

# THE KS COLLABORATION



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



Josh Michaelis  
Operations Chair

## Kansas NG 911 Mission Established by Visionary Committee Members

Since the Kansas 9-1-1 Coordinating Council was conceived in 2012 by statute, council membership & more importantly committee membership has made Kansas an industry leader in Next Generation 9-1-1.

Committee members & their vision will continue as the foundation upon which Kansas NG911 evolves. There is no better time than now to create our future, through your involvement. Currently there are three committees & a fourth in development. Those current committees are the Training Committee, the Public Education & NG911 Technologies Policy Committee, the Expenditure Review Committee, and the Operations Committee.

**Training Committee** – focuses on development relevant to the technology & operation of the Kansas NG911 hosted solution.

**Public Education & NG911 Technologies Policy** – focuses on development of an NG911 public education plan & best practices policies for NG911 technologies

**Expenditure Review Committee** – focuses on the expenditure review process and ensure that all Kansas 911 fee funds are expended in accordance with the Kansas 9-1-1 Act.

**Operations Committee** – focuses on strategies that ensure Kansas remains the most cost effective, statewide NG911 solution

The Kansas 9-1-1 Coordinating Council seeks to listen and hear from the small, medium, & large ECCs. It is imperative that committees are represented by every size of ECC in the state. So, if you are interested in getting involved, I challenge you to reach out to myself, or any council staff member. Let us know you're interested & maybe even which committee. This is precisely what I did in 2014, when I wrote a letter to the late Jimmy Reed expressing my interest in serving on the newly formed Training Committee. It has been one of the best career decisions I've ever made.

I encourage you to get involved and ensure that Kansas continues to be, "the gold standard", as stated by former FCC Chair & Kansan Ajit Pai.

# KS911 Coordinating Council



**Ellen Wernicke**  
Chair of Training Committee  
Executive Team Member

## Learning Management System

We are excited to announce our partnership with Mid America Regional Council (MARC) and Talent LMS. Talent LMS will serve as the new learning management and communications platform for the Council and PSAP's across the state.

After a thorough evaluation, Talent LMS proved to be a more user friendly and offer a more robust content catalog at a lower cost.

The partnership between MARC and the Coordinating Council will allow us to collaborate with a larger number of PSAP's as well as share content between MARC and Statewide hosted PSAP's.

The current LMS (learning management system) NEOGOV will be operational through the end of 2021. If you are one of the agencies that utilized NEOGOV to deliver training of your content, please take steps to make copies of your data.

Please watch for further announcements regarding training on Talent LMS.

[NEOGOV Login](#)

### WHAT'S INSIDE THIS ISSUE?

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# KS911 Coordinating Council

## Kansas Administrative Regulations



At the August 27th Council meeting, the Council adopted the KAR's that bring the Council into alignment with the requirements of the Kansas 911 Act. A brief description is below; You can review a full copy [here](#).

### **132-1-1. Fees**

This is a revocation of the KAR that was implemented to increase the 911 fee from \$.53 to \$.60 back in 2016. No impact to anyone since the fee was raised to \$.90 by the 2019 revisions to the 911 Act.

### **132-1-2. Public safety answering point (PSAP)**

The purpose of this KAR is to provide a bright line definition of when a PSAP becomes a PSAP. Primarily for the purpose of 911 fee funding and grant eligibility.

### **132-2-1. L CPA: prerequisites; selection; contract.**

Establishes the prerequisite qualifications for anyone desiring to respond to an RFP for LCPA services and sets out the contract process. This KAR is required by the Kansas 911 Act.

### **132-3-1. 911 federal grants, distribution**

Establishes a repeatable process for sub-grants of federal grant funds to individual PSAPs. This KAR is required by the KS 911 Act.

### **132-4-1. Violation of the act, penalties.**

This KAR regards the telephone service providers and their requirement to remit the 911 funds that they collect from subscribers and to provide the data that identifies the PSAP on who's behalf the funds were collected. It provides a penalty for those providers that do not comply with the Kansas 911 Act.

### **132-4-2. Annual report**

Establishes that the required annual expenditure report is submitted via the web portal. The KAR is required by the Kansas 911 Act.

### **132-4-3. Expenditure preapproval process**

Codifies the pre-approval process for 911 fee expenditures that has been in place for a number of years. This KAR is required by the 911 Act.

### **132-5-1. Training Standards**

Establishes the basis for curriculum development for training required of users of the Statewide call handling system per the KS 911 Act.

### **132-6-1. Geographic Information System**

Codifies the GIS governance policy of the KS 911 Coordinating Council and provides for a mechanism for gathering GIS data in the event that a PSAP jurisdiction would fail to do so. Required by the KS 911 Act.

# KS911 Coordinating Council Program Updates



## Kansas PSAP's, action required due to FCC implementation of 988 National Suicide dial code

### Required Action:

**Review your PSAP's speed dial lists** to verify that they are built with the full 10 digit telephone number

- If they are less than (7 digit w/o area code) change the speed dial to reflect the 10 digit with area code
- If long distance 1+ is required please insert it into the dial string

### When to make the change:

As of April 24th, 2021, changes could be made to the 10 digit in the Vesta speed dial string

### When will 10 digit dialing become mandatory?

Effective **October 24, 2021** it will be required to dial 10 digits (area code + telephone number) or 1 + 10 digit dialing. If 7 digits are dialed after this date the telephone office will give a call can not be completed as dialed recording.

### Reminder to check other systems to change to 10 digit automatic dial:

- life safety systems or medical monitoring devices
- PBXs
- fax machines
- Internet dial-up numbers
- fire or burglar alarm and security systems or gates
- speed dialers
- mobile or other wireless phone contact lists
- call forwarding settings
- voicemail services, and other similar functions



# 988

### When can one dial the National Suicide prevention 988 Lifeline?

- Beginning July 16, 2022, dialing "988" will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.

### Questions regarding the National Suicide Prevention Lifeline:

- Visit FCC website
- Website <https://www.fcc.gov/suicide-prevention-hotline>

### Questions regarding making changes to the Vesta Speed dial list

Contact your Kansas Coordinating Council Liaison

- Lori Criqui 785-393-5124
- Angie Murphy 620-365-9570

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# **New Council Members Appointed by Governor Laura Kelly**

**Hello, 911 Professionals! My name is Becky Snook and I live in Osborne, KS. I am a mother of a daughter and son (and a crazy black cat). They are both teenagers (pray for me). My hobbies include fishing, hunting, cross stitch and crochet. I have lived in the Public Safety lifestyle my whole life. My dad was a KS Highway Patrolman for 28 yrs.**

**I started my career in 911 in 1997, when the Osborne County Sheriff hired me as a dispatcher. In 1999, I went to the road as a Police Officer for the Osborne Police Department (first woman on that department). In 2001, I went back to working for the Osborne County Sheriff as office administration, Deputy and fill in for Dispatch.**

**In 2004 I was hired full time as a Supervisor with Mitchell County Emergency Communications. In 2007 I became the 911 Director and I am still there.**

**During my time with Mitchell County, I have certified as an APCO instructor for EMD training and Basic Telecommunications courses for our region.**

**I have been a KS APCO Board Member since 2015 serving as Secretary and Treasurer, currently the Secretary. I became a KS NENA Board Member in 2018 and still serving as Secretary/Treasurer. I have also served on several committees with APCO International and became a RPL (Registered Public Safety Leader) graduating in 2019. I am involved in the North Central KS regional KCJIS group, LEPC board member, the APCO Representative on the NCK Homeland Security board and my latest achievement is becoming the APCO Representative on the KS 911 Coordinating Council.**

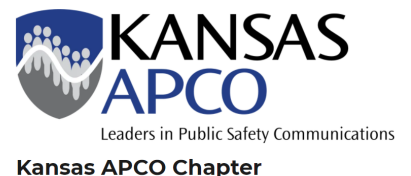
**I have true passion for leadership in this industry and I am very fortunate to have County Commissioners that want me to be involved in whatever leadership role I want to serve in. I am honored to be serving on the 911 Coordinating Council for the next 3 years.**

**I will do the best I can to show good representation for our 911 Emergency Responders in Kansas!**



**Representing  
KS Association of  
Public-Safety Officials  
(APCO)**

**Becky Snook**





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# New Council Members Appointed by Governor Laura Kelly

Michael J. Ruffin was born and raised in New Orleans, La. He currently serves as Regional Vice President of External and Legislative Affairs for AT&T Kansas. In this capacity, he is primarily responsible for providing overall external affairs leadership as well as achieving AT&T's legislative and community objectives for state-wide impact. Prior to this role, he served as Regional Director of External Affairs for Southeast Louisiana.

Overall, his background includes experience in operations, workforce development, and strategic planning.

Michael has a mixture of private and public sector experience – previously working for Caesars Entertainment where he led Supplier Diversity and Community Engagement for six casino gaming operations within the states of Louisiana and Mississippi.

Prior to his time with Caesars Entertainment, Michael served in a several roles in the administration of former New Orleans Mayor Mitch Landrieu. He helped design and implement Economic Opportunity, a comprehensive strategy to connect disadvantage jobseekers and connect minority and women-owned firms to procurement opportunities associated with large scale economic development projects.

Prior to joining the private sector, Michael was selected as one of ten national leaders to serve as a Program Fellow for the Practitioner Leadership Institute (PLI) Academy developed by the by the Center for Urban Families (CFUF) in Baltimore, MD. This cohort-modeled fellowship program was designed to assist diverse leaders throughout the country by growing their networks, leadership, expertise and capacity within the field of workforce development as well as Boys and Men of Color (BMOC).

He is a father to one son, Michael J. Ruffin, II (2 years old). He holds an Executive MBA from the University of New Orleans and an undergraduate degree from Xavier University of Louisiana. Michael is member of the Alpha Phi Alpha Fraternity, Inc.



**Representing  
Local Exchange Carriers**

**Michael J. Ruffin**



**Full list of KS 911 Coordinating  
Council Members**

**[Here](#)**

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# **New Council Members Appointed by Governor Laura Kelly**

**I have been with the Colby Fire Department in Colby, KS for 13 years. The last 3 which have been in the position of Assistant Fire Chief.**

**I took my position on the Kansas State Fire Chiefs Association in 2019 filling the District 1 representative spot. I have a background in Arson Investigation, Emergency Medical Services, and Law Enforcement.**

**I have taken over the representation for the KSAFC from Chief Robert McLemore who is currently my acting chief. I have good help here locally and look forward to working with the 911 Coordinating Council in the future. –**



**Represents Fire Chiefs Association**

**Scott Hilbrink**



**OnStar Emergency Response is coming to Amazon Alexa! Earlier this year, OnStar launched a Guardian app for mobile users who do not own GM vehicles, and this latest move involving Alexa reflects the technology provider's desire to offer those emergency response services outside of just trucks and cars. The move is part of an ongoing, nationwide upgrade of emergency communications. OnStar and RapidDeploy have already started to supply California 911 call centers with the OnStar Automatic Crash Response notifications. That technology uses built-in vehicle sensors to notify emergency dispatchers of serious crashes and send non-verbal location and related data to those 911 centers.**

**More information [here](#)**



## Angie Murphy KS Chapter of APCO President

The Kansas Fall APCO Conference is right around the corner taking place in Manhattan November 8th-10th. If you haven't signed up, please visit our [website https://ksapco.org/](https://ksapco.org/). As the last 18 months have been challenging for everyone, our public safety partners have burdened a lot of extra stress. KS APCO is focusing on taking care of public safety telecommunicators, and therefore, our theme this year is "Mental Health Matters."

We hope to provide you some tools to take back to your PSAP and implement for your health and the health of your organization. You won't want to miss Ana-Christina Hicks talk about Burnout and Resiliency or Adam Timm's How to Thrive in 911. Both of our keynotes have a wealth of knowledge when it comes to being a positive change agent.

Do you take spending money to the APCO Conference? Well, this year, you need to. KS APCO is excited to announce we will be debuting our KS APCO Store, where you can purchase items personalized with the APCO logo. We will add this section to our website to pre-order and receive at the fall conference or purchase from the registration desk at the meeting. Items include hats, padfolios, shirts, cups, and more. This year's t-shirt honors our hard work with moving the Emergency Responder status forward, resulting in the additional language in the Emergency Management Act (SB40). Design created by our very own Kelly Chess. Check out our website for more details shortly.

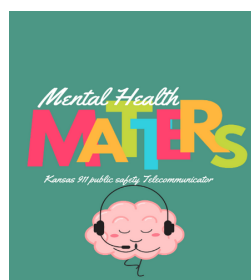


Leaders in Public Safety Communications

### Kansas APCO Chapter

In partnership with KS APCO, Kansas SWIC Jason Bryant and his team will be offering an Incident Tactical Dispatcher course November 7-10 at the Hilton Garden Inn (same location as the APCO Conference). The course is free, and the Southeast and Northeast Homeland Security Councils have made it possible to offer financial assistance with meals and motel. For more information email [Adam Chriss](mailto:Adam.Chriss@swic.org), Interoperability Communications Training and Exercise Specialist.

Have you ever thought about becoming more active in the 911 industry but don't know where to start? Or perhaps you thought about running for a leadership position but have unanswered questions? KS APCO believes in growing our leaders from the frontline, behind the mic, and the head of the pack. The greatest strength of the Kansas Chapter of APCO is its members' knowledge, talent, and dedication. We want to encourage anyone who has ever thought about running for a board position with KS APCO to please declare their candidacy and go for it. If you have questions, talk to one of our board members who can answer questions and give you insight into their service. At the fall conference, we will be filling positions for the 2nd vice president and treasurer. If you are interested, download the Declaration of Candidacy Form and return to Past President Ellen Wernicke at [ewernicke@jocogov.org](mailto:ewernicke@jocogov.org).



Congress Must Fully Fund  
Next Generation 9-1-1  
Take action [here](#)



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The Kansas Chapter of NENA invites you to invest in yourself! Our new national president Jennifer White challenged all NENA members at National Conference to INVEST in themselves and in NENA this year. What a great reminder that we don't always remember. You must pour into your own cup to help others!

A great way to start investing in yourself is the ENP examination. The ENP examination will demonstrate you have a proven mastery of the comprehensive knowledge of emergency number program management and will highlight your commitment to leadership in the 911 profession.

You are able to study for the ENP exam on your own, or with study group sessions that are offered. The next application deadline is Dec 10th, 2021 for winter exam dates of January 22nd – Feb 5th 2022. Visit <https://www.nena.org/page/enpcertification2017> for further information on the ENP examination.

The national NENA is now accepting nominations for 2022/2023 Board of Directors election. The nomination deadline is Oct 1st. Currently Second Vice President and Private Sector Director are open positions for the coming Board Elections. For more information head over the NENA Facebook page!

Kansas NENA is looking for individuals who are willing to present trainings on any 911 topic of their choosing. We would love to showcase on our social media and provide our Zoom format to conduct the training. Primarily we would like to showcase new trainers to give them a platform to practice their presentation skills and provide training to all 911 members across our state. These trainings would be available to any 911 dispatcher regardless of membership. Contact us if you'd be interested in presenting a training!



**Roxanne VanGundy**  
**Ks Chapter of NENA President**

We will be looking to schedule another roundtable discussion in October. If you would be interested in hosting a roundtable discussion, or have an idea for a topic, let us know! Our last roundtable was about issues that faced supervisors, and it was an amazing conversation! Email us at [kansasnena@gmail.com](mailto:kansasnena@gmail.com) with your ideas!

If you are not a NENA member, we'd love to talk to you about how you can become one. Is there something stopping you? Membership is only \$55.00 for telecommunicators. Being a NENA member gives you access to incredible training, as well as a large glossary of PSAP related content to help you be the best you can be in your position. Being a NENA member has been eye opening for me and has given me an incredible opportunity to represent our state not only as your president, but on national boards and working groups. There are amazing opportunities to invest yourself in national level decisions to grow our profession. I would love for you to join us!

If you haven't already, be sure to follow us on [Facebook @KansasNENA!](#)



**NENA Education Calendar**  
[Here](#)

# KS911 Coordinating Council



## **X**RapidDeploy

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

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



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



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

## **FRONTLINE DISPATCHER CALL**

**Bi-Monthly Call**

**11/18/2021**

**2:00 pm**

PSAP Frontline Dispatchers Roundtable Discussion

Please join my meeting from your computer, tablet or smartphone.

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

You can also dial in using your phone.

United States (Toll Free): [1 866 899 4679](tel:18668994679)

United States: [+1 \(571\) 317-3116](tel:+15713173116)

Access Code: 438-268-621



**It was not an easy decision to make, but as of Friday the 20th of August the KS 911 Coordinating Council has moved to a virtual meeting policy.**

**All in person travel has been cancelled with the exception of an emergent need of a PSAP.**

# Resources

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Kansas APCO Fall Conference will be November 8th-10th in Manhattan, KS. Conference page is [Here](#) and registration is still open.

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



Click logo's on all pages for program details



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Please feel free to send any questions to Michele Abbott.

