



# THE KANSAS 9-1-1 COORDINATING COUNCIL

## Welcome

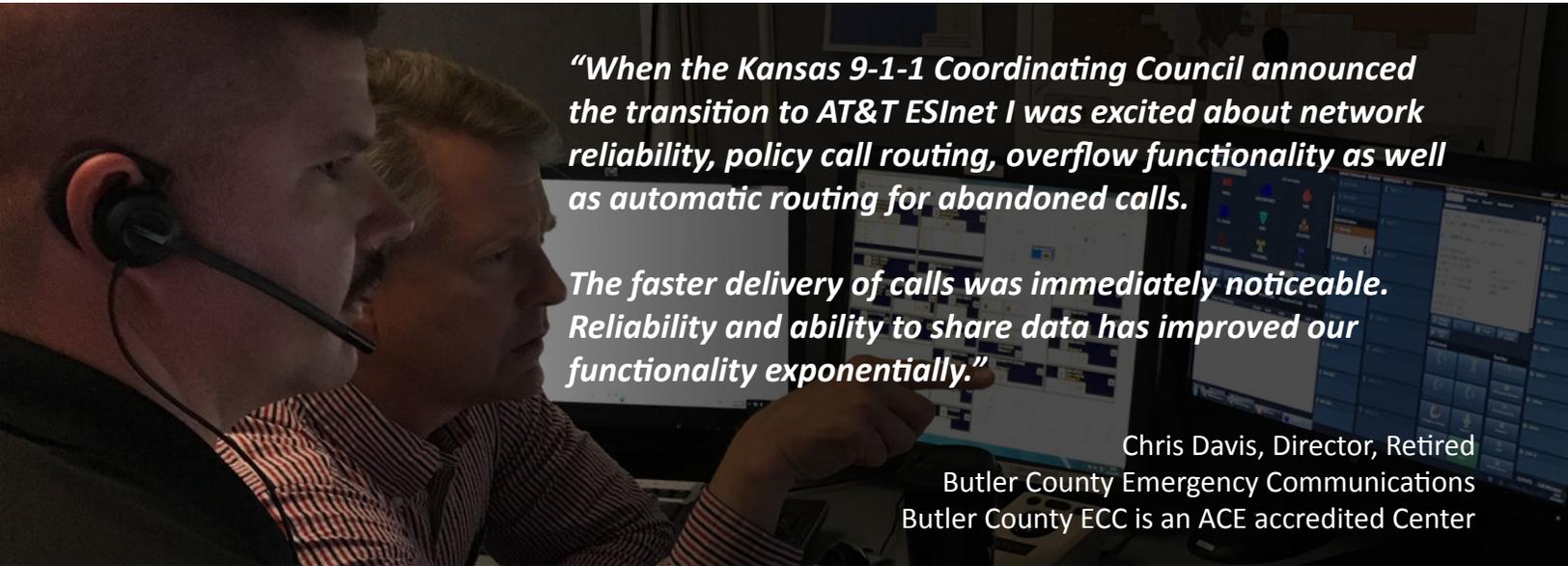
Welcome to the first edition of the Kansas 9-1-1 Coordinating Council Quarterly Newsletter in which you will find a review of who we are and the status of the Next Generation 9-1-1 (NG9-1-1) program. In future editions we will provide updates on program enhancements as well as road-map expectations. You will also learn about how our professional partnerships with AT&T and RapidDeploy impact our daily operations.

## Mission Statement

To serve Kansas Public Safety Answering Points (PSAPs) by implementing a coordinated, sustainable and comprehensive NG9-1-1 service that responds anytime, anywhere, from any device in order to realize the full potential for 9-1-1 to provide public access to emergency services.

## How Far We've Come

Just a few short years ago, in 2015, Kansas joined a very select group of public safety leaders in the country, when we inaugurated the Next Generation 9-1-1 (NG9-1-1) platform. Not only did it replace a technology that was some 40 years old, but once fully implemented, NG9-1-1 has allowed our citizens to make emergency 9-1-1 phone calls and texts, and will soon allow citizens to send photos and videos to our PSAPs. Thanks to the enhanced mapping, and GIS capabilities of NG9-1-1, our PSAPs and first responders have better situational awareness and ultimately, save more lives when seconds count the most.



*“When the Kansas 9-1-1 Coordinating Council announced the transition to AT&T ESInet I was excited about network reliability, policy call routing, overflow functionality as well as automatic routing for abandoned calls.*”

*The faster delivery of calls was immediately noticeable. Reliability and ability to share data has improved our functionality exponentially.”*

Chris Davis, Director, Retired  
Butler County Emergency Communications  
Butler County ECC is an ACE accredited Center

## Our Council

The Kansas 9-1-1 Coordinating Council was created by The Kansas 9-1-1 Act. Currently, the Council is tasked with monitoring the delivery of NG9-1-1 services, and developing strategies for future enhancements to, the Kansas 9-1-1 system. The goal of the Council is to serve Kansas PSAPs through the implementation of a coordinated, sustainable, and comprehensive NG9-1-1 service — one that can respond anytime, anywhere, and from any device — in order to provide public access to emergency services, and to help enhance public safety in the state of Kansas through statewide access to all NG9-1-1 services.

## Sharing the System

NG9-1-1 operates most efficiently, and cost-effectively, as a shared system used by a large number of PSAPs. The hosted solution can be shared across the PSAPS in Kansas, 107 Kansas PSAPS, including 4 backup centers have elected to use the system.

The Council has implemented a statewide network utilizing MPLS technology across a high-speed digital IP network that interconnects two geographically diverse data centers to over 100 PSAPs across Kansas. In addition, each PSAP has a backup network connection using either LTE technology or T1s to enhance resiliency within the network.

Additionally, the geographically diverse data centers will house all call handling hardware, while the workstations to access this backroom equipment will be placed in the PSAPs themselves. This will allow them to share the equipment, thus eliminating the cost of purchasing, installing, and maintaining it at each PSAP.

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## AT&T ESInet™ Service

AT&T ESInet Service combines a highly resilient IP network and NG9-1-1 functional standards in a fully managed service, complete with a full suite of advanced features and tools. AT&T ESInet was built as a public-safety grade solution, featuring AT&T-owned, multiple-core call-processing data centers—located throughout the country, and secured through an in-depth security strategy.

### AT&T ESInet:

- Provides NG9-1-1 call routing with an AT&T highly secure, MPLS private network (AVPN) to reliably deliver emergency calls over IP
- Has been built according to stringent design specs, with increased resiliency and expanded capacity, based on decades of 9-1-1 carrier experience
- Delivers a consistent, reliable experience to our customers nationwide, to create standard and predictable provisioning, and to implement processes to reduce deployment cycle times

## Advantages of NG9-1-1 and ESInet

NG9-1-1 and ESInet come with considerable advantages, allowing callers to use virtually any device when contacting 9-1-1. The ability to utilize near-real-time data, made possible by utilization of IP networking, will provide call takers with actionable intelligence prior to dispatching first responders. Additionally, since NG9-1-1 is built on an IP network, the future for analytics and other data provided by the Internet of Things (IoT) and Smart Cities applications will be brought into the PSAP.

Another key advantage of NG9-1-1 is the ability for a PSAP to transfer 9-1-1 calls to other PSAPs, and have the location information and other critical data transfer along with the call. This means call takers can take swifter action, with pertinent information on hand when the call arrives. NG9-1-1 will also allow agencies to use their GIS data to enhance location validation, and increase call routing accuracy. Soon, it will even be possible for agencies using NG9-1-1 to geo-fence special events, or disaster-impacted areas, leveraging GIS data to route calls, including alternate routing with Policy Routing Functions (PRF.)\*

\*PRF is routing capability with AT&T ESInet™

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618 Commercial St. Emporia, Kansas, P.O. Box 842

Michele Abbott  
Communication | Training Coordinator  
michele.abbott@kansas911.org

www.kansas911.org

