



Kansas 9-1-1 Coordinating Council Meeting Minutes

Friday, June 11, 2021 – web conference

1 Call To Order

Due to a schedule conflict, Chief Heitschmidt, Kansas 911 Coordinating Council ("Council"), asked Scott Ekberg, NG911 Administrator, to chair the Council meeting. Scott called the meeting to order at 9:04 A.M. Scott reviewed the Kansas Open Meetings Act (KOMA) rules for the meeting including the disabling of the chat feature of web conference.

2 Roll Call

Gayle Schwarzrock took roll. There were 11 voting members, and 6 non-voting members present at the start of the meeting. Two Council members joined the meeting after roll call.

Council Members in Attendance:

Voting Members: Melanie Bergers, Senator Rick Billinger, Troy Briggs, Jac Brown, Representative John Carmichael, Senator Marci Francisco, Jerry Harrison, Kathy Kuenstler, Josh Michaelis, Nick Robbins, Brooks Wederski, and Ellen Wernicke.

Non-Voting Members: Terry Clark, Jerry Daniels, Mike Daniels, Robert McDonald, Ken Nelson, Elizabeth Phillips, and Mark Tucker.

Council Members Absent:

Voting Members: Robert Cooper, Representative Kyle Hoffman, Sherry Massey, Chief Robert McLemore, and Jonathan York.

Non-Voting Members: David Cowan, Patrick Fucik, and Sara Spinks.

Also in Attendance:

Michele Abbott, Eileen Battles, Kathleen Becker, Darrin Bryant, Lori Criqui, Scott Ekberg, Angela Murphy, Braden Perry, Phill Ryan, Gayle Schwarzrock, and Randall White.

3 Executive Committee Report

Scott Ekberg reported Council member reappointments from the Governor's office for 3-year terms: Sheriff Troy Briggs, Jacqueline (Jac) Brown, Patrick Fucik, Sherry Massey, Josh Michaelis, Nick Robbins, and Mark Tucker.

On behalf of Chairman Heitschmidt and himself, Scott expressed appreciation for their continued support of the Council and reappointment of their terms.



4 LCPA Report

Kathleen (Kathy) Becker, Local Collection Point Administrator (LCPA), presented the current financial reports for 1st quarter 2021.

- **Balance Sheet:** Assets have increased since December 30, 2020, due to the growth of the Operations Fund. Investment yields are down slightly due to the reallocation of investments and not renewing some of the bonds. All accounts are in order and there are no concerns.
- **Summary Sheet:** Revenue and expenses are on track. Operating expenses are somewhat lower than budgeted due to personnel contracts. AT&T contract costs are somewhat higher than anticipated. Grant expenses that were reimbursed are also reflected. The operating expense percentage is running at 0.30%, which is well below the 2.0% statute cap. All accounts are in order and there are no concerns.
- **911 State Fund:** Revenue and expenses are running somewhat behind, but that is normal. They fluctuate during the year and average out by end of year. This account is in order and there are no concerns.
- **Operations Fund:** As with the 911 State Fund, there are normal fluctuations that average out by end of year. This account is in order and there are no concerns.
- **State Grant Fund:** This fund has accumulated \$87,018.43 which is somewhat more than budgeted. This account is in order and there are no concerns.

Kathy reported that there are no concerns overall and the Council is doing better financially than anticipated. No questions or concerns were raised by the Council. Scott invited a motion.

Motion to approve the LCPA financial reports was made by Ellen Wernicke; seconded by Kathleen Kuenstler. **Motion carried.**

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Representative John Carmichael			X
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Approval of the LCPA Financial Reports			
MOTION BY: Ellen Wernicke			
SECONDED BY: Kathy Kuenstler			
PASSED: 10 yea and 1 abstain. Motion carried.			

5 Federal Grant Report

Kathy Becker reported on behalf of Sherry Massey. To date, 32 grants have been awarded to 28 Public Safety Answering Point (PSAPs). Of these, six PSAPs have not yet received their reimbursement and three of these PSAPs still need to submit their receipts. The Federal Grant program is on track and there are no concerns.

6 Approval of Minutes

Scott Ekberg presented the April 12, 2021, meeting minutes for review and discussion. No issues or questions were raised. Scott invited a motion.

Motion to approve the April 12, 2021, minutes was made by Josh Michaelis; seconded by Ellen Wernicke. **Motion carried.**

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Representative John Carmichael	X		
Senator Marci Francisco	X		
Jerry Harrison, KACP			NR
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Approval of April 12, 2021, Meeting Minutes MOTION BY: Josh Michaelis SECONDED BY: Ellen Wernicke PASSED: 10 yea and 1 No Response - Council member stepped away. Motion carried.			

7 Administrator's Report

Scott Ekberg presented the Administrator's Report.

Council Member Handbook. This is a standing agenda item to be presented for questions, additions, or edits. None were raised.

LCPA Review. Each year pursuant to K.S.A. 12-5367 the Council is required to review the designation of the LCPA and review the LCPA contract. Scott reviewed the requirements of the current contract and associated performance of Mainstream Nonprofit Solutions (MNS) this past year. He summarized saying that MNS has done a wonderful job of performing the duties as our LCPA. Scott invited a motion.

Motion to approve the designation of Mainstream Nonprofit Solutions as our LCPA this upcoming year made by Kathy Kuenstler; seconded by Senator Marci Francisco. **Motion carried.**



Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Representative John Carmichael		X	
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Approval of designation of MNS as the LCPA for the upcoming year MOTION BY: Kathy Kuenstler SECONDED BY: Senator Marci Francisco PASSED: 10 yea and 1 nay. Motion carried.			

KAR Status Update. Kansas Administrative Regulations (KARs) have been approved through all steps necessary and published in the Kansas Register. The KARs were created to bring us into compliance with statute. The only inquiry received was from Ed Klumpp, legislative liaison for Kansas Sheriffs' Association (KSA) and Kansas Association of Chiefs of Police (KACP). [The KAR hearing with the Kansas Joint Committee on Administrative Rules and Regulations is scheduled for July 9, 2021.] The public hearing is set for July 19, 2021. Once the public hearing concludes, any issues will be brought to the Council at their next meeting. If there are no issues, Council approval will be requested for each KAR. Once approved by the Council, the KARs will then be submitted to the Secretary of State to become Administrative Regulations for the State of Kansas.

Profile Database and FCC 911 Net Reports. These reports are due yearly the 1st of July. Since expenditure reporting was finished early this year, both reports have already been completed and submitted.

Technical Assistance Project Review of our Incident Management Plan. This is a federal technical assistance grant through the Cybersecurity and Infrastructure Security Agency (CISA) to review our NG911 Incident Management Plan (IcM) in response to 9-1-1 service interruption. They contracted with Lafayette Group for the project. The focus of the project will not be on the cause of the November 29, 2020, event since we understand the cause of that event. The focus of the project is to explore our response and suggest any improvements for future service disruptions or outages. Carrier outages are not currently addressed in our IcM plan but will be discussed during this project.

State Grant Fund Policy and Procedure. Because we have limited funding, approximately \$300k annually and the State Grant Fund is capped at \$2 Million, we do not have sufficient resources yet to provide meaningful PSAP grants. When the Grant Fund was created in 2019, the vision was to establish an emergency fund that could be accessed by a PSAP that experienced an equipment failure during a budget year and there was no budget authority available to replace that equipment, and therefore, the



PSAP had no other way to fund the replacement of their failed equipment. For these reasons, the Grant Policy is written to limit PSAP grants to emergency replacement of equipment where budget authority does not allow the PSAP to do so during a budget year. As we approach the \$2 Million cap, we may want to revisit our current State Grant Fund Policy. For example, if the Council feels there is sufficient funds available to award grants outside of the current emergency replacement policy, we reevaluate the policy. Scott invited a motion.

Motion to approve the State Grant Fund Policy and Procedure for State Grant Fund grants made by Ellen Wernicke; seconded by Melanie Bergers. Motion carried.

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Representative John Carmichael			X
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuentler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Approval of the State Grant Fund policy and procedure for grants MOTION BY: Ellen Wernicke SECONDED BY: Melanie Bergers PASSED: 10 yea and 1 abstain. Motion carried.			

Automatic Abandoned Callback (AAC). Scott Ekberg explained that the AAC is a Vesta feature that uses a recorded message to respond to abandoned 9-1-1 calls. An abandoned call occurs when someone calls 9-1-1 and before their call is answered, the caller hangs up. This feature is used to ascertain the emergency status of an abandoned call. Currently, the call-takers in the PSAP look up the abandoned call queue and return the calls to ascertain whether the caller had an emergency. With AAC, the system automatically calls that number back requesting a response from them; for example, “press 1 if you have an emergency or press 2 if you do not.” This will free up call-taker time to allow them to continue to answer incoming calls rather than returning those abandoned calls. A large percentage of those calls are pocket dials and many times the caller is reluctant to answer the return call. This system can handle those calls and get a response to let the PSAP call-taker know if there is an actual emergency.

This feature would be funded by PSAPs who elect to participate. Participating PSAPs would be obligated for a one-time, non-recurring charge, and a not-to-exceed annual recurring charge to cover the cost of a Primary Rate Interface (PRI) telephone trunk to handle the outbound calls. The recurring charge would be assessed on a sliding scale fee based on the number of PSAPs that elect to implement the feature necessary to amortize the cost of the AAC. Scott advised that the initial cost would be close to \$500,000.00. Depending on how many PSAPs participate, a portion of that would be recovered through



the initial one-time cost and would likely cost the Council half of that overall. The recurring cost of the PRI would be covered totally by the PSAPs that uses the service. Sedgwick County and Shawnee County have indicated interest in moving forward with AAC because of their high call volume and shortage of staff. Although AAC has not yet been officially marketed to all our PSAPs, Scott is confident that several PSAPs would be interested in participating. He believes that AAC is viable even if only Sedgwick and Shawnee Counties are the only participants. If the Council authorizes proceeding with AAC based on financial viability, staff will solicit all our PSAPs to determine their interest and/or commitment, develop a Memorandum of Agreement (MOA) for this feature, then ask our legal counsel for opinion, and finally, execute MOAs with each participating PSAP. Representative Carmichael advised that it sounds like a good proposal and that he tends to support it. Michele Abbott inquired if AAC would be considered infrastructure for grant category of use with their local jurisdictions. Scott believes that AAC is consider infrastructure. Kathy Kuentler asked if the size of the PSAP will be taken into consideration with regard to call volume, or if each PSAP would pay the same as large PSAPs, such as Shawnee County and Sedgwick County. Scott stated that the cost of AAC would be shared evenly among the participating PSAPs. For example, the PRI costs would be about \$24,000 per year; therefore, if there are two PSAPs, then each would pay \$12,000 per year, and then another PSAP joins, that cost would drop for each PSAP based on the number of PSAPs involved. Rob McDonald and Scott discussed the pros and cons of AT&T IP Flex SIP trunking as a potential solution for AAC. Randall White advised that voting member, Jac Brown, had joined the meeting. Scott inquired if there were any other attendees who had joined the meeting; none were heard. Scott invited a motion.

Motion to move forward with the Automatic Abandoned Callback on the statewide system contingent on acceptable legal review of MOAs with participating PSAPs made by Kathy Kuentler and seconded by Nick Robbins. Motion carried.

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Representative John Carmichael	X		
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuentler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: To proceed with Automatic Abandoned Callback on the statewide system MOTION BY: Kathy Kuentler SECONDED BY: Nick Robbins PASSED: 12 yea - unanimous			

AVPN Port Upgrades. Scott Ekberg shared that there have been some issues with the performance of RapidDeploy mapping. Testing indicates that insufficient bandwidth is the cause. We would like to upgrade all PSAPs on the system to no less than 10Mb bandwidth. Of this 10Mb bandwidth, 8Mb would be dedicated to RapidDeploy mapping and 2Mb is allocated for VESTA Call Handling traffic. The total estimated cost to increase all those PSAPs to 10Mb bandwidth would be \$160,000 annually. Scott advised that our NG911 business case supports the additional bandwidth. Scott asked the Council for authority to upgrade the 64 PSAPs that are currently under 10Mb bandwidth to 10Mb bandwidth to ensure they have sufficient throughput. Representative Carmichael inquired how many of the remaining PSAPs cannot go to 10Mb because of lack of broadband capacity. [Note: after the meeting, Scott sent to Council members the number of PSAPs that cannot be increased to 10MB due to lack of broadband capacity.] Josh Michaelis asked if an increase to 10Mb is sufficient for future NG911 enhancements, or if another bandwidth increase might be required. Scott believes future NG911 enhancements will require additional bandwidth. With no further discussion, Scott invited a motion.

Motion to approve port upgrades to increase PSAPs currently under 10Mb of bandwidth up to 10Mb of bandwidth made by Josh Michaelis; seconded by Melanie Bergers. **Motion carried.**

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Representative John Carmichael	X		
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: PSAPs having less than 10Mb bandwidth increased to 10Mb. MOTION BY: Josh Michaelis SECONDED BY: Melanie Bergers PASSED: Yes - 12 yea - unanimous			

Network Migration from AVPN To ASE. Scott Ekberg commented that our current AT&T Virtual Private Network (AVPN) routers are manufacturer discontinued. He added that rather than replacing routers on the existing AVPN network, we would like to change to an AT&T Switched Ethernet (ASE) network. There are many benefits to ASE, such as:

- Increased redundancy. AVPN offers only four (4) points of interconnect; ASE has 15.
- More bandwidth at lower cost. Increased bandwidth available in near real-time “on demand” for larger applications. Currently, it takes 2-4 weeks for AVPN bandwidth upgrades.
- Uses in-band management. Plain Old Telephone (POTS) landlines are no longer required.



- Prioritize mission critical applications – Vesta Voice can have top priority.
- Deliver traffic in milliseconds.
- Performance 24X7 proactive monitoring and maintenance.
- AT&T network security.
- Private MPLS network – traffic does not use the internet.
- Appears pricing will be cost neutral or nearly so.

VESTA and RapidDeploy applications do not operate effectively or efficiently on limited bandwidth. Rob McDonald and Scott discussed the availability of on-demand bandwidth from providers in Kansas. For PSAPs outside the AT&T footprint or where AT&T is not able to negotiate on-demand Ethernet service from Competitive Local Exchange Carriers (CLECs), increased bandwidth will be achieved with additional bonded T1 circuits. In any case, additional bandwidth will be provided in advance of new NG911 applications demand. Representative Carmichael complimented the Council for investigating this option to improve system resiliency and redundancy.

Scott invited the Council for a motion to allow ASE migration to increase bandwidth to the greatest extent possible within budget parameters at a cost not to exceed an additional 5% of current AVPN connectivity. Josh Michaelis inquired if that would fit within the current fiscal business model for this year. Scott answered in the affirmative.

Motion to allow ASE migration at a cost not to exceed 5% over of current network cost made by Representative John Carmichael; seconded by Jac Brown. **Motion carried.**

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Representative John Carmichael	X		
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Allow migration to ASE: cost not to exceed 5% over current cost. MOTION BY: Representative John Carmichael SECONDED BY: Jac Brown PASSED: Yes - 12 yea - unanimous			



Additional Host Redundancy for Large PSAPs. Scott Ekberg presented the concept of adding a third host to our system to provide greater redundancy and more capacity for our larger PSAPs. Scott explained that Sedgwick County and Shawnee County currently have diverse redundant circuits into their buildings. In the event of a fiber cut, they fail over to their redundant circuit. Yet, the call volumes for Sedgwick and Shawnee are too large to be able to use ESInet contingency and overflow capability to reroute their calls during an event. While the call volume of the rest of our PSAPs is small enough to reroute calls to their backup partners without overwhelming their partner, this is not the case with Sedgwick and Shawnee Counties. Migrating their call volume during an event to another PSAP would overwhelm that PSAP. Adding a third host resolves this difficulty while adding another layer of redundancy and resiliency to these larger PSAPs. We also plan to migrate some of our other existing smaller PSAPs over to Host 3 to free up capacity on Host 2 which is running close to maximum.

With third host redundancy, there is a feature with VESTA called System Selector which allows PSAPs to choose which host they prefer to connect to. For example, Shawnee County is currently connected to Host 2. Sedgwick County is currently connected to Host 1. With a third Host 3, in the event of the loss of Host 1, Sedgwick County could use System Selector to move their PSAP to Host 3 for service. With this change, Sedgwick County could be operating again in a matter of minutes rather than an extended period. Use of a third host is meaningful only for PSAPs with 5 or more seats. We have 12 PSAPs that meet that criterion.

Melanie Bergers inquired what the cost would be for each PSAP to opt-in using the third host. Scott replied that the initial cost of a third host is approximately \$600,000. This initial cost would be offset by an annual charge of \$2,000 per seat. This third host would have a 7-year life cycle replacement, which is standard for all equipment on our system.

Representative Carmichael inquired if there would be geodiversity of the third host. Scott explained that the third host would have the same Side-A and Side-B diversity as Host 1 and 2 have, but that the equipment itself would need to be installed in one of our two existing data centers. The reason is that the cost for standing up a third data center is not supported by our NG911 business case. The cost of about \$1.8 Million would nearly triple the current price. Representative Carmichael feels the proposal is a good idea.

Jac Brown asked if the larger PSAPs are receptive to the proposal. Scott has approached Sedgwick County and Shawnee County, but there is no commitment yet. He will secure their commitment with MOAs prior to moving forward with a third host. Scott feels that the event of November 29, 2020, makes this proposal particularly attractive to both Sedgwick and Shawnee PSAPs. Jac mentioned that the proposal is attractive to Riley County since they currently have six seats.

Motion to approve adding a third host to the statewide system after securing MOA commitment from applicable PSAPs made by Melanie Bergers; seconded by Nick Robbins. Motion carried.

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Representative John Carmichael	X		
Senator Marci Francisco	X		
Jerry Harrison, KACP	X		
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Installation of a 3rd host to the statewide system MOTION BY: Melanie Bergers SECONDED BY: Nick Robbins PASSED: Yes - 12 yea - unanimous			

NG911 Implementation Update. Scott shared latest status of implementation. Upcoming additions and changes:

- Cowley County back-up center, June 15, 2021
- Geary County/Junction City, June 22, 2021
- Bourbon County is moving their PSAP, June 23, 2021
- Osage County, October 12, 2021

RapidDeploy applications status:

- RadiusPlus version 4 Mapping coming soon with new improvements.
- Nimbus migration is temporarily on hold pending resolution of the bandwidth issue. We also need to make sure that Radius Plus v4 is stable since it is part of Nimbus. And we want to ensure that the latest Nimbus lessons learned are fully vetted before we go live.

911 Call Statistics. Scott shared the latest system statistics. Overall, the trends show favorable improvement in 9-1-1 performance:

- Wireless Calls. The percentage of wireless calls continues to increase.
- Call Volumes. There has been a significant increase in call volumes, primarily due to the new PSAPs that have come onto the system. Overall, all PSAPs have seen a slight increase.
- Text Volume. There has been a steady growth in texts since implementation.
- Calls Answered Within 10 Seconds. Continues to improve to the 100% goal.
- Calls Answered Within 20 Seconds. Continues to improve to the 100% goal.
- Call Volume Trends (1/1/2021 through 6/6/2021). The statistics reflects a jump when Douglas County was added to the system last May. The trend continues to increase for all PSAPs.
- 15 Second NENA Standard – 1% of PSAPs failed to meet this standard.



- 20 Second NENA Standard – 3% of PSAPs failed to meet this standard.

8 Communication and Training Coordinator Report

Michele Abbott presented the Communication and Training Coordinator Report.

- Rapid Academy, NEOGOV and Talent make up our current Learning Management System (LMS) platforms.
- Council Website is continually updated with new content. All meeting dates are listed as well.
- Various weekly calls keep all Kansas NG911 committee members engaged and stakeholders informed.
- Bulletins such as “Training Tip Tuesday” reinforce NG911 training.
- Social media posts inform our users and the public about new NG911 capabilities such as *what3words*.
- Technical Assistance (TA) Grant will provide perspective on our incident management plan.
- SIAC Broadband Working Group is currently on hold as new approaches are investigated.
- NG911 Communication Plan for our professional partners focused on the PSAPs for the first six months of this year; our current focus is communication with our outside partners and Council members.
- Admin Day, October 19, 2021, is invaluable for synergistic communication with our PSAP Administrators.
- Fall APCO, November 8-11, 2021, will be a co-hosted conference of Kansas APCO and the Council.
- RapidDeploy *Landing Page* was developed so that when the frontline dispatchers log into RapidDeploy, they are provided with a tab or landing page. This *Landing Page* is whitelisted and provides them with invaluable real-time technical updates and instructions on trouble reporting.
- Kansas NG911 newsletters continually notify our users about the latest information from the Council, Kansas APCO, Kansas NENA, and staff. The AT&T Newsletter is currently on hold.

9 Liaison-North Report

Lori Criqui presented the North Liaison’s report.

- Expenditure Report:
 - There are 63 PSAPs on the North Host:
 - 60 reports are complete and closed as of June 10, 2021, which is exceptional compared to years past.
 - 1 PSAP report is incomplete
 - 2 PSAP reports require follow-up
- RapidDeploy Training Academy (as of June 2021) is gaining popularity and use:
 - 491 users (up from 468 in April)
 - 601 enrolled in courses (up from 573 in April)
 - 460 completed courses (up from 418 in April)
 - 23 in progress (up from 15 in April)
 - 118 not started (up from 140 in April)
- Liaison coordination:
 - Doniphan County came onto the North Host, May 4, 2021



- PSAP Frontline Dispatch monthly call reinforces NG911 functionality and encourages collaboration between PSAPs and Council.
- Council Member Appointments. We are currently working with the Governor's Office on six appointments for consideration next week. At the same time, we are realigning appointments to properly stagger terms so that not too many Council memberships expire at the same time.
 - Robert Cooper
 - David Cowan
 - Jerry Daniels (reappointment)
 - Mike Daniels (reappointment)
 - John Fox successor
 - Patrick Fucik
 - Rob McDonald (reappointment)
 - Chief Robert McLemore
 - Ken Nelson
 - Becky Snook (new appointment Kansas APCO)
 - Sara Spinks successor Darrin Bryant per request of OITS
 - Brooks Wederski
 - Ellen Wernicke (reappointment)
 - Jonathan York (reappointment)

10 Liaison-South Report

Angela Murphy presented the South Liaison's report.

- Expenditure Report:
 - There are 57 PSAPs on the South Host.
 - All expenditures completed and closed between March 31, 2021, and April 28, 2021.
 - Some PSAPs are already working on next year's expenditures!
 - Expenditure Review Committee is updating Frequently Asked Questions (FAQ) for allowable expenditures.
 - Program Portal enhancements by Eileen Battles' team greatly facilitates PSAP expenditure reporting by streamlining real-time communication with our PSAPs.
- Rapid Deploy updates are coming soon. We are working with the PSAPs to ensure that they are correctly registered in the RapidDeploy Academy so they can quickly access training updates.
- Continuing Education and Training of PSAPs. To realize the full benefits of NG911, on-going training is paramount. For example, Coffey County came onto the hosted solution a few weeks ago and we provided onsite training of new users for VESTA Call Handling, RapidDeploy mapping and *what3words* applications.
- "Weekly Bulletin" allows staff to provide PSAPs with updates of NG911 activities.
- Angie discussed Council collaboration with Homeland Security Council, APCO International Policy Committee to help develop policy on PSAP overload, the 988 Suicide Prevention Committee to consider the potential handoff between 9-1-1 and 9-8-8, and joint Kansas Fall APCO Conference. Representative John Carmichael provided a legislative update on the 988 initiative. Senator Marci Francisco added that the 988 proposal was not discussed in any senate committees.



11 Operations Committee Report

Josh Michaelis presented on the Operations Committee report.

NG911 Work Plan for 2021. Josh reported that several projects are completed and several more are nearing completion. The Operations Committee will begin shortly to develop the Work Plan for 2022.

APCO International Panel. Josh participated in an APCO International panel “Nexus - NG911 Experience Reimagined.” The discussion hypothesized a multiple tornado outbreak in another state and some of the considerations that PSAPs need to address such as call routing, exchanging data between effected PSAPs, and providing data to other locations such as emergency management centers that also need the information. He believes that while the discussion was futuristic, it covered a lot of capabilities that Kansas is already moving towards with Nimbus disaster recovery.

Data Transfer Pilot Project. Rice County and Franklin County participated in a pilot disaster recovery project to transfer data between the two PSAPs, and give responders involved in the scenario the data as well. Nick Robbins, EMS Chief for Franklin County, shared that it was a highly beneficial project that will help dispatch centers during emergencies by providing the right resources where they are needed most.

NASNA Update. The National Association of State 911 Administrators (NASNA) meeting will be held later in June 2021. Scott Ekberg is our voting member. Josh will attend from a 911 operations perspective. NASNA focuses on three areas:

- Developing strategic partnerships with key organizations and individuals who share our interests
- Serving as an information sharing and support network for state 911 program administrators
- Strengthening relationships with federal lawmakers and agencies.

Consequently, our participating in NASNA strengthens our leadership in NG911.

Admin Day 2021. Admin Day, October 19, 2021, provides a powerful stakeholder exchange platform for improving statewide NG911.

Kansas Fall APCO Conference. Our partnership in Kansas Fall APCO, November 8-10, 2021, strengthens Kansas public safety.

12 Expenditure Review Committee Report

Josh Michaelis commented that the expenditure process is the smoothest that he has seen since his being Chair; he expressed his appreciation for the work done.

Lori Criqui reported on expenditure status as of June 11, 2021.

Josh advised that though the review process is completed for this year, the Expenditure Review Committee (ERC) is still meeting to discuss pre-approvals and any type of expenditures that may have questions. He also mentioned that the ERC is updating the FAQ regarding allowable expenditures per statute. He mentioned that all unallowable expenses will be refunded to the 911 account.

13 Training Subcommittee Report

Ellen Wernicke presented on the Training Subcommittee Report.

The Council Training Subcommittee has constructed a MOA with the Mid-American Regional Council (MARC) regarding replacement of our current NEOGOV LEARN LMS with the MARC Talent LMS. The agreement has been reviewed by legal counsel of both the Council and MARC. The Talent LMS is half the cost of NEOGOV. Our NEOGOV contract expires at the end of 2021. The Training Subcommittee recommends not renewing the NEOGOV contract and moving to the Talent LMS. Scott Ekberg called for a motion.

Motion to approve the shared training platform agreement with MARC for the Talent Learning Management System made by Kathy Kuenstler; seconded by Melanie Bergers. **Motion carried.**

Voting Members	Yea	Nay	Abstain
Melanie Bergers, PSAPs under 75k	X		
Senator Rick Billinger	X		
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Representative John Carmichael	X		
Senator Marci Francisco	X		
Jerry Harrison, KACP			X
Kathy Kuenstler, PSAPs Any Size	X		
Josh Michaelis, PSAPs under 75k	X		
Nick Robbins, KS EMS Board	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Approval of shared training platform agreement with MARC for Talent LMS MOTION BY: Kathy Kuenstler SECONDED BY: Melanie Bergers PASSED: Yes. 11 yea and 1 abstention. Motion carried.			

14 Text-To-911 Subcommittee Report

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

- Melanie shared that the policy was finalized and sent out to all PSAPs.
- The Text-to-911 Subcommittee is planning a Text-To-911 refresher class.
- Real-Time Text (RTT) has been deferred. Nevertheless, the Text-to-911 Subcommittee is researching RTT best practices.
- Next year, the Text-to-911 Subcommittee will focus on a new Public Service Announcement (PSA) created through another school video contest held during the 2021-2022 school year. An announcement will go out to all high schools and tech schools on August 1, 2021. The packet will include scenario-based scripts and suggestions.
- The Text-to-911 Work Plan is on track.



15 GIS Committee Report

Ken Nelson, Kansas Geographic Information Officer (GIO), presented the GIS Committee Report.

CY2021 Q2 Maintenance Submission Status as of June 11, 2021, is on track.

Orthoimagery Update. Ken shared that the imagery project is way ahead of schedule. SURDEX was able to capture new imagery in one flying season rather than the planned 2-year effort. Members of the GIS Committee and some Data Access and Support Center (DASC) staff are now reviewing the pilot area tiles, checking ortho data integrity, and plan provide feedback to SURDEX early next week. We will have the same resolution of data, a higher degree of horizontal accuracy, at a cost lower than our previous project.

16 Call Handling Mapping Status

Eileen Battles presented our mapping status. She shared that on May 18, 2021, an optimized Kansas web map was deployed to the hosted PSAPs. This resolves some of the latency map delay issues that were reported. The GIS Committee is currently monitoring the timeline and availability of new functionality with RapidDeploy RadiusPlus version4.

17 Program Portal Status

Eileen presented Program Portal status. She mentioned that enhancements were added to the portal to streamline various PSAP and Council processes:

- Using feedback from our PSAPs, updates were made to the annual expenditure reporting section.
- The DDS Module where PSAPs register users for the VESTA system was redesigned. There are four communication modules used by staff that integrate our field support Tiger Team and DDS users. The module changes increase program communication efficiency.

18 GIS Outreach Status

Eileen presented the status of GIS outreach activities.

- The quarterly NG911 GIS User Group was held in May and continues to be very well attended. Webinars are recorded and available with the presentation slides on both the Council and DASC websites.
- GIS Data Steward Training is available through the Council's LEARN platform.
- GIS Data Maintainer Training is provided at the Kansas Mappers Conference. Slides and recordings are available on the DASC website. The next conference will be October 2021.

19 GIS/MSAG Database Conversion Status

Eileen presented GIS/MSAG database conversion.

- Eileen and Sherry continue to work with AT&T on conversion to the new Public Safety Platform (PSP) which will be where GIS data is submitted for the maintenance of GeoMSAG records. Currently the information is presented to Intrado. Once set up, we will present the data to AT&T and they will present the data to Intrado on our behalf.



- Ken Nelson added that over the past month, the GIS team had calls with GIS specialists in Arkansas and Texas, as well as a vendor who is helping with NG911 recommendations. There has been a lot of national interest in our NG911 GIS program.

20 Broadband Interoperability Committee Report

Michele Abbott presented the Broadband Interoperability Report.

Michele is cultivating a relationship with State Interoperability Advisory Committee (SIAC) and the FirstNet Authority. With the standup of the Office of Broadband under the state Department of Commerce, led by Stanley Adams, there is a great potential partnership opportunity. While there are currently no core integrations with our NG911, our involvement is important.

21 Technical/Security Committee Report

Phill Ryan presented the Technical and Security Committee Report.

- Coffey County was converted onto the NG911 hosted platform at the end of May 2021. We now have 102 PSAPs on the 911 system. Osage will be coming on October 12, 2021. With that and the Cowley County back-up and the Bourbon County move in late June, that only leaves about five PSAPs in the State that are not on the hosted platform. Kansas State University, as well as Crawford, Marshall, Brown, and Linn Counties are still operating on their legacy platforms.
- Our VESTA call handling system currently runs on version 7.2 Hot Fix 2. The next software release version 7.7 is scheduled for 3Q2021 and includes fixes that we will use. In fact, version 7.7 is in the AT&T labs right now for assessment before deployment in Kansas.
- As a reminder, Windows 10 software was installed on all PSAP workstations the end of 2020.
- Our NG911 Incident Management Plan is updated regularly and is currently version 17.
- Phill mentioned that the AT&T Switched Ethernet (ASE) provides more capabilities at lower cost of bandwidth than our current AVPN solution. So, our move to ASE is a good thing for Kansas NG911. An attribute of the additional bandwidth is that it allows the GIS team to continue to roll out all the new features and applications to our PSAPs.
- The AT&T Points of Interconnection (POI) project will provide more efficient connection to the AT&T ESInet. Currently, our traffic uses AT&T tandems to the ESInet. Later this year, the plan is to disconnect those tandem circuits and connect directly into the ESInet. This removes a point of failure in our existing network. There is also an expectation that when it goes directly into the network it will speed up call processing. Also expected is more precise call routing.
- Phill mentioned that the Technical Committee will have their annual security workshop later this year. Representative Carmichael mentioned that he applauded the Council's decision a year or so ago to authorize security penetration (Pen) testing of the network. Pen testing ensures network security and discovers any security weaknesses. Rep. Carmichael inquired if Pen testing is an ongoing effort. Phill advised that an authorized penetration test was completed in June 2020, and it identified some needed security adjustments to some of the routers. Phil mentioned that once our NG911 platform moves to ASE and is stable, another Pen test would be in order. Rep. Carmichael supported that notion.



22 Program Management Report

Randall White presented the Program Management Report.

- The program is on schedule and in budget.
- There are no program jeopardies.
- There is one program escalation regarding the pending Call Handling VESTA R7.7 update which was previously been listed as a program jeopardy. Randall advised that R7.7 was downgraded to an escalation since R7.7 is now in the AT&T labs for proof-of-concept tests and trials before its release to Kansas NG911.
- Randall advised every goal and objective in the Strategic Plan from 2012 has been accomplished.

23 New Business

- Representative Carmichael expressed appreciation to the staff of the Council and the Council members for the way the Council meetings are handled. The quality of the pre-meeting materials, the presentation slides, preparation of the presenters, and the efficiency of the meeting is unexcelled.
- The next Council meeting is scheduled to be in-person, August 27, 2021, Statehouse, Topeka.
- Admin Day is scheduled as in-person, October 19, 2021, Salina, Kansas.
- The Council plans to have their general meeting, November 8, 2021, during the Kansas APCO Conference, Manhattan, Kansas.

24 Adjournment

Motion to adjourn the meeting made by Robert McLemore; seconded by Josh Michaelis. No roll call vote was held. All voting members in favor. The meeting was adjourned at 12:01 PM.

Submitted by:

Scott Ekberg
NG911 Administrator