARC
- Brooks Werderski, represents Government IT
- Nick Robbins (absent) represents Kansas EMS Board

Chief Heitschmidt also recognized and thanked Kerry McCue for his many years serving on the Council.

3 Meeting Minutes, December 13, 2019

NOTE: Council meeting scheduled for April 6, 2020, Mayetta, Kansas, cancelled due to COVID-19 restrictions.



Chief Heitschmidt asked if everyone had read and reviewed Meeting Minutes for **December 13, 2019**; then, called for motion to accept. **MOTION** Josh Michaelis moved to approve said minutes. Motion seconded by Melanie Bergers. No discussion. Motion carried unanimously.

Chief Heitschmidt asked if everyone had read and reviewed Meeting Minutes for **January 24, 2020**; then, called for motion to accept. **MOTION** Kerry McCue moved to approve said minutes. Motion seconded by Sheriff Briggs. No discussion. Motion carried unanimously.

4 LCPA Report

Kathy Becker explained that due to COVID-19 restrictions the LCPA auditor was not permitted to meet on site with Mainstream Nonprofit Solutions. Therefore, presentation of the LCPA Financial Audit for 2019 is delayed until next Council meeting.

Kathy presented the **2019 Year-end Financials for 911 State Fund, Operations Fund, State Grant Funds** including Balance Sheet, Summary Statement. Operating Expense is 1.05% which is significantly below statute requirement of 2.0% total receipts from providers and department. She explained the newly added State Grant Fund financials.

Kathy presented the **2020 Year-to-date March Financials for 911 State Fund, Operations Fund, State Grant Funds** including Balance Sheet, Summary Statement. Operating Expense is 0.79% which is significantly below statute cap of 2.0% total receipts from providers and department. Cash on hand is higher than expected. Mainstream is forecasting cash needs for remainder of year. Any excess will be transferred into higher-yield investment accounts. Kathy pointed out that some investment yield is lower than last year because of market decline due to COVID-19. All funds are secured by the Federal Reserve Bank of Boston. Sen. Marci Francisco mentioned that the MNS investment philosophy and policy has yielded significantly to our bottom line and that is good for Kansas and our customers. **MOTION** Sen. Marci Francisco moved to approve the Financial Report as presented. Seconded by Kathy Kuentler. No discussion. Motion carried unanimously.

The LCPA Manual is updated on a regular basis to ensure continuity of LCPA operations.

In addition to sending meeting handouts to members by email, all Council meeting documents are provided on the Google Drive for ready access by members. Handouts will be removed from the Google drive three days after the respective Council meeting.

5 Executive Committee Report

Chief Heitschmidt congratulated Lori Alexander for receiving her ENP certification. This accomplishment confirms her commitment to the 9-1-1 profession as a leader in public safety.

Legal Updates. Chief Heitschmidt called on Braden Perry, our attorney, to update some legal topics.

- **Expenditure appeal** of KCKPS to Office of Administrative Hearings (OAH). Hearing was set for April 3, 2020. However, due to COVID hearing dates have been continued for a later date. Ready to resume when advised by OAH.
- **Cross-border MOA** (Memorandum of Agreement) between Coffeyville Police Department and Nowata County, OK, for NG911 service. Reviewed statute and found that Council has no right or



opportunity to review intergovernmental agreement. Recommended to Coffeyville to go through the Kansas Attorney General office.

- **Fee disbursements** issue between Geary County and Junction City. Since Junction City is the actual operator of the PSAP, then according to statute, they should, and do, receive the 911 fees. Therefore, the Council is doing exactly what is required by statute. Geary County and Junction City are working to resolve.

PSAP Outreach. Chief Heitschmidt called on Scott Ekberg and Lori Alexander to update the Council on some of the new things instituted to assist PSAPs dealing with COVID.

- **COVID Information.** Using information from multiple organizations on COVID such as NASNA, FEMA and other, they compiled the information into a COVID page on our Council website. This provided PSAPs with a one-stop-shop for the latest information on COVID.
- **Call Volume Tracking and Trends.** Daily, they monitored 911 call volume. From March 17 to June 5, 2020, call volume is about flat.
- **State Emergency Operations Center.** They have been sitting in on three daily SEOC briefings for COVID-related topics. Scott and Lori are sharing applicable information to our PSAPs.
- **Weekly PSAP Roundtable Conference Call.** Offers a platform for PSAP Administrators to share COVID concerns, or any daily operational issues. Effective June 10, 2020, PSAP Roundtable will be held every two weeks since COVID developments are beginning to stabilize.
- **Quarterly PSAP Roundtable Conference Call.** Offers a platform for all PSAP personnel to share COVID and operational concerns.

LCPA Contract. Chief Heitschmidt reminded the Council that the Local Collection Point Administrator (LCPA) contract expires this December 31, 2020, without renewal. Therefore, the Council needs to develop a Request for Quotation (RFP) for a replacement contract. In accordance with the Kansas Department of Administration (DoA) procurement rules and guidelines, the Chair needs to establish a Procurement Negotiating Committee (PNC) and Advisory Team. Due to COVID and the fact that the DoA is short staffed, we need to start the procurement process now to have a replacement contract in place effective January 1, 2021. *[The typical timeline for the DoA process is 90 days. Starting now is particularly important because the 911 Act statute stipulates that in the event the Council changes LCPA provider from the current provider, the Kansas Legislative Coordinating Council (LCC) must sanction the change. The typical timeline for the LCC is 60 days when the legislature is not in session.]* The PNC is a 3-person committee, one person representing the DoA. Chief Heitschmidt selected himself and Josh Michaelis to serve. He asked the following to serve on the Advisory Team: Rep. John Carmichael, Sherry Massey, Kathy Kuentler, Chief Robert McLemore, Braden Perry, Phill Ryan. Chief Heitschmidt asked Randall White to facilitate the procurement process. All members of the PNC and Advisory Committee must sign a Non-Disclosure Agreement (NDA) in accordance with DoA rules to protect the integrity of the procurement evaluation. All members are expected to attend the weekly procurement meeting throughout the procurement process. Chief called for a motion to authorize to proceed with the RFP process to establish a replacement LCPA contract by end of year. **MOTION** Rep. Kyle Hoffman moved to proceed with LCPA procurement. Seconded by Sen. Marci Francisco. No discussion. Motion carried unanimously. RFP team will start work right away.

6 911 Administrator Report

Strategic Plan for 2020. Scott Ekberg reminded Council that the Kansas 911 Strategic Plan for 2020-2022 at last meeting with the objective of approving the Strategic Plan during our April 6, 2020, meeting. Since that meeting was cancelled due to COVID, Scott called for a motion to approve the Strategic Plan for 2020. **MOTION** Sherry Massey moved to accept the Strategic Plan for 2020. Seconded by Kathy Kuenstler. No discussion. Motion carried unanimously.

Legislative Report for 2019. Scott shared that the Legislative Report for 2019 was submitted to both the Senate Utilities Committee and the House Utilities Committee, as required. He appeared before the House Utilities Committee meeting to present the report and field any questions; there were none.

Emergency Mobile Dispatch Center. Scott shared that during the Federal 911 Grant process, a concept that was developed for the Kansas NG911 to have a mobile 911 capability. This truck-and-trailer unit [*Emergency Mobile Dispatch Center, EMDC*] would have integrated call answering positions and radio equipment. In the event of a protracted pandemic or disaster, the EMDC could, within a few hours, augment PSAP(s) that became overwhelmed with the surge and overflow of 9-1-1 calls. While our PSAPs already have backup redundancy through their agreements with neighboring PSAPs, this is intended for a short term stop gap. The EMDC is a long-term solution to surge and overflow. In addition, the EMDC offers a mobile training platform.

Through a cooperative effort of the Council, a proof of concept was created during COVID by the Butler County Emergency Communication Center (ECC) and our infrastructure provider AT&T which installed



Figure 1 Incident Management Trailer

911 training positions in the Incident Management Trailer. The trailer and prime mover (truck) are assets of the South-Central Homeland Security Region. Butler County keeps this incident management trailer on behalf of their Homeland Security Region which owns the asset. Were a dispatcher of the ECC tested positive for infectious disease such as COVID, the other ECC personnel could be moved into the Incident Management Trailer to continue taking 9-1-1 calls. During this time, the primary ECC would be cleaned and sanitized by a professional, commercial company

specializing in decontamination. Thereafter, the dispatchers could resume normal duties and operation in the ECC. During the proof of concept phase, the ECC was not compromised by COVID. With tornado season coming, the Incident Management Team (IMT) wanted their trailer back. So, AT&T removed the call handling equipment, so the trailer is ready for use by the South-Central Region for emergencies.

Chris Davis, Director 911 Butler County, shared that an asset such as the Incident Management Trailer is invaluable for Telecommunicator Emergency Response Team (TERT). TERT is made up of public safety emergency communication personnel who are supported by an administrative staff to support PSAPs during a disaster or other safety-related events such as the State Fair. Kathy Kuenstler asked if something such as this would be available for any PSAP. Scott said yes, that within a few hours, an EMDC could be stood up to support or reestablish 9-1-1 operations. For example, during the Greensburg F5 tornado disaster, May 2007, a trailer was brought in so that Kiowa County could quickly resume taking



their own calls. So, having an EMDC would be a statewide asset in time of need. Kathy sees that having an EMDC would be invaluable for ensuring 9-1-1 operations in several different scenarios. Regarding the partnership with Butler County, Josh Michaelis asked if there were any other alternatives available to the Council. Scott mentioned that there was another trailer provided by the Homeland Security Region to Hutch/Reno Fire as a HAZMAT response vehicle. Hutch/Reno Fire discontinued their HAZMAT response program. So, the Homeland Security Region was looking for a new home for the trailer. Scott reached out to the chairman of the Homeland Security Region stating that the Council might be interested in the trailer but needed to confer with the Council. Unfortunately, another agency was prepared to accept the trailer before we could decide, and the trailer was given to them.

The estimated cost of equipping a 9-1-1 backup and training trailer (EMDC) is estimated to be about \$350,000.00 plus prime mover (vehicle), insurance, storage, maintenance, and life-cycle replacement costs. We need such a system for two fundamental reasons. First, to respond to an incident that results in long-term surge and overflow of 9-1-1 calls. PSAPs can handle short-term incidents through their backup capabilities. Second, the fully integrated trailer could provide an on-site training platform. Scott asked if the Council is interested in making a motion authorizing him to secure a trailer at no cost through a future Memorandum of Understanding before another agency assumes an offer and we lose the opportunity. Chief Heitschmidt asked Scott if the Council had such a trailer, would there be an issue if the trailer comes from one region of Kansas but is being used in another region and not being available in the originating region. Scott replied that with a single asset deployed outside the south-central region and actively being used, then it is no longer an available asset for another response. The precedence is IMT trailers. Once deployed outside the region, the IMT trailer is no longer available in originating region. Michelle Abbott added that if a trailer came available, there would be no cost to the Council. It would become a Council asset and used at the discretion of the Council. Chief recommended that Scott include the cost of the prime mover (truck) in the estimated cost of the EMDC. Liz Phillips suggested that in addition to call handling equipment, radios may be need if a PSAP had to "bail." She reminded the Council that the state [Emergency Communications Section] manages two deployable Communications on Wheels (COWs) whose primary function is to support 800MHz and interoperable communications throughout the state. She asked Scott is a COW rolled up, could it be hooked up easily to the EMDC? Scott affirmed that the radio console system would be fully operable with the 800 MHz Kansas Statewide Interoperable Communication System (KSICS) and the COWs. Chief Jerry Harrison expressed concern of how the EMDC would be connected to power and signal at the remote site. Scott shared that the EMDC would use the FirstNet wireless LTE, band-14 spectrum, our backup network, for connectivity. The EMCD would have its own on-board electrical power. Alternatively, the EMCD could tap into the commercial power grid. Kerry McCue asked if funds have been identified for the EMCD. Additionally, Kerry added that the Kansas Surplus Property, DoA, has a Federal side that may have prime movers at a good price. Scott agreed and mentioned that EMDC affordability will be evaluated from our business case perspective. He added that through a grant, the cost of the system almost double because of the added cost of the trailer. Senator Francisco thinks it is a good idea. Yet, she is a little concerned about having the truck-trailer invested as a state resource. **MOTION** by Senator Marci Francisco authorizing Scott Ekberg to secure a trailer if one becomes available. Seconded by Kathy Kuenstler. No discussion. Motion carried unanimously.

NG911 Deployment Status. Scott shared the status of NG911 deployment.

- Three PSAPs are staged to go live in June and July this year.



- The Potawatomi Prairie Band Tribal Police Department is scheduled for September.
- Coffee, Osage, and Crawford Counties have expressed an interest in coming on the statewide 911 system and are reviewing the Memorandum of Understanding (MOU). They are likely to come on late this year or perhaps early next year.
- Geary County is signing the MOU and Service Order Request (SOR). Geary County will likely migrate in the August-September 2020 timeframe.
- Discussions are taking place with Marshall County.
- Brown, Doniphan, and Linn Counties currently have no desire to come on to the statewide system.

Kansas Statistical Report. Scott reviewed Kansas metrics such as Class of Service, Average Calls per Day, Total Text Sessions, Call Answering Time, Call by Time of Day. Currently, there are no COVID-related spikes in call volume.

- Wireless Calls continue to increase since less people are using landlines.
- Call Volume remains relatively flat since we are not adding as many PSAPs to the system.
- Likewise, Text-to-911 Volume. As more people become aware that text-to-911 is available, volume will increase.
- We are seeing an improvement in the Percentage of Calls Answered within 10 Seconds.
- We are seeing a marked improvement in the Percentage of Calls Answered within 20 Seconds.
- Kansas still lingers behind other states and the MARC in Answer Time so there is room for improvement. Josh Michaelis inquired how many of the states listed for comparison have some sort of certification requirement for dispatch center personnel. **ACTION** Scott to investigate and report back to Josh.

7 911 Liaison Report

Council Membership. Lori Alexander has been working with the Governor's Office on Council membership appointments. To date, four appointments have been made. She is also working with them to reconcile and realign the staggering of Council appointments so that members do not rotate off simultaneously. COVID-19 is impeding efforts to replace and reappoint members.

PSAP Assistance. In visiting our PSAPs to facilitate the use of the new Radius Plus Mapping Solution, Lori discovered that at some PSAPs personnel were sharing the same login and password for the map. Lori explained to them that the requirement to use individual accounts is for security. On-site visits are helping greatly to familiarize PSAPs with new and important NG911 capability and remind them of the need for system use security.

Lunch-n-Learn Webinars. Due to COVID, Lunch-n-Learn sessions were discontinued so that PSAP personnel could focus on daily operations. They will restart in July or August.

Annual Administrator Day. This year Admin Day is Scheduled for November 5, 2020, Salina, Kansas. Lori wants to make the workshop more interactive this year with panel and roundtable discussion. Lori encouraged Council legislators to attend and participate since General Elections will be over by then. Scott Ekberg added that at Admin Day last year, the participation of our legislators was exceptional and well received by the attendees.



8 Operations Report

Josh Michaelis listed who is serving on the Expenditure Review Committee (ERC): Josh Michaelis (Chair), Melanie Bergers (Shawnee), Sheriff Troy Briggs (Haskell), David Cowan (LKM), Brandy Grassel (Labette), Kathy Kuenstler (Garden City), Brandy Walker (Hodgeman); support staff Lori Alexander, Scott Ekberg. Josh thanked the members of the ERC for their weekly participation since February 3, 2020 and going forward.

8.1 Expenditure Review Committee (ERC) Report

Lori Alexander covered how many reviews conducted, how many outstanding and status for 2020. Process this year has been impeded by COVID-19. Added PSAP Profile and how to upload copy of their Revenue and Balance sheet to collect all essential information for evaluation of expenditures. One PSAP still open for 2018; the LCPA is withholding the 10% until report complete. Same PSAP has yet to file and complete 2019 report as well. Waiting to hear from 14 PSAPs to complete 2019. Normally, PSAPs must file their expenditure reports by March 1 of every year. However, this year due to COVID, this year we extended the due date to May 31, 2020, since so many courthouse and clerk's office that were closed and PSAPs were not able to gain access to documentation. Adding the requirement for submitting their Revenue and Balance sheet has been insightful. In the case of one PSAP, 9-1-1 monies were going into the general fund. We are working getting the right amount of 911 money into their 9-1-1 account.

ACTION Lori and Kathy Becker to issue 60-day notices to the 14 delinquent PSAPs next week.

Josh Michaelis reviewed with the Council the document (spreadsheet) "FAQ for Expenditures A-to-Z" with categories for vendors, equipment, planning and training. Josh shared that his goal and objective is to create a database of expenditure transactions to serve as a historical reference for current and future Council members. Since expenditure management is transitioning from an Operations Committee function to the ERC function, he believes that it is prudent to have this information collected as an expenditure baseline for allowable and unallowable expense decisions. For example, in August 2018, the Council determined that the Kansas Law Enforcement Reporting (KLER) application and interface with Computer-Aided Dispatch (CAD) was not and is not an unallowable expense. KLER is a form-based application that allows law enforcement to complete their reports through records management. A similar application with CAD interface is also available for Emergency Medical Services (EMS). Josh asked the Council to approve this document so that as of this date, the listed expenditures have been determined by the Council to be allowable or not allowable. As times change and technology changes, various expenditure decisions may need to be revisited and reevaluated in the future. This is a living document. **MOTION** by Rep. Kyle Hoffman to accept the FAQ document as presented. Sherry Massey seconded. No discussion. Motion carried unanimously.

8.2 Operations

Joint Kansas APCO. Josh Michaelis, Chair of Operations Committee, is working with Angela Murphy, Kansas APCO President, to jointly host the Kansas Fall APCO, Hilton Garden Inn, Manhattan, October 5-7, 2020. Due to COVID pandemic, the planning committee is uncertain how to continue. So, Angie is submitting a survey to active Kansas APCO members to obtain a sense from the field of their thoughts and concerns of how to proceed. For example, whether to have an in-person conference, virtual conference, or a mix of both. Josh reached out to FCC Chairman, Ajit Pai, extending an invitation to attend our conference. Josh shared that when he attends "9-1-1 Goes to Washington," he always makes it a point to catch up with Chairman Pai. During his VIP Tour of the Sedgwick County Emergency



Communication Center, September 22, 2017, Wichita, Chairman Pai experienced firsthand how advanced Kansas is with Next Generation 9-1-1.

Document Management Tool. Josh shared that his team is working on NG911 document management plan and process to facilitate the control and retrieval of our program documents. In addition, we need to control the various revisions of our documents to ensure the latest version is being referenced.

8.3 Training Subcommittee Report

Lori Alexander reported that on April 1, 2020, we transitioned from the Knowledge Center platform for the Learning Management System to NEOGOV who acquired Firstnet Learning. We are now using the NEOGOV LEARN system. PSAPs have already accepted this new platform by signing up for a total of 392 courses since April 1, 2020. Both NEOGOV (17) and Council (4) have posted courses. In addition, RapidDeploy training materials have been posted on the NEOGOV LEARN platform for PSAPs admin and end-users. **ACTION** Lori to post RapidDeploy training videos. Michele Abbott added that with her experience with both the former platform and the replacement platform, the LEARN platform is far superior in terms of user friendliness. It is far easier to create and post training. She is very pleased with the additional functionality. In addition, NEOGOV customer service is very responsive and friendly. **ACTION** Lori and Ellen to prepare evaluation criteria in preparation for a final contract recommendation to the Council, on or before, October 5, 2020.

8.4 Text-to-911 Subcommittee Report

High School PSA Contest. Melanie Bergers shared that Kansas high schools were notified that the video contest was extended to March 20, 2020. Six videos were submitted. Videos will be located on a share-drive for viewing and voting. The Executive Committee voted Colby High School and Arkansas City High School tied for first place. Both will receive \$500.00 to their technology departments, an award plaque for the school and certificates of recognition for the students. Ft. Scott came in second place and will receive \$250.00, plaque and certificates. St. John High School and Lynn Public School High School will each receive \$100.00 to their video departments. Due to COVID, it was not possible to present the awards in person. Therefore, Scott Ekberg prepared a video mashup and Lori made a prerecorded video conference in order to have a virtual presentation to the schools in appreciation of their exceptional projects. All the schools were very enthusiastic for the opportunity. It allowed them to learn about text-to-911 and visit 9-1-1 centers to interact with dispatchers. Scott Ekberg played the video for the Council. Because the PSA contest was so successful and productive, the text-to-911 subcommittee is considering a similar activity this coming year perhaps focusing on RapidDeploy. **ACTION** Lori will post all videos as well as the mashup video to the Council website.

9 GIS Report

GIS data maintenance. Ken Nelson shared that for 2Q2020, 74 jurisdictions have submitted GIS updates, 33 jurisdictions have not yet responded. They have no concerns.

Orthoimagery Update. Ken shared that the renewal total cost was about \$1.65 M with \$145,00.00 cost sharing from the Kansas Department of Transportation (Traffic Records Coordinating Council, TRCC) and the Kansas Department of Revenue (Property Evaluation Division). The strategic plan is to refresh the imagery in three years which corresponds to a flying season end of this year or early next year to obtain leaf-off imagery. About 15 jurisdictions took advantage of our imagery buy-up agreement. Ken



highlighted some of the specification changes that the GIS Committee would like to see in the replacement contract since the current contract with Surdex expires July 31, 2020. Ken asked the Council to entertain a motion to move forward with an RFP for Orthoimagery. **MOTION** by Josh Michaelis for GIS Committee to initiate the RFP process with the intent of issuing a replacement imagery contract for approval by the Council. Robert Cooper seconded. No discussion. Motion carried unanimously.

9.1 Call Handling Mapping Solution Update

Eileen Battles presented updates on transition from Vesta Locate and RapidDeploy Radius Plus call handling mapping solutions. A Map Content Review Committee was formed to compile and review to ensure the quality of the map content. They are still supporting Vesta Locate for those users not yet migrated to Radius Plus. As PSAPs are migrated, the Vesta Locate NAS devices are being repurposed by the Tiger Team to be used as backup devices.

9.2 NG911 Program Portal Update

Eileen shared that the emphasis for the portal has been the development of automated tools for expenditure reporting by the PSAPs.

9.3 NG911 GIS Toolbox Update

Eileen reminded the Council that the Toolbox is the evaluation tool for the submittal of GIS data by the jurisdictions. April 24, 2020 was the last release of the Toolbox.

9.4 Outreach Activities

Eileen shared that there was a great turnout (almost 50 folks) at the last NG911 GIS User Group 2Q2020 webinar, June 4, 2020. The slides and webinar recording are posted on the Council website.

9.5 GIS Training Update

Sherry Massey shared that with the COVID situation, the GIS team has worked diligently to migrate from in-person training venues to virtual platforms (webinar). Sherry is moving the GIS Data Steward Class onto the LEARN platform. The GIS Data Maintainer Class for this year there will be an update session. She is soliciting questions from Maintainers. Then, Sherry will compile the questions with answers and make them available for download by Maintainers in a webinar update. Their goal is to have a full version of the class Data Maintainer Class available online near the end of this year.

9.6 Geospatial Call Routing Update

Sherry shared that the alignment of all GIS data stateside to meet the requirement of Intrado for their system has gone well. Only nine (9) jurisdictions have not completed the process. Of these final nine, six (6) have almost completed. The good news is that several PSAPs that are not on the hosted solution have voluntarily aligned their data.

10 Federal Grant Report

Sherry Massey shared that all the money of the Federal Grant has been allocated. Not all the projects have begun. The LCPA has been submitting to the national program for reimbursement. We have had more PSAPs pay their full bills, then request reimbursement, than originally anticipated. The LCPA has handled the additional paperwork very effectively. The Federal reimbursement is slow (within 4-6 weeks of reimbursement request). Since reimbursement requests are allowed only once a month.



11 Broadband Committee Report

Michele Abbott provided the crosswalk for the template design. She provided Rep. Carmichael an update on broadband and 911 aspects. FirstNet has taken a deep look at devices and continuity of emergency operational plans to ensure that they fall within the scope of the FirstNet Authority. Butler County appreciates the cooperation of the Council integrating the Butler trailer and COVID response.

Michele shared that 911 centers stood up a new protocol that they ask on any call that may be COVID-related to better prepare first responders in their response. Telehealth is a huge thing. Centers are looking at integrating telehealth to be more relevant.

Michele shared that Butler County is having good success by using a text-back on abandoned calls than a voice-back. They believe that callers are more prone to admit a mistake calling 9-1-1 by text-back.

Sen. Marci Francisco shared that section-18 of HB 2018 which was passed yesterday did update some of the first responder notifications and telemedicine provisions. Rep. Kyle Hoffman shared that it was not possible to change the designation of dispatchers in the final bill. He suggested that between now and next year, that emergency declarations should be worked. There are efforts to work with Kansas Division of Emergency Management (KDEM) as well in the near future.

12 Technical Committee

Hosted Solution. Phill Ryan shared that there 97 centers on the hosted platform to date. COVID slowed our progress somewhat but we have several due to migrate this coming month, and five scheduled for the next several months. And perhaps five more that could come on by end of year. We are running Motorola Vesta R7.2 and it is working well – very stable. We decide not to deploy R7.3 because that software update has little to offer us. Our policy is not to add software unless it adds value to our users.

i3 Call Routing. Geospatial call routing i3 capability is now on 55 sites. COVID slowed migrations to i3 call routing. The benefit of geospatial call routing is that call location is based on where the handset is rather than the wireless tower. However, it is incumbent on the wireless carriers (cell companies) to furnish the latitude and longitude data from the handset. So, we are waiting for the carriers to enable that coordinates.

RapidDeploy Radius Plus. We are using Radius Plus mapping to replace Vesta Locate map. We now have 55 sites on RapidDeploy. COVID slowed our migration plan. Radius Plus is far superior because it has so many other capabilities. Since it runs a separate network, from a security point of view that is advantageous. The call comes in on one network path, RapidDeploy comes in on another path. If for any reason the RapidDeploy network path is compromised, the call handling continues to work. In addition, the RapidDeploy is highly scalable. For example, we are hopeful that CAD may be able to roll out by the end of the year. RapidDeploy is a great partner. Scott Ekberg shared a real-life story that occurred during the Sumner County deployment of RapidDeploy.

A woman in a domestic violence situation made a 9-1-1 call. The call came into the dispatch center on a workstation that had not yet been converted to Radius Plus. The call was based on the location of the cell tower. First responders were sent to the tower location who started driving around the area trying to find the lady in distress. Obviously, there was a huge area to cover. And then, a dispatcher who had their workstation upgraded to Radius Plus, joined the call.



They were able locate the call within 18 feet. The first responders found the woman who was savagely beaten and were able to provide assistance. It was a happy ending to the case. The telecommunicator who was working the RapidDeploy position said this, "Without the new Radius Plus map, we would not have been able to locate the victim and get her the help she needed especially without having call back capability. This new technology no doubt saved this victim from further injuries and possibility saved her life."

Don Gruber shared that getting the callers call-back number is working intermittently. Scott mentioned that some locations have tower issues with the wireless carriers. Phill added that some locations have WiFi activated on their cell phones which provides strange data back to the center which is being investigated.

Text-to-911 via ESInet. The SMS text upgrade allows texts to go straight into ESInet which is far more reliable and refined.

ESInet Points of Interconnect. This is telco roll from the legacy tandem circuits to the ESInet Points of Interconnect (POIs). This new project will work with Local Exchange Carriers (LECs) to point to aggregation points rather than using the legacy tandems. There are over 100 LECs in Kansas. This will clean up our network design as well as speed 911 call-in time.

Security Subcommittee Update. On January 7, 2020, there was Security Subcommittee meeting to consider and review network penetration testing. They also reviewed a Vesta Call Logging interface from a security perspective. On January 24, 2002, the Council approved penetration testing. **ACTION** Phill to update the Council on penetration test results at next Council meeting. In November 2020, the Security Subcommittee will have its annual security review.

13 Program Management Report

Randall reported that the program is on schedule, in budget and performance is compliant. There is one escalation which is likely to clear the first week of July – the filling of all seats on the Council. It is an escalation because we need the wisdom and guidance on the Council. COVID delayed appointments by the Office of the Governor; but they are coming.

14 New Business

Angie Murphy, President Kansas APCO, shared that APCO and NENA leadership is seeking clarification on where public safety telecommunicators fit into the Emergency Management Act as it relates to the COVID response in times of intense personal crisis. Federal, state, and local guidance are not currently aligned. For example, other first responders know that by definition they are included in the act. 911 telecommunicators are not specifically identified in the act. In this regard, Kansas APCO and NENA prepared a letter which recommends clarification of definitions in paragraph 48-949 Definition of the Emergency Management Act to include correction officers as well as public safety telecommunicators. **ACTION** Scott Ekberg will send the letter to Council members. Kansas APCO and NENA is asking the Council to join with them in preparation for future emergencies such as a second wave of COVID or civil unrest activities. Angie asked Don Gruber, President Kansas NENA, to offer his insight.

Don Gruber, President Kansas NENA, shared that efforts are under way at the federal level to reclassify telecommunicators to establish whether they are included as first responders so that the state is more



aligned with the national movement. For example, some agencies were told they could not get priority testing for COVID for dispatch staff because they were not “essential.” Don stressed that if coronavirus gets into a center, consider how devastating that would be... who is going to answer 9-1-1 calls. His request, as is Angie’s request, to collaborate to introduce legislation next session.

Chris Davis, Director 9-1-1 Butler County, shared that he too supports change in legislation.

Elora Forshee, Director 9-1-1 Sedgwick County, shared that her team was not eligible for things such as childcare whereas other departments were given considerations. In addition, protests have turned violent in downtown Wichita with threats to 911 locations which force dispatchers to evacuate. She mentioned that it is appropriate to provide telecommunicators with the benefits and the recognition they deserve.

Roxy Van Dundy, Director 9-1-1 Lyon County, speaking on behalf of counties hit hard in meat packing plants and other factory settings, mentioned how hard they have been hit by COVID. Consequently, the risk of her telecommunicators becoming infected is high. Her rapid testing request to KDEM was denied because they were not identified as essential. Roxy mentioned that 911 managers should be supported and not have to beg for support and help.

Johnathan York mentioned that the Emergency Management Act is only enacted during a state disaster declaration, and therefore, the provisions of Act only apply during the declaration. Definitions under paragraph 48-949 only changes the meaning of definitions during the declared disaster.

Sen. Marci Francisco appreciates the concern and wonders if the Council would entertain an executive order by the Governor to address the issue rather than waiting to exact legislation next year. Kathy Kuenstler mentioned that she believes the Governor’s Office was approached about reclassification of telecommunicators, but that she was fully focused on the pandemic, and such topics would have to wait to be heard. Scott affirmed Kathy’s understanding. He added that due to the bill passed yesterday, June 4, 2020, the Governor was prohibited from making additional executive orders during the COVID crisis until September 2020. Kathy Kuenstler shared that Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) issued guidance on essential workforce, May 19, 2020. They consider PSAPs as critical infrastructure. Kathy fully supports the efforts of Kansas APCO and NENA.

Sen. Francisco suggested that she and Rep. Hoffman might approach the Governor to explore what could be done through executive order in a bipartisan effort. Then, the legislative members of the Council could collaborate to reach out with a joint letter to the State Finance Council (SFC). Rep. Hoffman supports Sen. Francisco’s suggestion. He shared that there just was not enough information or time to implement something through the bill. He thinks it is a KDEM problem. He suggests that if we can get the Governor to work with KDEM, it might be possible to solve the issue without executive order. If not, then request an executive order. He does not believe that the bill restricts all executive orders during the COVID pandemic. Rep. Hoffman is not against the joint letter proposed by Kansas APCO/NENA; but nothing will happen until session January 2021.

Jonathan York mentioned that the Revisor of Statute stated that the Heroes Relief Fund, Family First Act, states that local jurisdictions can designate individuals as first responders, emergency responders. Therefore, he does not believe that KDEM can do on their own since the authority is given to local jurisdictions.



Don Gruber mentioned that the consensus is that in Kansas there is no overarching definition of a “first responder.” Rep. Hoffman shared that the legislature was reluctant to change the definition without understanding the implication to other factors such as Kansas Public Employees Retirement System (KPERs). Don mentioned that the goal is not to necessarily get pay raise or more benefits; but rather to gain clarity of role and responsibilities.

Josh Michaelis mentioned that in his opinion classification of first responders and impact is a local decision such a city council, or county commissions. Nevertheless, making a change at a state level has positive aspects especially regarding disaster situations.

Chief Heitschmidt asked Angie Murphy if her letter requests a change in definition to the Kansas Emergency Management Act 48-949. Angie answered in the affirmative. That the mission of Kansas APCO/NENA is not looking long term about other definitions or impact to reclassification. But rather to ensure that during a state emergency declaration, telecommunicators would be included. Any long-term changes would need to be addressed during the legislative session. So, there are two separate topics.

Rep. Kyle Hoffman supports the Council co-signing the Kansas APCO/NENA letter and sending it to the Governor, and [party] leadership. Chief Heitschmidt asked if there was anyone on the Council prepared to make a motion. **MOTION** by Kathy Kuentler that the Council should fully support the Kansas APCO/NENA effort and sign the letter. Josh Michaelis seconded the motion. Sen. Francisco asked to whom the letter will be sent. Kathy Kuentler amended her motion that the letter be sent to Sen. Francisco, Rep. Hoffman and the others mentioned. Josh Michaelis stated they he would like to define the “others mentioned” as the leadership of both the Senate and the House. Sen. Francisco added that “others, and leadership” include the other members of the legislature that sit on the Council [Sen. Rick Billinger, and Rep. John Carmichael]. Kathy and Josh agreed. Motion carried unanimously with Jonathan York requesting that his vote be marked as “present” since this is a topic connected to the Kansas Adjutant General’s Department.

Michele Abbott asked Jonathan York to whom a PSAP should go to with an immediate need for input or response for clarification. Jonathan stated that the PSAP should go to the respective county emergency manager for a response issue or question, or work through their county counselor or pose a question to the State Emergency Operations Center (SEOC) for clarification. Chief Heitschmidt asked Jonathan who at the SEOC should be contacted – Emergency Support Function Level 2 (ESF2) or other. Jonathan stated that they first contact the county emergency manger, then the county emergency manger would contact the SEOC. Then, depending on the need, the request would be routed internally. For example, if it were a logistical issue, it would go to logistics and may be sent to another ESF that may not be emergency support function for communication. Heitschmidt inquired if questions concerning dispatchers or PSAP operations go to ESF2 or some other designation. Jonathan mentioned that something regarding PSAP specifically, yes most likely it would go to ESF2. If it was something regarding a legal interpretation, then it would go to legal counsel.

15 Motion to Adjourn

Next Council meeting, August 21, 2020, Statehouse, Topeka, depending on COVID restrictions.

Motion by Sheriff Troy Briggs to adjourn the meeting. Motion seconded by Kathy Kuentler. Carried.