

KS 911 Coordinating Council



KS 911 Program Update

This 911 program update is intended to keep our professional partners up to date on the state of 911 service in Kansas. We will provide short updates on what is happening with the enhancements and changes of the KS 911 system when substantive program changes or enhancements occur.

"The Council has constructed one of the most advanced NG911 systems in the nation, at the lowest overall cost. As an example, Tennessee has a NG911 system that is comparable to the Kansas system in functionality, but Kansas expends about 41% of Tennessee's cost of operating their system." --Scott Ekberg, KS 911 Administrator.

The legislative 911 fee increase in 2019 to \$.90 has allowed Kansas 911 to move forward with enhanced 911 features and increased system reliability.

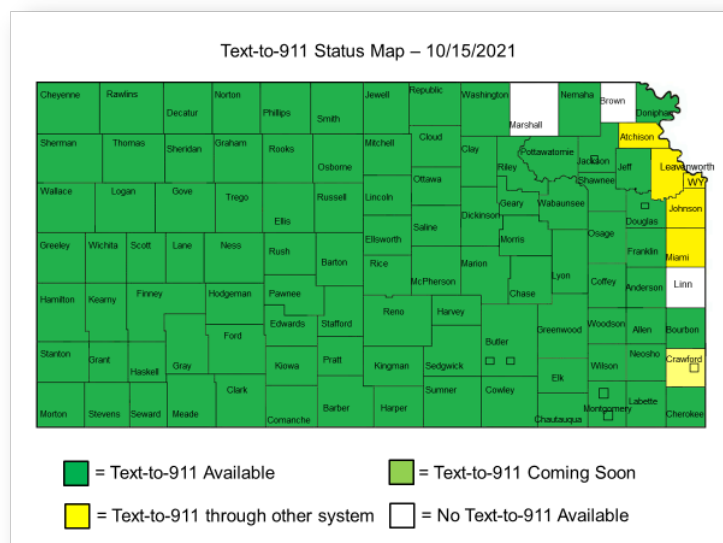
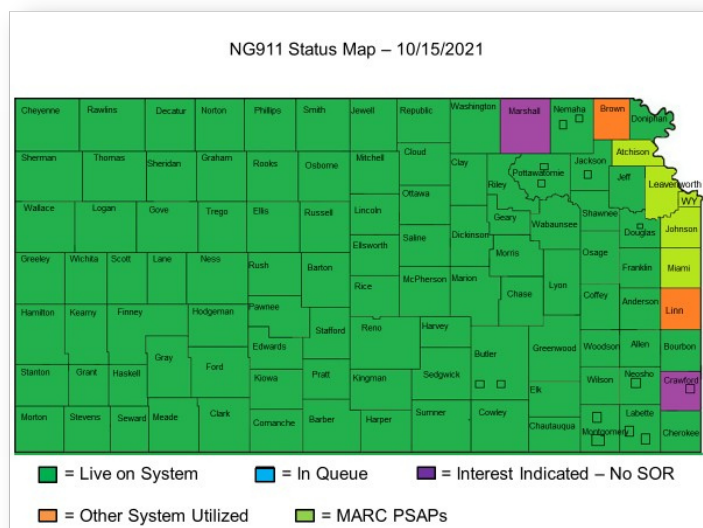
Kansas leads the nation with the sophistication and overall capability of 911 service. This means that 911 calls can come in faster to the 911 center, location of the callers is greatly enhanced and the ability to get the emergency responder on site faster which equates to saving more lives and property.

Kansas has moved from the old technology analog type 911 service to the new IP data based system that allows information to flow into the 911 center to help locate 911 callers that was never available or possible with the old 911 technologies.

KS 911 Coordinating Council -- Statutorily required KAR's Approved and published October 5, 2021 -- [here](#)

KS 911 Act - ([full copy](#))

Summary of KS 911 Act effective July 2019. [here](#)





***Enhancing public-safety with
statewide access to next
generation 911 services***



**Chairman
Dick Heitschmidt**



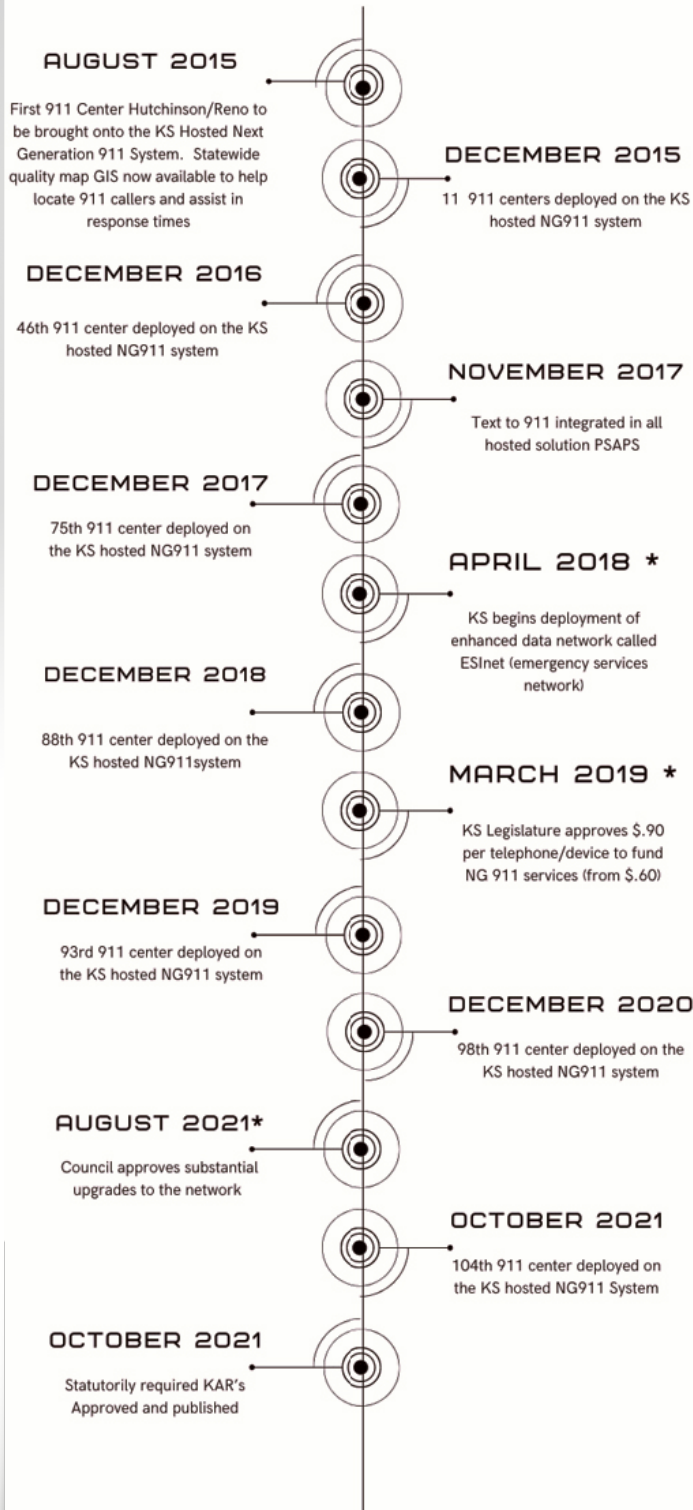
**State Administrator
Scott Ekberg**



HISTORY OF KANSAS NEXT GENERATION 911

TIMELINE OF PROGRESS

10 Years



Full staff and council member list found [here](#)

**Please feel free to send any questions to Michele Abbott at 620-382-7299
michele.abbott@kansas911.org and to use me as your first line of contact anything 911**

Please don't hesitate to go to our Kansas 911 web site www.kansas911.org.

Significant program functionality and improvements

April 2018 *

Kansas begins deployment of enhanced data network called EsiNet (Emergency Services Network)

- Allows callers to **text 911** (a capability that a new generation of callers have come to expect)
- Allows **911 calls** to get to the 911 center anywhere from **6 to 12 seconds faster** than with the legacy 911 network
- **Eliminates charges** from legacy network CAMA trunks and 911 telco database charges
- **Automates 911 call routing** if a 911 center goes off-line for any reason
- 911 centers **can now transfer calls between 911 centers** and pass caller location information throughout the state.

March 2019 *

KS Legislature approves \$.90/ telephone device to fund Next Generation 911 services (from \$.60)

- Increased funding allows Kansas to continue to enhance 911 system
- Major change to KS 911 mapping platform, system called "RapidDeploy" installed
- **Provides location of call** using the **911 network coordinates** as well as **caller handset coordinates**
- System will **translate text from any of 90 plus languages to English**
- **Can allow site video** to come info from caller if dispatcher initiates request
- Map also includes **custom data layers** asked for by the 911 centers
- **Statewide parcels, traffic incident, Waze alerts, emergency service boundaries, mile markers, etc.**
- **Specialty layers** can be submitted by each jurisdiction, **fire hydrants** etc.
- What Three Words locate capability is now available to 911 callers. **If caller can't be located for whatever reason, call taker can initiate a request to the caller to turn on location services on their phone, it will give them 3 unique words that identify a location on the earth that will identify the exact location the caller is located. Superior for being on bodies of water or locations without addresses.**

August 2021 *

KS 911 Coordinating Council voted to upgrade 911 Center network connections & add levels of redundancy

- Acquire another host 911 call taking system for another level of survivability
- Upgrades will allow more data to get into the 911 centers, (**video, telematics, etc.**)
- Additional data connection to the 911 center

October 2021 *

- **104th 911 Center deployed** the Kansas Hosted NG911 system

- **Kansas is a leader in the national migration to NG911, and has the most cost effective NG911 solution in the nation.**
- **Using a national cost estimator, used by the National 911 Program Office estimated the cost to provide NG911 for Kansas at \$157,288,400 for five years of service. In fact, the Council from 2015 to 2020, expended only \$35,238,635 to provide NG911 service. Thus, Kansas has spent only 22% of the estimated cost!**
- **Since its inception in 2012, the Kansas 911 Coordinating Council has operated with an average administrative overhead cost of only 0.85% which is an order of magnitude less than typical commercial operations. And even farther less than comparable government operations.**