

THE KS COLLABORATION



Edition 4
End of Year 2021

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



Scott Ekberg
State Administrator

Year-end review...

Dear Fellow 911 Professionals,

Merry Christmas! This year has flown by like the previous nine since the Kansas 911 Coordinating Council was created by the Kansas Legislature. The Council was created to guide Kansas into the Next Generation 911 frontier and we have come far. And when I say we, I mean all of us collectively, that make up the 911 Community in Kansas. The ECCs and their personnel, the Council, our vendor partners, and the Kansas Legislature; all have come together in a partnership to make Kansas a national leader in the migration to NG911.

Together we have created a robust, resilient, and redundant NG911 system that is the most cost effective in the nation. A nationally recognized cost estimator placed the five-year cost of NG911 for Kansas at \$157,288,400. In reality, during the five-year period from 2015 to 2020, the Council has expended a total of \$32,370,092 to provide NG911 system for about 88% of all Kansas ECCs. To borrow a concept from Winston Churchill, never have so many, accomplished so much, with so little.

I may be a little biased, but I truly believe that our Kansas 911 Community is made up of the best people in the world. Nearly every member of the Community has embraced the changes that have been made and does their very best to support the NG911 system and provide the most efficient and effective 911 service possible to the residents of Kansas. I am proud to be a part of this community and look forward to another year of continued growth and success in our partnership.

A handwritten signature in blue ink, likely belonging to Scott Ekberg, the State Administrator mentioned in the text.

Executive Team



Dick Heitschmidt - Chairman
Ken Nelson - Vice Chairman
Josh Michaelis - Operations Chair
Sherry Massey - GIS Specialist
Ellen Wernike - Training Chair

Committee Chair's



Josh Michaelis -Operations/ERC
Ellen Wernicke - Training
Melanie Bergers - Public Education &
Ng911 Technologies Policy
Ken Nelson - GIS
Phill Ryan - Technology



Operations

Expenditure Review Committee

Josh Michaelis - Chairman
Executive Team

As this year is concluding, just like the current season of Yellowstone, it's the prequel 1883 that has inspired the Operations Committee year ending review.

Being a frontier State, Kansans have always been trailblazers, willing to take risks for our independent way of life. Kansas ECC's and the Kansas 911 Coordinating Council are collaborating on a Next Generation 911 journey. As trailblazers, opportunities for learning will occur along with triumphs. However, it is our trial and tribulations that have the greatest impact on the next ECC or State, who implements NG 911 services and features. Those opportunities of learning we've experienced have a direct impact and improve the journey for those who follow. They serve as a reminder just like the wagon train ruts which are still visible throughout the State of Kansas today. I want to thank all the visionary committee members and committee chairs who have volunteered their time. It is through their vision that Kansas NG 911 is a national trailblazer in deployment and implementation of NG 911 Services. If you're a visionary from a small, medium, or large ECC and want to join a trailblazing committee reach out to your liaison or myself. I wish you all the best in 2022





Public Education & Ng911 Technologies Policy Sub-committee

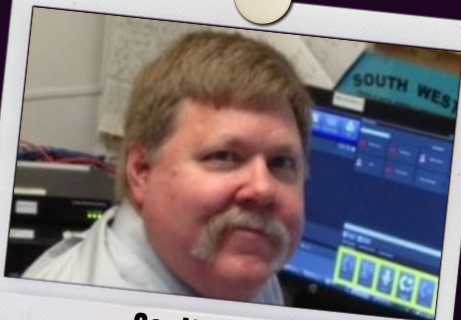
Melanie Bergers - Chair

The Text-to-911 Subcommittee has transitioned to the Public Education & NG911 Technologies Policy Subcommittee. Our work plan has been updated and we switched focus after conferring with the Training Subcommittee Chair. This change was due to the need for Training to focus on, just that, training. We did not want our committees to overlap in workload rather work most efficiently with everyone's volunteer time. This shift in focus will allow for the committee to still provide best practice and sample policy documents in which agencies can adopt for their own use. Our goal is to continue to provide updated policies and public service announcements to educate the State of Kansas on various technological advancements in the 911 world.

As you may have seen we have engaged our State's high school students again this year to provide them a learning opportunity. Our committee opened a contest to all State high schools to submit an updated video focusing on the What3Words app. Our previous contest showed various success in that area high schools were engaged with their own Emergency Communication Center. High schoolers were educated on the process of Text-to-911 and provided the Council with a variety of media to use. These videos can be found on the Council's website. It is our intent for agencies to share those as educational purposes for the public or even your own center's staff.

Our subcommittee is always looking for volunteers who can be present on monthly or bi-monthly calls and provide input for the betterment of 911 as a whole. It has been an honor serving as Chair of this committee and see it transform over the years. I want to take a moment to thank our Council Staff, for which if not for them, we would not have any of these updated documents for agencies to use. Council Staff does much behind the scenes work to assist these committees. Speaking personally, due to severe staffing shortages (I know we all face), I was unable to do much of the heavy lifting this year. Thanks to Michele, Lori & Angie for their constant assistance and guidance. I hope you all had a Merry Christmas and to a blessed New Year!





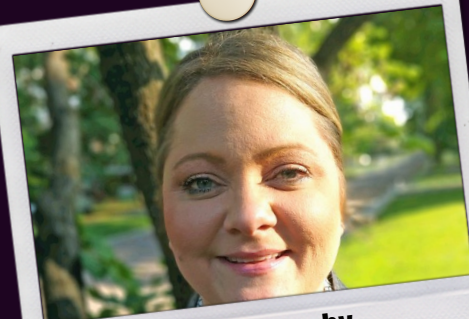
Scott Ekberg



Michele Abbott



Lori Criqui



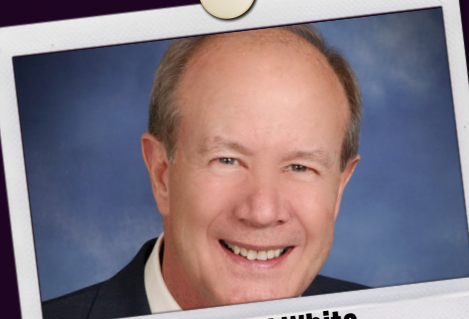
Angie Murphy



Kathy Becker



Phill Ryan



Randall White

2021

Staff/Contractors



Communications | Training Coordinator

Michele Abbott

2021 is coming to and end, and although it has felt very long at times, it also seems like it just started. The addition of new contractors has resulted in some changes in 2021 that I hope you feel have been beneficial to the program. I have listed a few of the highlights from my perspective. It is our goal to communicate in a timely fashion program updates that provide and prepare all with the tools needed to effectively deliver lifesaving calls for service.

- Quarterly Newsletter KS 911 Collaborative, a partnership with KSAPCO/KSNENA & The KS911 Coordinating Council
- Program Update (refreshed as program dictates)
- Sunset of the NeoGov learning platform
- Launch of KS Ng911 Learning Center, a collaborative effort with MARC. Creating a statewide 911 learning platform available for all Primary PSAPS in the state
- Bi-weekly PSAP administrators call (notes from meeting included in the “End of the week bulletin”
- Monthly training for frontline dispatchers and administrators
- Launch of the RapidAcademy for RadiusPlus (map) functional training
- Preparation for RapidDeploy R4 RadiusPlus update to include substantial changes as well as the integration of OnStar telematics
- Support to Committee’s
- Orientation of new Council Members
- New Directors Handbook
- Portal (document archive)
- Website
- Social Media (Facebook/LinkedIn)
- After Action reviews of program responses



Communications | Training Coordinator

Michele Abbott

Continued:

More than just providing an overview of some of the projects in 2021, I am more excited about what is to come in 2022. When we talk about NextGen 911 we have to weigh carefully what is needed and wanted by the PSAPS. Text to 911, real time text, text locate, telematics (crash data/alarm systems)- etc., are so very exciting. Weighing out the benefits is a roll we take very seriously. We appreciate the ability to interact with you in the form of surveys and candid conversations during our administrative calls, to hear your feedback/input. Be assured you, the first responders and the citizens of Kansas are always our top priority when reviewing NextGen features and functionality.

I look forward to working with all of you during 2022 and wish you the best. Stay healthy and hope to see you in person sometime during the next year.

#10years

#KS911CoordinatingCouncil

2012-2022
10 years

**Enhancing Public-Safety
With Statewide Access To
Next Generation 911 Services**





North Liaison

Lori Criqui

2021 has been another year of limited travel which has made communication difficult at times. We have utilized technology for meetings but it is not the same as those in person visits. While site visits were down we were able to complete site installs in 2021 including: Douglas County, University of Kansas Public Safety, Doniphan County, Junction City, Coffey County and Osage County.

2021 started off strong with expenditure reporting and we finally wrapped up the reports October 15, 2021. We will start out 2022 with clean slate. The 911 Council Board approved the Expenditure Reporting Committee's updated FAQs on allowable expenditures and as always we suggest anyone with questions on what is allowable to submit their request through the Kansas 911 Portal for an answer.

Covid-19 was the cause of many of issues including the Council appointments to be delayed as the Governors Appointments Office was unable to process appointments during most of the year. Appointments were slowly filled and most of the appointments have been finalized. We have added several new board members as prior board members termed out or moved on. Welcome to our 2021 board members; Becky Snook, Michael Ruffin, and Scott Hilbrink and a thank you to those who termed out or moved on, Chief McLemore, David Cowan, John Fox, Kathy Kuentler. The Governor's Appointments Office has seen a change in leadership with the appointment of Shelbie Konkell replacing Scott Allegrucci who moved on to a position in the private sector.

Prior to the 911 Council staff being on restricted travel I was able to attend the NENA Conference in Ohio. These conferences are a valuable resource for networking and gaining insight into new technologies and training. Several of us from Kansas were able to have discussions with our industry partners on upcoming enhancements as well as provide input on the roadmap.

2021 also took from us two great people that I worked with on many occasions; Glennda Burt at Comanche County and Russ Wilkins from Dickinson County. I was saddened to hear of the passing of these two but I know that their knowledge and wisdom was passed on to those who have stepped into their roles.





South Liaison

Angie Murphy

With your help, the Kansas 911 Coordinating Council has experienced enhancements and continued to evolve this past year. The valuable feedback we received from every single one of you contributes to the success of Kansas 911.

- We have increased the amount of contingency and overflow routes that are in place (MOA), improving the resilience of the 911 system
- Created enhanced communication tools that provide PSAPs with a detailed recap of current events with real-time communication about training, system upgrades, and anything 911. Increasing the flow of information to help better conflict resolution and articulate needs.
- End of the week bulletin
- Training tip Tuesday
- Regular PSAP admin calls
- Regular frontline calls
- Emails through the DDS/portal
- Landing page
- Improved ease of the portal for registering a new employee and completing the annual expenditure report
- Closed past years expenditure reports and completed all 2021 expenditure reports in less than six months
- Offered both functional and operational training
- Assisted PSAPs with enhancing their continuity of operations plan and improved the council's incident management plan
- Completed upgrades to the RapidDeploy map and VESTA call handling system, which makes the 911 system and overall response more efficient

These changes have positively impacted Kansas citizens and were made possible by the significant work put in by Kansas PSAPs. Thank you for your patience, effective communication, experience, and excellence, because of which, we continue to be a leader in the 911 industry.



Technical Implementation Specialist

Phill Ryan



Kansas 911 Hosted ESInet System Looking Back 2021

Kansas Hosted 911 put on its 104th PSAP online with Osage County which installed 10/12/21. In addition to those active PSAP's we have the Yoder (Backup/Test & Eval Ctr), Sedgwick CO Backup, Saline CO Backup, Cowley CO Backup & AMR which co-locates with Shawnee County 911. Having all of these PSAP's on the same call handling as well as the Rapid Deploy map system facilitates call transfers with location information which in turn speeds up emergency response to those in need.

AT&T has installed a variety of system upgrades to keep the Hosted 911 equipment current and up to date. This includes new server and switch hardware as well as the latest Motorola Vesta software, version 7.7 which was completed in December. The new hardware helps ensure system performance is maximized and the latest software keeps the new features available and most current fixes in place.

The new Rapid Deploy map system has required more bandwidth than originally anticipated. This in part is due to the large amount of map data that is available to the PSAP's. As a result, the AVPN (AT&T Virtual Private Network) network lines have been upgraded, the smallest site is running 10 Megabit of thru put, which provides great capacity as well as map performance.

The Council contracted with AT&T to upgrade the AVPN network to their ASE (AT&T Switched Ethernet). ASE not only offers greater network speeds than AVPN at a lower cost, but an entire broadband overlay will also additionally be connected to each PSAP for greater network resiliency. This ASE network was designed in 2021 with planned deployment in 2022. The new ASE network with high bandwidth availability should ensure that as additional features are rolled out to the PSAP's the network will have capacity to handle the new Next Generation capabilities.



Program Manager


Randall White



Great project teams depend on three principal attributes: competence, communication, and cooperation. The Kansas NG911 team, in concert with all you stakeholders, thrives in these areas. That’s what makes Kansas NG911 exceptional. You are a national public safety role model. Bene factum – well done!



[Click for full copy.](#)



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.


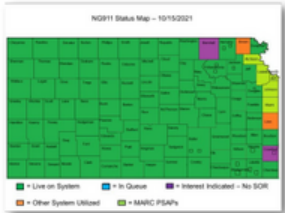
The legislative 911 fee increase in 2019 to \$.90 has allowed Kansas 911 to move forward with enhanced 911 features and increased system reliability.

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](#)

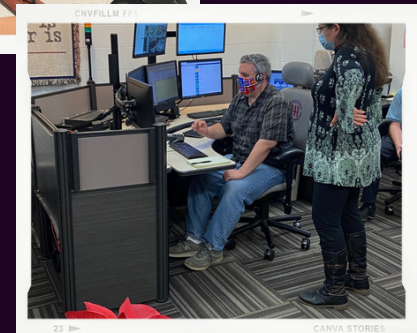
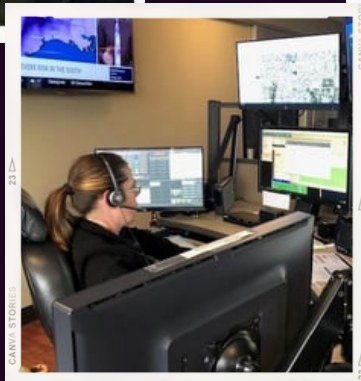
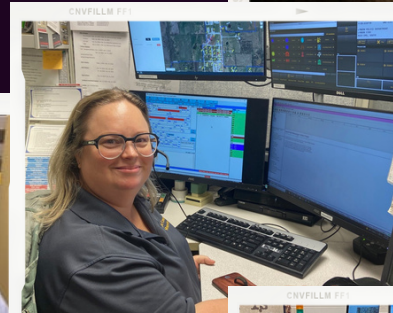
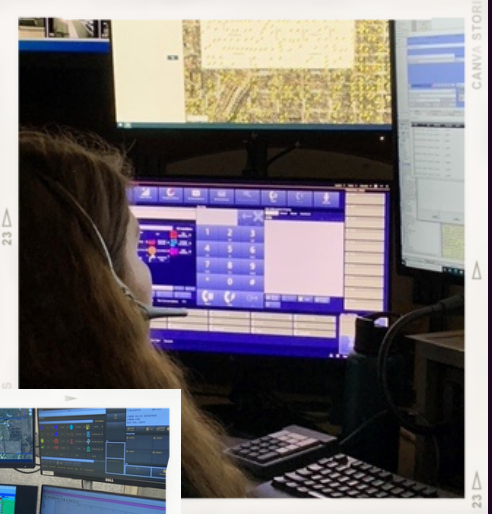
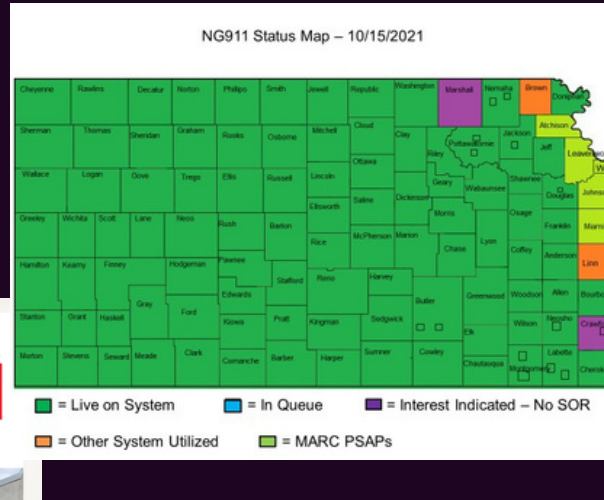
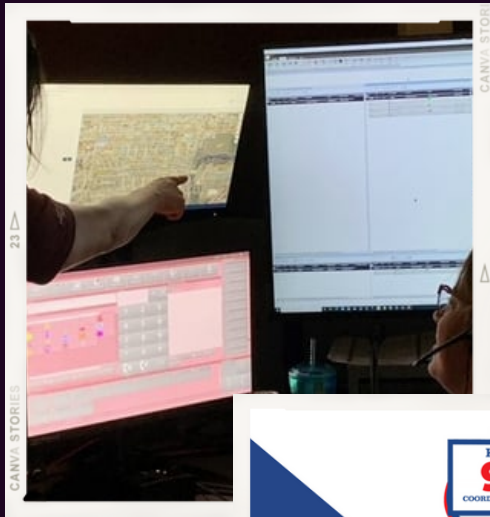
KS 911 Act - [\(full copy\)](#)
Summary of KS 911 Act effective July 2019. [here](#)



www.kansas911.org



We continue to add sites to the hosted solution...





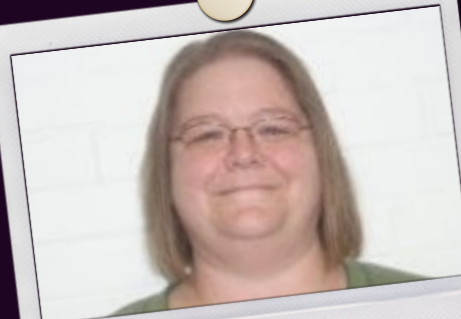
Ken Nelson - DASC Director



Eileen Battles



William Trimble



Sherry Massey



Kelly Emmons



Ken Nelson - GIS

2021

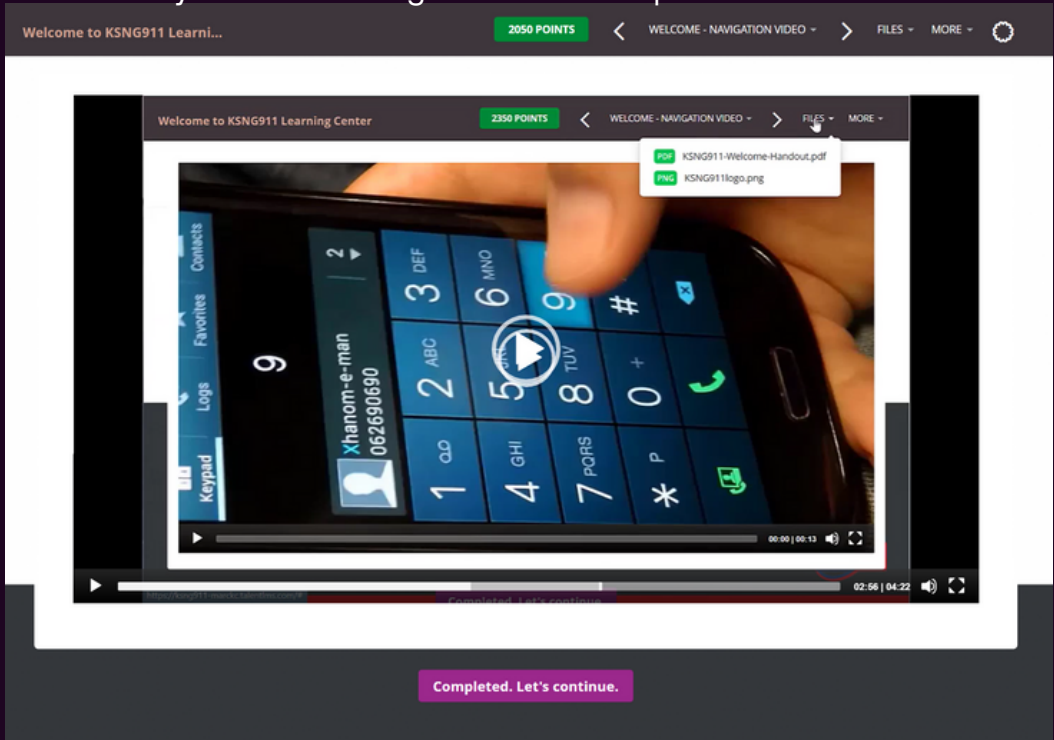
GIS/Map Technical Support

GIS Steward Training

KS NG911 Learning Center

Sherry Massey
Executive Team
GIS Specialist
Data Steward Instructor

For me the year started with planning for a few PSAP migrations and is ending with the completion of all the PSAP subgrant projects. While I am proud of all the work I do for NG911, it has been really gratifying to work with those subgrants, helping Kansas PSAPs benefit from the federal funding. I'm looking forward to NG911 in 2022 for a lot of reasons, but one of the biggest is the Kansas NG911 Learning Center. I love being an instructor, and I am really excited to dig into this new platform



Need help fast!
Have reached the 9-1-1 Emergency Center,
What is the location of the emergency?
When a bad car crash

Local EMS
Child Services
Agencies
All Fire Stations
All Hospitals
PODS Fire Dist.
Fire Services

Search
02/26/2018 11:06
SECTOR - WES
110
(555) 555-555
157 Paducah St
Fort Myers
26.8812, -81.871

More Info
RavardGS
Last updated 02/26
RSTPAC000005
Law: Fort Myers
Fire: Fort Myers
EMS: Fort Myers
9-1-1 Calls (15*)

Call	Agents	Ready	Not Ready	Longest Wait Time	Average Wait Time
0	2	0	1	00:00	00:06
1	0	1	0	00:00	00:00
2	0	1	0	00:29	00:06

Available Address:
1340 Cypress Terrace Ct
Fort Myers, FL 33907, USA
Likelihood: 100%

310736, 310
6187 People Beach
Fort Myers



AT&T



KANSAS
APCO
in Public

THE KS COLLABORATION
911 Quarterly Email Newsletter

"Emergency Responder" SB40

"Includes, but is not limited to, the following: law enforcement officers, firefighters, 911 call center public safety telecommunicators, emergency medical services personnel, physicians, nurses, physician assistants, public health personnel, emergency management personnel, public works personnel, and person with skills or training in operating specialized equipment or other skills needed to provide aid in a declared emergency".

of Public Safety (APCO) and National Association (NENA) upon change in positions hired a with legislators to

KANSAS 911

STATE OF KANSAS
PROCLAMATION BY THE GOVERNOR

TO THE PEOPLE OF KANSAS, GREETINGS:

WHEREAS, emergencies can occur at any time that require police, fire or emergency medical services; and

WHEREAS, when an emergency occurs the prompt response of police officers, firefighters and paramedics is critical to the protection of life and preservation of property; and

WHEREAS, the safety of our police officers and firefighters is dependent upon the quality and accuracy of information obtained from citizens who telephone 911 Emergency Communication Centers in the State of Kansas; and

WHEREAS, Public Safety Telecommunicators are the first and most critical contact our citizens have with emergency services; and

WHEREAS, Public Safety Telecommunicators are the single vital link for our police officers and firefighters by monitoring their activities by radio, providing them information and ensuring their safety; and

WHEREAS, Public Safety Telecommunicators in the State of Kansas have contributed substantially to the apprehension of criminals, suppression of fires and treatment of patients; and

WHEREAS, each dispatcher has exhibited compassion, understanding, and professionalism during the performance of their job in the past year.

NOW, THEREFORE, I, Laura Kelly, GOVERNOR OF THE STATE OF KANSAS, do hereby proclaim April 11th - 17th, 2021 as

National Public-Safety Telecommunicators Week

in Kansas and I urge all citizens to join in this observation.

NATIONAL SUICIDE PREVENTION LIFELINE
1-800-273-TALK (8255)
suicidepreventionlifeline.org

988

KANSAS 911 ASSOCIATION

RapidDeploy

AS WE PUT 2021 IN THE REARVIEW MIRROR, WE COULDN'T BE MORE EXCITED FOR 2022. BUT BEFORE WE GET AHEAD OF OURSELVES, LET'S REMEMBER THAT A LOT HAPPENED IN 2021.

by Angie Murphy
President

2021 was a huge year for the Kansas 911 Industry – not only for our team but also for the army of selfless heroes dedicated to serving Kansas citizens. We hope you were able to join us at the fantastic in person conference in Manhattan. With 150 members in attendance and our focus on mental health, we were excited to hear Ana-Christina Hicks talk about Burnout and Resiliency and Adam Timm's How to Thrive in 911. APCO offered two additional virtual training opportunities with good attendance. KS APCO and KS NENA partnered to hire a full-time lobbying firm to advocate for Kansas 911. Our new partner, 1861 Consulting in Topeka, has already started laying the foundation for 911 in Kansas. We are also planning a 911 Day at the Hill in Feb 2022, so stay tuned to find out how you can help be a voice for Kansas 911. We are thankful for an increase in membership.

As I surrender the gravel, I want to thank Ellen Wernicke our immediate past president who has served on the APCO Board for the last four years. Ellen is the Public Safety Communications Administrator for Johnson County Emergency Department of Emergency Services. Ellen has been an exceptional leader and mentor to our team and has significantly given to Kansas 911 during her tenure. It gives me great satisfaction to welcome Krista Amaro the Office Manager at Kiowa County Sheriff's Office as the newest board member serving as the 2nd VP for Kansas APCO. The skills and knowledge Krista brings to APCO will pay great dividends as we charge ahead. It has been both an honor and a privilege to serve you as the Kansas APCO President for the last two years. This experience has been a very affirming one and I will never forget the great strides we made together to move the 911 industry forward.

APCO Continued:

I look forward to handing the baton to Emily Nichols, Director of Dickson County Emergency Communications, and supporting her from the past president seat. If you are interested in serving on the Kansas APCO Board, please visit our website <https://ksapco.org/>. It's all possible because of our incredible members and stakeholders!

THANK YOU! Great work this year and thank you for being such an integral part of our growth in 2021. We continue to grow our partnership with Kansas NENA and Kansas 911 Coordinating Council. We opened the Kansas APCO Store, which offers excellent gear with the personalized APCO logo while using the proceeds to help offset the cost of the lobbyist. Started a "Shooting Stars" program to help celebrate public safety telecommunicators who have performed an exemplary call and gone above and beyond. SB40 received the Governor's signature on March 25, 2021, making Public Safety Telecommunicators officially Emergency Responders in Kansas. The Kansas Chapters of APCO and NENA and the KS 911 Coordinating Council are so thankful to our sponsors for celebrating Kansas 911 Professionals while at the APCO International Conference in Texas at our first-ever Kansas Night Out. We are nothing without our sponsors.





KS Chapter of NENA by Roxy VanGundy President

Happy Holidays from Kansas NENA!

This past year at national NENA conference in Columbus OH, NENA Board President Jennifer White challenged each of us to invest in ourselves and to invest in NENA.

The latter part is simple. Join Kansas NENA. By joining you gain access to vast world of amazing training, dynamic work groups and talented mentors. Joining Kansas NENA will give you the opportunity to change, support and assist 911 across the nation to be the best it can be.

NENA is a leader in national leader in 911 policy and your voice could change the face of 911 for years to come.

Investing in ourselves can be the tricky part. Sometimes it's hard to see the value in it, but it's the single most important thing you can do to create longevity in this career.

Taking time for self-care, mentoring another dispatcher, taking an online training and getting your ENP certification are all ways you can make a step forward in your career.

Investing in yourself is one resolution that could pay you back in spades. Let's start now.

Let's holding each other accountable for bringing our best selves to work every day.

That is my challenge to you in 2022. Keep asking yourself how you can invest more in yourself, your center and in NENA? Keep looking for ways to do more to fill your cup. If you do that, I can't wait to see what you do in 2023.

Happy Holidays Team Gold!! All of us at Kansas NENA wish you an amazing new year!





PSAP Frontline Dispatchers Roundtable Discussion
January 20th at 8:00 PM

<https://global.gotomeeting.com/join/438268621>

You can also dial in using your phone.
(For supported devices, tap a one-touch number below to join instantly.)

United States (Toll Free): 1 866 899 4679
- One-touch: tel:+18668994679,,438268621#

United States: +1 (571) 317-3116
- One-touch: tel:+15713173116,,438268621#

Access Code: 438-268-621

Bi-Weekly PSAP Administrators Meeting
Starting January 5th at 10:00 AM

<https://global.gotomeeting.com/join/896543301>

You can also dial in using your phone.
(For supported devices, tap a one-touch number below to join instantly.)

United States (Toll Free): 1 877 309 2073
- One-touch: tel:+18773092073,,896543301#

United States: +1 (571) 317-3129
- One-touch: tel:+15713173129,,896543301#

Access Code: 896-543-301