



Kansas 9-1-1 Coordinating Council

Meeting Minutes

Friday, January 22, 2021, 9:00 A.M. - web conference

1 Call to Order

Chief Dick Heitschmidt, Chairman, called the Kansas 911 Coordinating Council ("Council") to order at 9:00 AM, January 22, 2021. Afterwards, in a statement, he affirmed that the Council adheres to Kansas Open Meetings Act (KOMA) requirements.

2 Roll Call

Chief Heitschmidt asked Gayle Schwarzrock, LCPA Assistant, to call the roll.

Note: some Council members joined after the initial roll call; alternatively, some may have left the meeting before adjournment. Therefore, some motion roll call votes may reflect differing roll call.

Council Members in Attendance:

- Voting Members Present
 - Melanie Bergers, PSAPs with more than 75,000
 - Senator Rick Billinger, Appointed by the Senate President
 - Sheriff Troy Briggs, Kansas Sheriff Association
 - Robert Cooper, Kansas Commission for the Deaf and Hard of Hearing
 - Senator Marci Francisco, Appointed by the Senate Minority Leader
 - Chief Jerry Harrison, Kansas Association of Chiefs of Police
 - Kathy Kuentler, Kansas APCO
 - Sherry Massey, PSAPs with less than 75,000
 - Chief Robert McLemore, Fire Chiefs Association
 - Josh Michaelis, PSAPs with less than 75,000
 - Brooks Werderski, Government IT
 - Ellen Wernicke, PSAPs with more than 75,000
 - Jonathan York, Kansas Adjutant General

Voting Members Absent: Jac Brown, Representative John Carmichael, Representative Kyle Hoffman, Nick Robbins.

- Non-voting Members Present:
 - Chief Terry Clark, Chief of Police, Potawatomi Tribal Police
 - David Cowan, League of Kansas Municipalities
 - Jerry Daniels, Kansas Association of Counties
 - Mike Daniels, Mid-America Regional Council
 - John Fox, Local Exchange Carrier with more than 50,000 line
 - Patrick Fucik, Large Wireless Providers
 - Robert McDonald, Rural Independent Telecom. Providers
 - Ken Nelson, Kansas GIO/GIS



- Elizabeth Phillips, Public Safety Assistant Director KU
- Sarah Spinks, Kansas Office of IT Services (OITS)
- Mark Tucker, VoIP Providers

Non-voting Members Absent: none.

Also, in Attendance: Michele Abbott, Dustin Alexander, Lori Criqui, Eileen Battles, Kathleen Becker, Kate Beinecke, Scott Boden, Scott Ekberg, Elora Forshee, Brandy Grassl, Carol Dold-Harris, Chief (Ret) Dick Heitschmidt, Ken Larkin, Steven Mailand, Angie Murphy, Braden Perry, Phill Ryan, Gayle Schwarzrock, Pat Thetford, Brent Trease, Justin Vaughn, Randall White.

Scott Ekberg disabled video conferencing chat feature in compliance with KOMA.

3 Executive Committee Report

Chairman Heitschmidt called on Justin Vaughn, Area Manager 911, AT&T, to brief the Council on the NG911 event of November 29, 2020. Justin introduced Kate Beinecke, Director of 911 Service Management, AT&T, and Ken Larkin, Kansas 911 Service Executive, AT&T. Kate explained with details that the event was a type of perfect storm of three events occurring simultaneously. **ACTION** Scott Ekberg to furnish summary of event to Council members and PSAP directors next week. [*action item closed*]

Chairman Heitschmidt advised the Council that Council member, John Fox, Regional Sales Manager of Public Sector, AT&T, is accepting another position within AT&T and, therefore, must step down from his position on the Council. Chief Heitschmidt thanked John for his many years of service to the Council. On behalf of the Council, Chief Heitschmidt wished John all the best in his new position. Chief Heitschmidt mentioned that AT&T is submitting candidate applications to the Governor's Office of Appointments for replacing John to represent Local Exchange Carriers having more than 50,000 lines.

4 Meeting Minutes for December 11, 2020

Chairman Heitschmidt presented the December 11, 2020, meeting minutes for discussion and approval. No questions were raised. Braden Perry, Council attorney, advised that under rules of governance, if there is a quorum, then majority voting is allowed. **Motion** to accept the December 11, 2020, Minutes made by Sherry Massey; seconded by Brooks Wederski.

Voting Members	Yea	Nay	Abstain
Melanie Bergers	X		
<i>Senator Rick Billinger</i>			
Troy Briggs	X		
<i>Jac Brown</i>			
<i>Representative John Carmichael</i>			
Robert Cooper	X		
<i>Senator Marci Francisco</i>			
Jerry Harrison	X		
<i>Representative Kyle Hoffman</i>			
Kathy Kuenstler	X		
Sherry Massey	X		

Robert McLemore	X		
Josh Michaelis	X		
<i>Nick Robbins</i>			
Brooks Wederski	X		
Ellen Wernicke			X
Jonathan York			X
tally 9 0 2			
VOTE FOR: December 11, 2020			
Meeting Minutes			
MOTION BY: Sherry Massey			
SECONDED BY: Brooks Wederski			
MOTION: carried.			

Note: Ellen Wernicke and Jonathan York abstained since they were not able to attend meeting, December 11, 2020.

Chairman Heitschmidt confirmed and advised the December 11, 2020 Minutes are **approved**.

5 LCPA Financial Report

Kathleen Becker presented the Financial Report.

Balance Sheet. Kathy pointed out one correction on a labeling of an account under Cash. The 911 Grant Money Market should be Operations Money Market. Everything is in order.

Summary Sheet. This covers 11 months of the current fiscal year. Operating Expense is at 0.84%, well below the 2.0% cap of statute. Financials are fully in order.

State Fund. Financials are fully in order.

Operations Fund. Financials are fully in order.

State Grant Fund. Continues to grow, and fully in order.

Federal Grant Status. We requested that the federal grant program office reimburse our grant money. We are hopeful that the money will be deposited in our account by next meeting.

Motion to approve financial report made by Bob McLemore, seconded Ellen Wernicke.

Voting Members	Yea	Nay	Abstain
Melanie Bergers	X		
<i>Senator Rick Billinger</i>			
Troy Briggs	X		
<i>Jac Brown</i>			
<i>Representative John Carmichael</i>			
<i>Robert Cooper (no response)</i>			
<i>Senator Marci Francisco</i>			
Jerry Harrison	X		
<i>Representative Kyle Hoffman</i>			

Kathy Kuenstler	X		
Sherry Massey	X		
Robert McLemore	X		
Josh Michaelis	X		
<i>Nick Robbins</i>			
Brooks Wederski	X		
Ellen Wernicke	X		
Jonathan York	X		
tally	10	0	0
VOTE FOR: Financial Report MOTION BY: Robert McLemore SECONDED BY: Josh Michaelis MOTION: carried			

Note: There was no response by Robert Cooper presumably due to technical difficulties.

Chairman Heitschmidt confirmed and advised the Financial Report is **approved**.

6 Administrator Report

Scott Ekberg presented the Administrator Report.

Council Handbook. Scott inquired of the Council if there were any inquiries or questions regarding the Council Handbook. There were none.

Strategic Plan. The Strategic Plan for 2021-2023 was presented at the last meeting and members were asked to review it and advise of any questions or concerns. There were none. **Motion** to approve the Strategic Plan for 2021-2023 was made by Bob McLemore, seconded Sherry Massey.

Voting Members	Yea	Nay	Abstain
Melanie Bergers	X		
<i>Senator Rick Billinger</i>			
Troy Briggs	X		
<i>Jac Brown</i>			
<i>Representative John Carmichael</i>			
<i>Robert Cooper</i>			
<i>Senator Marci Francisco</i>			
Jerry Harrison	X		
<i>Representative Kyle Hoffman</i>			
Kathy Kuenstler	X		
Sherry Massey	X		
Robert McLemore	X		
Josh Michaelis	X		
<i>Nick Robbins</i>			
Brooks Wederski	X		
Ellen Wernicke	X		



Jonathan York	X		
tally	10	0	0
VOTE FOR: Strategic Plan 2021-2023			
MOTION BY: Robert McLemore			
SECONDED BY: Sherry Massey			
MOTION: carried			

Note: There was no response by Robert Cooper presumably due to technical difficulties.

Chairman Heitschmidt confirmed and advised the Strategic Plan 2021-2023 is **approved**.

KAR Status Update. Several KARs were submitted for publishing. It is a multi-step process:

1. approval by the Director of Budget, then
2. Department of Administration (DOA), and finally
3. Attorney General's Office (OAG).

Scott worked with DOA to get our KARs drafted for their approval. Once that was completed, the KARs went to the OAG. They approved the first KAR which was repealing an existing KAR and disapproved all others. The process now must start again. The KARs have been submitted to the DOA for an informal review. Scott will work on getting the KARs edited and presented again back to the Director of Budget and finally back to the OAG.

Legislative Report. Scott received the final Root Cause Analysis (RCA) for the 911 event of November 29, 2020. He will draft language and incorporate in the Legislative Report for 2020, as approved at the last Council meeting. Then, Scott will submit the Legislative Report to the Chairs of the Senate and House Utilities Committees.

Status Reports. Scott presented status reports comparing data for 2019 and 2020 for wireless calls, text-to-911, text calls by time of day, call answering times, and monthly call volumes. He noted that call answering times are improving, and that texting is rapidly increasing since its introduction.

7 Communication and Training Coordinator Report

Michele Abbott presented the Communication and Training Coordinator Report.

RapidDeploy Academy. Michele presented a dashboard report on RapidDeploy Academy:

- January 5, 2021, started End-user and Administrator training.
- February 1, 2021, software rollout training to address Zoom feature fix.
- New feature in that rollout called *Signals*, which displays additional data coming from the 9-1-1 caller's handset (phone).

AT&T Quarterly Newsletter. Roll out scheduled for January 26, 2021, in partnership with AT&T.

Communication Plan was updated in the NG911 Portal.

Public Relation Plan, a part of our Communication Plan, is in development.

RapidDeploy Academy rollout and coordination between Training and Operations highly successful.



Council Website update included software and hardware; 2021 calendar is posted.

Committee support: Operations, Training, Text-to-911, and Broadband Committees.

Local Outreach:

- **Kansas APCO Conference** support: identifying next steps for training this year; spring conference will be virtual.
- **Kansas 911 Newsletter**: partnership with Kansas APCO and Kansas NENA will focus on 911 information, training, and GIS updates.

National Outreach:

- **Federal Communications Commission (FCC)** on-going discussions with out-going Chairman Ajit Pai and his assistant, Montana Hyde. Announce yesterday that the Interim Chairman is Jessica Rosenthal, a long-standing committee person on the FCC who is supportive of 911.
- **National 911 Program Office** on-going discussions with Laurie Flaherty, Coordinator.

8 Liaison-North Report

Lori Criqui presented her Liaison Report.

Site visits to Douglas County Emergency Communications, KU Public Safety.

PSAP training of new personnel on portal, expenditures, RapidDeploy, updating contacts such as turnover and changes with new sheriffs.

RapidDeploy Academy assisting PSAPs; 41 of 42 PSAPs have started training on RadiusPlus; Nimbus training coming soon.

Expenditure reporting continuing to assist PSAPs with 2018, 2019 and 2020 reports.

PSAP Round Table Calls for support of Administrators and Frontline Public Safety Telecommunicators (PSTs).

Outreach Opportunities. Governor's Office appointments to 911 Council with staggered terms:

- Brooks Wederski, Government IT
- Kathy Kuentler, Kansas APCO
- Sherry Massey, representing PSAPs with less than 75,000
- Nick Robbins, Board of EMS

9 Liaison-South Report

Angie Murphy presented her Liaison Report.

Site visit with AT&T to Cowley County Backup Site.

PSAP Training current focus is TTY /TDD for End Users and technical use of the tools that 911 professionals have available to them through the Vesta console as well as the FCC recommendations and communication tips by end of January 2021. Training to new sheriffs and 911 directors on use of the portal and reporting expenditures.



RapidDeploy Academy assisting PSAPs; 54 of 55 PSAPs have started training on RadiusPlus; Nimbus training coming soon.

Expenditure reporting including Clark County's 2018 and their 2019 will be closed soon pending a few documents. There are only three outstanding items to finish the southwest for 2019 as well.

PSAP Round Table Calls for support of Administrators and Frontline Public Safety Telecommunicators.

Outreach Opportunities. Working with APCO and Homeland Security on projects to support PSAPs.

10 Operations Committee Report

Josh Michaelis presented the Operations Committee Report. He expressed his appreciation for the work of the Liaisons and Communication / Training Coordinator.

Program Management. He mentioned that Randall White updated the NG911 Change Management Plan and that it is available on the NG911 Program Portal. Scott Ekberg updated the Operations Plan and stored it in the Program Portal. Michele Abbott updated the Communications Plans to reflect the new Council staff positions.

November 29, 2020, Event. Jerry Harrison mentioned that he and others are looking forward to receiving a lay person explanation for the root cause of the event. Chairman Heitschmidt advised we are expecting a document from AT&T or the Council by the end of next week. Michele Abbott advised that she distributed the report to Council members, PSAP Directors, and PSTs.

Kansas APCO. Josh Michaelis advised that the Kansas Fall APCO Conference will be a joint conference between Kansas APCO and the Council. Depending on the COVID situation, the hope is that the conference will be in-person, November 4, 2021, Salina, Kansas.

11 Expenditure Review Committee Report

Josh Michaelis shared that Brandi Walker, 911 Director, Hodgeman County Sheriff's Office, graciously agreed to serve as co-chair of the Expenditure Review Committee (ERC).

2018 Expenditures. Lori Criqui advised that Clark County finalized their Report and the LCPA is in the process of refunding the 2018 financial withholding.

2019 Expenditures. Lori advised that Clark County and Horton Police Department (PD) currently have 10% of their funds withheld. They should finalize by end of month. Wichita County and Jackson County Sheriff have invoices or questions pending; 10% withholding should start next month if they are not completed by then.

PSAP Payment Withholding for Non-Compliance. Lori presented a report on payments that have been issued and withheld for Clark County and Brown County/Horton PD. Jackson County and Wichita County are pending.

2020 Expenditures. Expenditures are due March 1, 2021. Jefferson, Sheridan, and Franklin Counties have already finished their 2020 expenditure reports. Over \$7 million in expenditures have been entered into the portal so far. There are no unallowable expenditures submitted at this time.



12 Text-to-911 Subcommittee Report

Melanie Bergers presented the Text-to-911 Subcommittee Report.

The subcommittee has revised the Text-To-911 Policy using best practices. The policy was sent to the PSAPs so that they can customize.

Due to COVID and timeline issues with state high schools, the Public Service Announcement (PSA) contest is delayed. PSAs will likely focus on NG911 features and capabilities such as *what3words*, RapidDeploy and different capabilities that 911 centers have.

13 Training Subcommittee Report

Ellen Wernicke presented the Training Subcommittee Report.

RapidDeploy Academy. End User RadiusPlus and Administrator RadiusPlus is required by January 31, 2021. The training focus is TDD / TTY. *Lunch-and-Learn* goals and objectives are under reconstruction and refocusing. The Training Subcommittee is conducting a Learning Management System trade study using our current NEOGOV platform as the evaluation baseline and will make a formal recommendation at the next Council meeting.

14 GIS Committee Report

Ken Nelson presented the Geographic Information System (GIS) Report.

Maintenance Submission Status. Ken reviewed the GIS data maintenance and integrity results for 4Q2020; all passed. Both 3Q2020 and 4Q2020 reflected an increase in the number of “no changes” which is permissible under the GIS Governance Policy. He does not feel this trend is problematic, but historically, it was a surprising increase.

Orthoimagery Update.

- The Surdex work package authorized them to begin work on the orthoimagery project for 2021-2022. Weather permitting, they will begin collecting imagery on statewide 1-foot update from the middle of February through March 2021. Depending on weather and nature, there is an 8-week window for imagery. Once they start collecting imagery, they will share a flight tracker status link and a web-based status tracker. The GIS Committee will receive weekly status reports with details and progress as well.
- The buy-up program is again available to state and local jurisdictions if they want higher resolution than the 1-foot imagery. Jurisdictions can also procure other types of services with Surdex. For example, Douglas County is using the buy-up program but acquiring Lidar data, which is light detection and range info using a laser instrument to collect elevation data. Atchison County signed up for 6-inch imagery for a little over 100 square miles. Butler County has also indicated interest in the buy-up program.



15 Call Handling Mapping Status

Eileen Battles presented Call Handling Mapping status.

Call Handling Mapping Solution. Eileen Battles provided updates on RapidDeploy RadiusPlus for which they are providing ongoing support. Only one PSAP is still using VESTA® Locate and the GIS team continues to update and provide maps. The GIS team received equipment that is used at PSAPs to start testing various web maps and GIS services configurations. The team continues to monitor and evaluate new functionalities and enhancements such as RapidConsumer.

16 Program Portal Report

Eileen Battles presented NG911 Program Portal status.

- Document consolidation is completed between the Portal and the Council website. The objective is to have all documents residing on the Portal rather than stashed in several different places. Now, it is possible to easily search and access program documents. The team is developing new Portal workflows with Michele Abbott, Angie Murphy, and Lori Criqui on how to create and share documents on the website.
- Several improvements and enhancements were implemented for PSAP Expenditure Reporting.

17 GIS Outreach Report

Eileen Battles and Sherry Massey presented GIS outreach status.

- **Quarterly NG911 User Group** webinars continue. Materials are available on the website www.kansas911.org and DASC website.
- **GIS Training** went virtual last year for GIS Data Stewards and GIS Data Maintainers. Training materials are available using our Learning Management System (LMS). Data Maintainer training was provided at the Kansas Mappers Conference as a webinar. Slides and recording are on the DASC website. Materials have been adjusted to keep pace with the maturity of the GIS data program; that is, beyond the basics.

18 Federal Grant for 911 Report

Sherry Massey presented the Federal 9-1-1 Grant status.

- **The 911 Grant Annual Report** addressing current metrics for completion and success was submitted. Sherry will be reviewing the Report with the National 911 Office today.
- **Project-1 Sub-grants** for Kansas PSAPs are going well. A total of 22 sub-grants have completed. There are still nine outstanding. She will reach out to those PSAPs for status updates and rough dates of projects.
- **Project-2 Mapping** application for Hosted Call Handling System. The purchase of RapidDeploy by the Council was submitted for reimbursement which should be coming soon.

19 Broadband Interoperability Committee Report

Michele Abbott presented a map of the buildout of the FirstNet new tower sites at Reserve, Horton, Basehor, Hesper, and Lindsborg (Kansas).



20 Technical Committee Report

Phill Ryan presented Technical Committee status. The Technical Committee and the Security Subcommittee were merged to improve efficiency and efficacy.

- **Hosted PSAPs**
 - We have 98 PSAPs on hosted system as of the end of 2020.
 - By the first half of 2021 we plan to have seven new locations added to the hosts.
 - By end of 2021 we may have an additional four PSAPs. This includes areas in northern and eastern Kansas served by the CenturyLink.
 - Once those are converted to ESInet, just about all PSAPs in Kansas will be able to transfer 9-1-1 calls.
- **Hosted Call Handling System.** At the end of last year, every workstation was upgraded to Windows 10 and Motorola Call Management Solution VESTA® R7.4 software. We are forgoing the R7.5 or 7.6 updates because they do not offer enough benefit for the effort. However, R7.7 is in development with software enhancements that will make the system more robust. We anticipate installation in May-June 2021.
- **Network Infrastructure.**
 - AT&T ESInet™ is an IP-based call routing service that replaces the legacy analog 911 network. The ESInet has points of interconnect or digital gateways into the 911 system. We are working with telco providers (over 100 of them) to move straight into this IP network environment and retire the legacy tandem circuits. This will remove a potential point of failure in the network and speed up calls to 911 centers, thus getting rid of the delay that occurs between dialing 911 and when it starts to ring.
 - Currently, all of Kansas is served by the AT&T Virtual Private Network (AVPN). We are considering a pilot site evaluation using the AT&T Switched Ethernet (ASE) Service. ASE is more scalable and offers better performance at lower cost than does AVPN. Before statewide deployment, the Pilot will conduct extensive, rigorous testing.
- **NG911 Security.** Last November 2020 there was a Security Committee meeting. Discussed technical things going on with respect to the pilot network and upgrades we are looking at. Have another meeting planned for the end of this quarter/first of next quarter to discuss AT&T security controls.
- **Incident Management Plan** is updated anytime there are system modifications.

21 Program Management Report

Randall White presented Program Management status.

Incident Management. Randall mentioned that during the November 29, 2020, event, the team followed our NG911 Incident Management Plan and resulted in the right people doing the right thing at the right time.

Program Status Report. The November 29 Event was listed as a “program jeopardy” due to its severity when the report was initially submitted. Since then, the Event has cleared as a jeopardy and has been downgraded to an escalation. All subprojects are on schedule, in budget and performing as expected.

22 New Business

Chairman Heitschmidt asked if there is any new business.

Dispatchers as First Responders Legislation. Elora Forshee, representing Kansas APCO, presented an update on legislative initiatives by NENA and APCO. There has been movement throughout the nation to reclassify dispatchers and identify them as first responders in every state. The draft of first responders Act proposing legislative change has been sent to the Advisor's office in Topeka. The legislation helps to define "PSAP" and "dispatcher." She mentioned that Kansas APCO/NENA had hired a lobbyist to help facilitate future legislative efforts.

Jerry Harrison stated that he supports this Act and takes a stand for dispatchers. He cautioned that there could be unintended consequences such as the Fair Labor Act and overtime rules.

Kathy Kuentler made a motion to have the 911 Coordinating Council formally recognize their efforts and offer a letter of support. The motion seconded by Melanie Bergers. Discussion:

- Sheriff Troy Briggs expressed some concerns with implications such as FMLA and job jeopardy. He suggested that more time is needed to fully understand consequences.
- Bob McLemore expressed similar concerns as Sheriff Briggs.
- Elora invited Council members to go back to their respective organizations and let her know if they desire more information.
- Senator Francisco suggested that the Council send a letter to the groups showing support, but not a letter to the legislature. Since the Council is working for the public, it is appropriate that we do not take positions on issues not directly pertaining to Council work.

Based on the recommendation of Senator Francisco, Kathy Kuentler withdrew her motion.

Don Gruver, representing Kansas NENA, appreciates the support of the Council. He mentioned that these are only the first steps in "a long road with a lot of curves."

For clarity, Chairman Heitschmidt asked Kathy Kuentler if she was withdrawing her motion. She confirmed that she was.

Chairman Heitschmidt advised that, due to COVID, the next meeting is scheduled as a virtual meeting Monday, April 12, 2021, 9:00AM to 12:00PM.

23 Adjourn

With no further new business, Chief Heitschmidt asked if there was a motion to adjourn.

Voting Members	Yea	Nay	Abstain
Melanie Bergers	X		
Senator Rick Billinger	X		
Troy Briggs	X		
<i>Jac Brown</i>			
<i>Representative John Carmichael</i>			
<i>Robert Cooper</i>			
Senator Marci Francisco	X		
Jerry Harrison	X		



<i>Representative Kyle Hoffman</i>			
Kathy Kuentler	X		
Sherry Massey	X		
Robert McLemore	X		
Josh Michaelis	X		
<i>Nick Robbins</i>			
Brooks Wederski	X		
Ellen Wernicke	X		
<i>Jonathan York</i>			
<div style="text-align: right;">tally 11 0 0</div> VOTE FOR: Adjourn Meeting MOTION BY: Kathy Kuentler SECONDED BY: Sheriff Briggs MOTION: carried			

Note: There was no response by Robert Cooper presumably due to technical difficulties. Jonathan York had to leave the meeting early.

Chairman Heitschmidt confirmed and advised the Council meeting adjourned.