

# THE KS COLLABORATION



911 Quarterly Newsletter  
KS911 Coordinating Council/KS APCO/KS NENA



## WHAT3WORDS

How to use what3words for your venue or event what3words is a really simple way to communicate any precise location.

- Every 3 meter square in the world has been given a unique combination of three words: a what3words address. There are plenty of ways that it can be utilized by event organizers and venues to benefit fan experience and event operations. Here are just a few...
- Help people find your pop up venue If you have an event in a temporary structure you can help attendees, staff, artists, and vendors find it quickly and easily by sharing the what3words address.
- Make entrance gates easy to find If you have an event in a park or large outdoor area, you can share the what3words address of the entrance gates to help navigate fans into the event safely. You could do the same for backstage entrances and load in areas too.
- Help fans find their way onsite If your event is in a large space with multiple areas, a what3words address can help fans find the nearest toilet, ramps and lifts for disabled access, water points, emergency exits, food and bars, VIP areas, merch stalls, stages, camp sites, car parks and more.
- Assist security and medical teams Communicate the exact location of an incident to help security and medical teams to get there as quickly as possible.

In Kansas most Emergency Services can use what3words to locate 911 callers and coordinate a faster response.

How to set up and promote your what3words addresses, find the location using the what3words map or app and add your what3words address eg. ///limit.broom.flip to your communications to fans, vendors, artists and the like.

Contact **what3words** if you would like to add your what3words addresses to your venue or event communications on Ticketmaster. To see how other event organizers are using what3words, click [here](#).

## WHAT'S INSIDE THIS ISSUE?

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# KS911 Coordinating Council

## Program Updates

On June 11, 2021, the KS 911 Coordinating Council had their regular quarterly meeting via web conference. During that meeting the Council took the following action:

**1.State Grant Fund Award Policy** – The Council approved the proposed policy in regarding grant awards from the State Grant Fund. Because of the limited amount of funding that is generated by the \$.01 fee distribution to the grant fund, the Council is limiting the availability of these grants to emergency equipment replacement projects, where a PSAP lacks budget authority or other means to replace a piece of necessary 911 related equipment during a budget year. As the funds accumulate in the grant fund, the Council will revisit the policy and look to expand the allowable projects. When the application process is completely built in the portal we will let you know the submission process is open.

**2. Automatic Abandoned Callback (AAC)** – The Council approved funding for adding AAC to the statewide call handling system. This Vesta feature automatically calls back callers who abandon their 911 call before answer in the PSAP. The system calls the abandoned caller back and uses a recorded message to inquire as to whether there is an actual emergency or if the call was made in error. Based on the caller's response to the message, the call is either directed back to a 911 queue or terminated. This feature will be made available to all PSAPs that wish to use it. The cost will be a one-time cost based on the number of primary seats that a PSAP has and a recurring, not-to-exceed cost for the voice trunks that will be used to place the outbound calls. The more PSAPs that participate, the lower the recurring cost will be. If you would like to access the AAC feature, contact Scott Ekberg, NG911 Administrator [scott.ekberg@kansas911.org](mailto:scott.ekberg@kansas911.org) for pricing and further information.

**3.AVPN Bandwidth Increases** – As a temporary fix to the bandwidth issues that have arisen with RapidDeploy, the Council authorized expanding all PSAPs that currently are served by fiber, AVPN circuits, with bandwidth of less than 10Mb, up to 10Mb. The \$160,000 cost of this bandwidth increase will be borne by the Council. The port upgrades have been ordered and are expected to be complete within the next couple of weeks. Once the upgrades have occurred, the network management team will have to touch each of the routers in the PSAPs to implement the change. This will take a few days to complete. Bottom line, within the next 3 to 4 weeks, you should see a significant increase in the performance of your RadiusPlus map. Unfortunately, those of you that are served by a T1 connection to the host, are not able to be upgraded at this point, but if you are served by a T1, please see the next item.

**4. Migration of network from AVPN to ASE** – The Council approved the migration of the call handling network from AVPN to AT&T Switched Ethernet (ASE) if we can make the migration at a cost not to exceed 5% of the current network. ASE will allow us to replace all T1 connections in the network with fiber circuits, and will allow us to increase bandwidth for all PSAPs on the system. Additionally, ASE offers 15 points of interconnect with the network, as opposed to four with AVPN. This allows us to make our connections to PSAPs more diverse from one another, so that we do not have groups of PSAPs in the same area effected by fiber outages. Bandwidth increases become more real time with ASE, and we are also investigating additional backup options in addition to LTE. The Council authorized the implementation at a cost not to exceed current network charges, plus 5%.

**5. Addition of a 3rd Host to the system** – The Council approved funding for the addition of a third host to the system. This would provide host redundancy for our large PSAPs that cannot effectively roll their calls to another PSAP due to call volumes that would overwhelm their neighboring PSAPs. 3rd Host redundant connectivity will be limited to PSAPs with five or more seats. This will give those PSAPs the ability to select between their current primary host and the 3rd host in the event of the loss of a host or the evacuation of one of these PSAPs. Additionally, we will be migrating a handful of PSAPs to the 3rd host as their primary host to ease capacity on the Wichita host, which is currently running near full capacity. The addition of the 3rd host should have no impact on call transfers, or any other functionality of the Vesta system. Cost for those eligible agencies that wish to take advantage of the 3rd host redundancy will be \$2,000 per primary seat, per year.

# KS911 Coordinating Council



## **X**RapidDeploy

**RapidDeploy** is looking to collect stories describing how PSAPs have used RadiusPlus to assist the public. Working with the marketing team, they will publish one story a week on social media. They will mention the state the story takes place, but not the provider of the story or the PSAP. They are looking to start sharing stories the week of May 24, 2021.

If the story provider wouldn't mind being interviewed for an official post that would be great too. Rapid Deploy will also provide lunch to the PSAPs with stories officially posted to social media. Please send your success stories to Ronnie Miller, Customer Success Manager at [Ronnie.miller@rapiddeploy.com](mailto:Ronnie.miller@rapiddeploy.com).



The **Kansas 911 Coordinating Council** is always looking to collect any 911 related success stories in effort to promote local 911 heroes. If you have something to share, please email Michele Abbott, Communications/Training Coordinator at [michele.abbott@kansas911.org](mailto:michele.abbott@kansas911.org).



Please share the upcoming **Frontline Dispatcher Call** with your staff. We love talking to PSAP Directors but also want to provide a platform for frontline staff to collaborate, so we respectfully ask that managers/directors not attend the frontline call.

### **FRONTLINE DISPATCHER CALL**

**Bi-Monthly Call**  
**July 22<sup>nd</sup> @ 2p.m.**

PSAP Frontline Dispatchers Roundtable Discussion  
Please join my meeting from your computer, tablet or smartphone.  
<https://global.gotomeeting.com/join/438268621>

You can also dial in using your phone.  
United States (Toll Free): [1 866 899 4679](tel:18668994679)  
United States: [+1 \(571\) 317-3116](tel:+15713173116)



### **SAVE THE DATES**

<b>September 1st</b>	<b>APCO Flash Day Sale</b> (register for fall conference and save \$\$)
	<b>** Fall APCO</b> is co-hosted with the <b>KS 911 Coordinating Council</b>
<b>October 19th</b>	KS 911 Coordinating Council <b>Admin Day</b> - Salina, Hilton Garden Inn
<b>Nov 8-10</b>	<b>APCO Fall Conference</b> - Co-hosted with the KS 911 Coordinating Council in Manhattan, Hilton Garden Inn

# NEW PSAPS JOIN



## DOUGLAS #100

*Directory Tony Foster and Douglas County Emergency Communications are the 100th Primary PSAP on the KS911 Coordinating Councils hosted solution. Assistant Director Jeremy Rabb and Director Foster were looking for enhanced 911 technology and the ability to transfer calls to other agencies when needed. Cost savings and additional functionality made the decision easy.*

## DONIPHAN #101

*Sheriff Chad Clary & supervisor Becky Keller are photographed to the right, they were both very happy to be getting on the new KS hosted system.*

*The ESInet and configuration of the VESTA call handling software improving their call handling experience. The addition of RapidDeploy RadiusPlus which includes What3Words, Rapid Locate and text translation additional new functionality for Doniphan.*



**WELCOME**

### DONIPHAN COUNTY/911

#101  
PRIMARY PSAP  
KS911 HOSTED SOLUTION  
MAY 4TH, 2021



05/25/2021

## COFFEY COUNTY

Joins the KS911 Hosted  
Solution  
#102 Primary PSAP



## COFFEY CO. #102

*Coffey County 911 joined 101 other Kansas 911 Centers on the Kansas Statewide Hosted Solution. Dispatch Supervisor Dawn Moody had experience on the hosted solution before working at Coffey County and was excited to bring it to Coffey. Sheriff Tom Johnson said he was "proud of the growth and expansion of their 911 services and ecstatic that they would save the citizens money by utilizing this new technology".*



# NEW PSAPS JOIN



## JUNCTION CITY #103

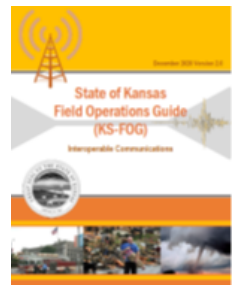
Dispatch Director Sharon Riley with dispatcher Kim Kerry on install and cut day at Junction City PD. Sharon reports -- "our agency was overdue for an equipment upgrade with our 911 phone system. It was outdated and lacked many of the features the state hosted solution offered. We were eager to jump on board for the text messaging, Rapid Deploy and the language translation."

"Since we made sure the templates resembled our old template the users have transitioned well and we haven't had any major issues yet."



**KU Public Safety is #1.**

The First University/College to join the hosted solution. Director Kevin Meis is excited to have the additional functionality. KU public safety partners with Douglas County.



## ESF-2 updates

### Office of Emergency Communication

Both the **Mutual Aid Reference Guide** and the **KS-FOG** have been updated to include the new template for **KSICS and crosswalk** from the old template. Printed versions are now ready for distribution and will be available on request. [jimmy.l.ellisjr.nfg@mail.mil](mailto:jimmy.l.ellisjr.nfg@mail.mil).

Additionally the Kansas eFOG will be available to download later this summer.

The eFOG will have contact links and information that will provide all Communication professionals a digital app for your device.

Emergency Communication Staff are available for in-person training and are scheduling COMU courses for FALL 2021.



**ROCK CHALK  
JAYHAWK**

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## by President Angie Murphy

After many years of hard work, and a tumultuous year of uphill battles, the Kansas Chapters of Association of Public-Safety Communications Officials (APCO) and National Emergency Number Association (NENA) are elated that public safety telecommunicators, are finally receiving the dignity and respect they justly deserve. Public Safety Telecommunicators include 9-1-1 call takers and emergency dispatchers and are the first emergency responder to nearly every emergency.

In March 2021, HB2435, which spoke to the inclusion of Public Safety Telecommunicators in the definition of emergency responders alongside other heroes in public safety like Law Enforcement, Firefighters, and Emergency Medical Technicians/Paramedics, was introduced in the House Appropriations Committee. Concurrently SB40 which would amend the definition of "emergency responder" in the Kansas Intrastate Emergency Mutual Aid Act to include 911 call center public safety telecommunicators was on the floor. Subsequently SB40, received the Governor's signature on March 25, 2021 making Public Safety Telecommunicators officially Emergency Responders in Kansas.

"The last year has come with challenges, fear, and frustration for all, and 911 Public Safety Telecommunicators are no exception. While the job itself is stressful, COVID has forced many Public Safety Answering Points (PSAPs) to work shorthanded, change call-taking protocol, and 911 saw an influx of calls which challenged capacity," the Kansas APCO President Angela Murphy said after the bill was passed.

Are you going to APCO International 2021 Conference in Texas? The Kansas Chapter of APCO is organizing a "Kansas night out" while in San Antonio for our members and their families. Please watch our website and Facebook for more details on how you can participate.

Kansas is fortunate to have several Shooting Stars and the Kansas APCO Chapter wants to help you celebrate these heroes. If a public safety telecommunicator has performed an exemplary call or one of your employees has received an award, is retiring after years of service, or received a promotion please visit the KS APCO website and submit a request for us to help honor your employee on Facebook and our website <https://ksapco.org/kansas-911-shooting-stars/>.

Kansas APCO is excited to provide virtual training for PSAPs on June 30th. More information can be found at <https://www.crowdcast.io/e/kansasapcotd/register>. If you cannot make the training – it will be recorded and available for replay anytime.



Leaders in Public Safety Communications

**Kansas APCO Chapter**

## **EMERGENCY RESPONDER Classification**

**"SB40, received the  
Governor's  
signature on March  
25, 2021 making  
Public Safety  
Telecommunicators  
officially  
Emergency  
Responders in  
Kansas. "**

KS Chapter of APCO  
President - Angie Murphy

## Training Resources & Save the dates - APCO Secretary Becky Snook

Kansas APCO 2021 Spring Virtual conference replay can be found at <https://www.crowdcast.io/e/kansas-apco-2021> You can watch in replay at any time.

June Virtual Training day (June 30th) can be found [here](#) and watched in replay at any time.

NENA National conference July 24th-29th in Columbus, Ohio. Registration is [here](#).

APCO International Conference is August 15th-18th in San Antonio, TX. Registration is [here](#).

Kansas APCO August training day August 25th on Crowdcast.

Kansas 911 Coordinating Council Admin Day is October 19th, 2021 in Salina, KS.

Kansas APCO Fall Conference will be November 8th-10th in Manhattan, KS. Conference page is [here](#) and registration will open September 1st, 2021.

Kansas Shooting Star submissions can be found at <https://ksapco.org/kansas-911-shooting-stars/>



Leaders in Public Safety Communications

### Kansas APCO Chapter

KANSAS APCO + KANSAS 911

We can't wait to see you in person at  
APCO'S FALL 2021 CONFERENCE  
NOVEMBER 8-10 IN MANHATTAN

**FLASH DAY  
SEPTEMBER 1ST**

KEYNOTE SPEAKERS

ADAM TIMM  
&  
ANA CHRISTINE HICKS

Follow us on Facebook @ Kansas Chapter of APCO for information and updates. Or check out our website [ksapco.org](https://ksapco.org)

**APCO Training Day**  
June 30th  
9am-5pm CT  
**Free & Virtual**

TRAINING DAY LINE-UP

- Elora Forshee- servant leadership
- Cassie McManigal- mental health
- Kelly Chess- 1st party suicidal callers

KHP- tips & tricks  
KHP- audit procedures  
National Weather Service

Go to [www.ksapco.org](https://www.ksapco.org) to register

KANSAS APCO  
Leaders in Public Safety Communications

WITHIN THE TRENCHES ME



National NENA will be held July 24-29th, in Columbus OH. Kansas NENA will be at the Kick Off Celebration on July 25th and would LOVE to meet up with other members.

Kansas NENA is looking to host further roundtables via Facebook Live and would love volunteers to host or co-host, as well as topic ideas.

Roxy Van Gundy, ENP, RPL  
President, Kansas NENA Chapter