

Kansas 911 Coordinating Council **NEWSLETTER**



2022 Review



Scott A. Ekberg
NG911 Administrator

2022 has flown by at a pace that is hard to comprehend. Seems like last week that we were starting the year and here it is almost gone. Each year, as I look back to provide this recap, I am reminded of the high quality of people that make up the 911 Community in the State of Kansas. A group of people that work hard every day to ensure that the people of Kansas that they serve receive the best quality, technologically advanced, cost effective, 911 service possible. I am proud to be a part of that community.

Ongoing management of the statewide call handling system and supporting services have kept the Council staff team busy throughout the year. Additionally, there have been many projects initiated in 2022 and some of those will carry on into 2023. Listed below are some of the highlights of 2022:

- The call handling system began 2022 with a total of 104 PSAPs operating on the system. In 2022 we added 3 additional PSAPs (Kansas State University, Crawford Co. Sheriff, and Pittsburg PD), as well as an additional backup site, Chanute 911 Backup. This leaves two counties, outside of the MARC region, that are eligible for participation in the statewide system.
- The Expenditure Review Committee reviewed \$20,512,283.21 in 911 fee expenditures made by Kansas PSAPs during 2021. Of these total expenditures, only \$18,582.24 were found to be unallowable; great work on the part of all Kansas PSAPs.
- A network refresh, migrating from AT&T Virtual Private Network (AVPN) to AT&T Switched Ethernet (ASE) is currently underway, with 28 PSAPs expected to be migrated by the end of the year and the project complete by the end of May 2023. This migration provides increased bandwidth for every PSAP, a second redundant network connection to the call handling hosts via a broadband internet connection, and utilization of the FirstNet Band 14 spectrum for the LTE redundant connection. All at a cost that is comparable to the current cost of AVPN.
- Addition of a third call handling host provides much needed relief from capacity issues on the existing Wichita host, as well as an opportunity for our larger PSAPs to establish host redundancy. The third host has been established in the call handling network and currently Crawford Co. and Pittsburg PD are operating on that host. Early next year, we will migrate the twelve counties that make up the KSICS SE-1 region onto that host and establish host redundancy for Shawnee Co. Host redundancy allows the PSAP to choose a host system to operate from.

Contd...

- Automatic abandoned callback is a feature that allows a PSAP that chooses to add it, to have the system automatically call back abandoned 911 calls.
- Hardware refresh for PSAPs having come onto the call handling system in 2015 and 2016 is currently underway and will continue into 2023. PSAPs that came on in 2017 and 2018 will have their hardware refreshed in late 2023 and early 2024.
- Acquisition of a mobile dispatch and training center is a project that has just kicked off and will continue into 2023 or early 2024. Supply chain issues are having a profound impact on this project and really every project that is underway. Hopefully we will see an easing of these issues in 2023 nationwide. This project will allow the Council to bring training on the various system uses in the statewide system to the PSAPs on a regional basis as well as provide a quick response to a long-term need for replacement of a PSAP that has been forced to evacuate.

While 2022 has been a challenging, and at times frustrating year, with progress on some of our projects being slower than I would have liked, it was still a stellar year for Kansas 911. We continue to be a leader in the nation in our migration to NG911 and it is because of the great people that make up the 911 Community here. I thank each of you for your contribution to 911 and the residents of the State of Kansas. You are all truly remarkable. Best wishes for a happy and productive New Year.

Program Change

Council Technical Support Specialist Retiring

Phill Ryan, the Kansas 911 Coordinating Council Technical Support Specialist has announced his retirement effective December 31, 2022. Phill joined the Council contract staff in 2015, following his retirement from AT&T. Phill was well known to the Kansas 911 Community from his years with AT&T as a public safety sales manager and through his long-time involvement with Kansas APCO. When Phill announced his retirement from AT&T, it was clear to the Council that losing his knowledge and experience, as we began building out a first-of-its-kind, statewide call handling system, would be a huge risk to the success of the project. The Council acted quickly and issued a request for proposal, which Phill responded to, and we were able to bring him onto the Council staff team.

Phill has served us very well in this position for the past 7 years. He has been an invaluable asset to the Council and to Kansas PSAPs. Phill was always willing to take on any challenge that was presented to him and would work tirelessly to find a resolution. He and I have traveled the state of Kansas together and have visited every PSAP in the state at least once, and most three to four times. Phill is a trusted colleague and friend, and he will be greatly missed.

In January, Sherry Massey (sherry.massey@ku.edu) and me (scott.ekberg@kansas911.org) will split the duties that Phill has been filling and will be the points of contact for technical issues.

Kansas 911 Coordinating Council **NEWSLETTER**



2022 Review



Phill Ryan
Technical Support
Specialist

Technical/Security Committee 2022

Thank you to all the Technical Security Committee members for their expertise and input on our Kansas Hosted 911 serving platform in 2022. We had our initial meeting January 19, 2022, to reflect on the previous year's accomplishments and discuss the projects planned for the upcoming year.

The big project for 2022 was to start the network system circuit upgrades from the AVPN (AT&T Virtual Private Network) Wireless LTE backup network to the ASE (AT&T Switched Ethernet), Broadband, Firstnet LTE network for 2022/2023.

The plan was to interweave the upgrade of the PSAP workstations when the AT&T 911 Tiger Team was on site doing the circuit upgrades if possible. AT&T assigned a project manager to the upgrade and expect to have 30 PSAP's on the new ASE network by the end of the year and all sites on by mid-May of 2023. As of the end of 2022 a total of 107 PSAP's will be on the Kansas Hosted 911 system leaving only 2 counties left in Kansas not migrating towards a Next Generation 911 platform.

The Technical/Security committee had discussions of the previous security audits and network penetration tests that were conducted and how to conduct future network security/audit reviews. 2022 would be a year to review options to help confirm and reassure that the system design and function is where it needs to be going forward. The Kansas Coordinating Council agreed at the December 9, 2022, meeting that it would be good to do an RFP for a independent company conduct an internal system audit and implement real time network monitoring in 2023 to align with best practices in the industry.

We are thankful that so many people are willing to volunteer on our 911 committees to provide their time and expertise to help ensure that Kansas is operating with the most advanced 911 service in the US.

**ENHANCING PUBLIC SAFETY IN KANSAS BY PROVIDING
STATEWIDE ACCESS TO NEXT GENERATION 911 SERVICES**

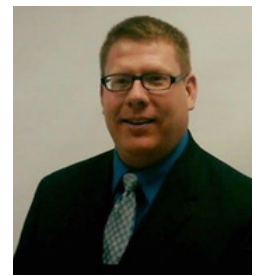
Operations Committee Reflection, The Catalyst for Continual Growth

As 2022 draws to a close, I'm compelled to look in the rearview mirror & reflect on the Kansas 911 Coordinating Council Committee accomplishments. A few of those operational endeavors include the updated NG911 Technology Policy Guidance, \$20.5 million 911 expenditures reviewed by the ERC, & the Training Committee comingling Admin Day within the KS Fall APCO Conference. These successful endeavors wouldn't be possible without the dedicated guidance from KS 9-1-1 Professionals such as yourselves. However, it would be remiss not to acknowledge Committee Chairs & Co-Chairs. They collaborate with the Council Contract Team, Angie, Ellen, & Michele carrying out each respective committee's vision.

This was also the first year we've functioned under committee membership bylaws. While reflecting on those bylaws many outstanding works were done, but there were also areas of improvement creating that growth catalyst. The Public Education/Technology & Training committee charters were merged & on December 9th the Kansas 911 Coordinating Council approved a new committee charter. The new committee will be known as the NG911 Policy & Education Committee.

if you are currently serving on either committee & are interested in serving on this new committee or you would like to join the NG911 Policy & Education Committee. The interest form can be found [here](#).

I challenge you all to reflect on your 2022 personal & professional lives. What is your catalyst for greater achievement in 2023?



Josh Michaelis
Operations/ERC
Chairperson



Becky Snook
Public Education
Technology
Chairperson



The **Public Education and Technology** Committee continues increasing the visibility of NG911 technology so that the community feels more comfortable using it. The committee recently released an enhancement to the sample policy for PSAPs and offered media campaigns to share with their citizens. With the deployment of the RapidVideo feature, the committee has been hard at work creating awareness documents for the public and creating a sample policy for PSAPs. We have engaged some PSAPs to help us create how-to videos and share stories of how NG911 technology has helped make a positive impact on the outcome of calls. In January 2023, the technology and training committees will merge to become the new NG911 Policy and Education Committee, where they will continue to create training and public awareness opportunities tailored towards NG911. First up, in 2023, the committee will enhance the existing TDD training in the Learning Management System for telecommunicators. We are very grateful for the hard work of our committee volunteers and subject matter experts.

NG911 GIS Data Submission Summary by Quarter

Submission Type	CY21-Q4 (Oct 1 - Dec 31)	CY22-Q1 (Jan 1 – Mar 31)	Q2 (Apr 1 – June 30)	Q3 (July 1 – Sept 30)
	<i>Number of Jurisdictions</i>			
Updates that passed QA	95	100	95	95
Updates that have NOT passed QA	0	0	0	0
No Changes	12	7	12	12
No Reply	0	2	0	0



Ken Nelson
GIS - Chairperson
Executive Team

Orthoimagery Update:

- 2018 imagery now public domain
- 2021 imagery:
 - MrSID and GeoTIFF files have been delivered to DASC
 - MrSID version of the imagery has been posted to the Kansas Geoportal
 - DASC is currently processing the imagery for integration into RapidDeploy's Radius Plus

Building Footprints Pilot Project:

- Building footprint polygons have been developed for Dickinson, Saline, Ellsworth, Rice, McPherson counties.
- The data is currently under QA review by DASC and the NG911 GIS Committee.
- The goal of the project is to determine the usability and value of this data for call handling purposes.
- The pilot project is funded with remaining \$40,986.57 from the NTIA/NHSTA 911 Grant Fund.

Call Handling Mapping Solution:

- RapidDeploy Radius Map - Members of the Kansas GIS team participate in the following:
 - RapidDeploy Customer Support - monthly, Kansas specific
 - RapidDeploy Customer Advisory Board (CAB) - monthly, multi-state
 - RapidDeploy GIS Workshop - quarterly meetings, multi-state

NG911 Program Portal:

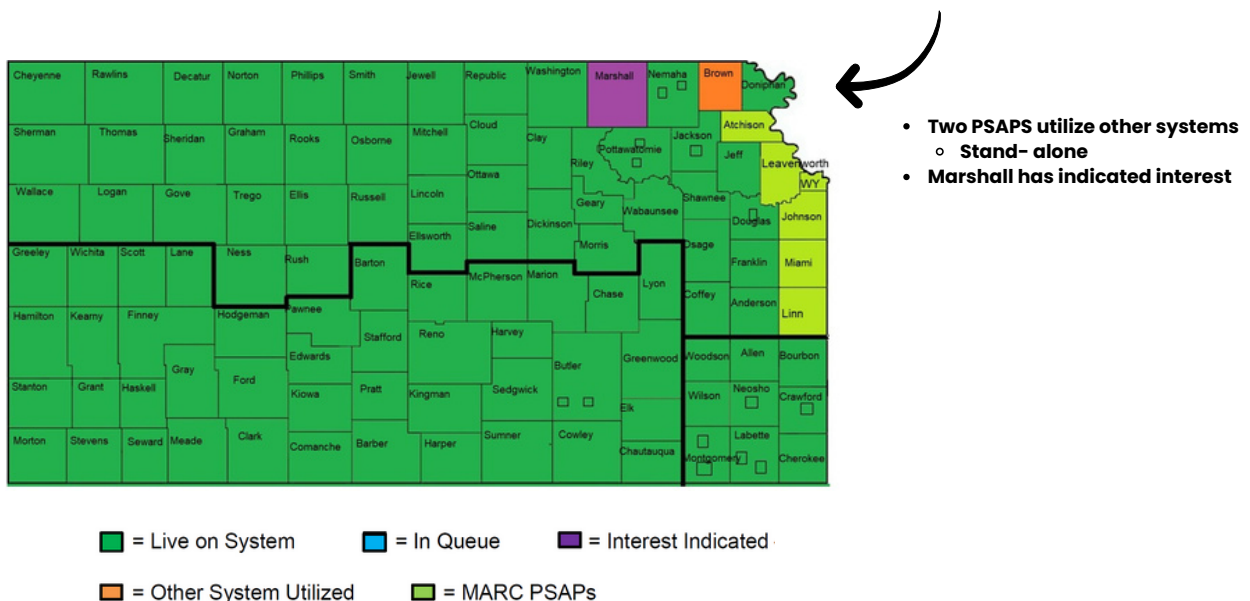
- Outage module – updated recorder technology
- Portal usage review – Deprecated modules and menus no longer in use
- Telco Admin – created a new Telco contacts module for internal Admin purposes
- Monitor and assist with email communication by reporting undeliverable and incorrect email addresses
- Maintenance & hosting of the program portal

NG911 GIS Toolbox:

- On the agenda for 2023 toolbox updates; Bug fixes and validation test adjustments as needed, modifications to comply with data model revisions, and an ArcGIS Pro compatible toolbox version.
- Toolbox v2.2.97 was released in Q4 2022. Details available at: <https://arcg.is/1HHDKSO>

Outreach activities:

- Quarterly NG911 GIS User Group
 - Webinars and presentation materials are available at <https://www.kansas911.org>
- Training
 - GIS Data Steward – now available to PSAP's through the Kansas NG911 Learning Center
 - GIS Data Maintainer – provided at the Kansas Mappers conference on Tuesday, October 18, and will also be available on the Kansas NG911 Learning Center
- NENA GIS Data Model v2
 - V2 has been published
 - Work to align the Kansas NG911 GIS Data Model with NENA v2 will begin Q1 of 2023





Angie Murphy
Liaison



With your help, the Kansas state-hosted solution continued to evolve this past year.

We continue improving the resilience of the 911 system with helping PSAPs facilitate partnerships with other PSAPs and creating contingency and overflow plans. Of the 107 primary PSAPs on the state-hosted solution, 7 PSAPs do not have an MOA, and we strongly encourage them to change that.

Kansas NG911 made history this year as we turned RapidVideo on for PSAPs making the video tool available to telecommunicators. This enhancement allows PSAPs to leverage additional technology to help improve situational awareness, reduce response times, and dispatch appropriate resources. As PSAPs determine if this is a right fit for your center, please be sure to check out the sample policy drafted by the Public Education committee on the Learning Management System.

This year's expenditure review process ended much earlier than in years past. 117 PSAPs had their reports completed and expenses reviewed within the year's first six months. The enhancements to the portal last year paid off, making accounting for FY21 funds much more manageable for the council this year. With over 20 million dollars spent by PSAPs last year, 85% of it was allocated to reoccurring costs for monthly charges billed by service suppliers and maintenance fees for 911 equipment, with 10% being spent on equipment. A current list of the 911 allowable expenditures can always be found on our website under the FAQ.

This year as travel restrictions were relaxed and some things returned to normal, we attended regional PSAP meetings to share program updates and discuss 911 industry trends. This has allowed us to garner valuable input from 911 leadership to help drive the direction of the 911 Coordinating Council. Thank you for the beneficial feedback you gave us, which resulted in the ongoing success of Kansas 911.

The Public Education Committee was busy drafting best practice documents and sample policy for NG911 technology this year and creating media campaigns for PSAPs. We are grateful to the volunteers who offer to help create how-to videos and share their personal experiences about the different technologies in their PSAP. We know not everything starts out easy, but over time, with continued use, things become more comfortable, and many telecommunicators have become proficient with the technology on the state-hosted solution. Next year when the Public Education Committee partners with the Training Committee and their bench strength is doubled, there is no doubt the SMEs will be an absolute powerhouse and offer PSAPs and our stakeholders even more incredible tools.

Kansas NG911 continues to be forward-thinking and appreciates your help in keeping us a leader in the industry.



Michele Abbott
Communications
Training Coordinator



“Change is the only constant in life” is a famous saying by the Greek philosopher Heraclitu. The Kansas 911 Coordinating Council has experienced fast paced growth and change in the first 10 years. The council’s hosted solution implementation is almost complete and has primarily moved into continued sustainment, enhancement and a managed services phase.

The team continues to enhance, expand and grow program communications channels. Real time updates, demonstrations and tools to help support the success of the program are constantly being developed, updated and presented to Kansas 911 professionals.

Public Education of system capabilities as well as real case uses are shared and provided to PSAPS for their local use, when available.

Stakeholder engagement and education of the program's capability are a priority of the council. 2022 was a year of relationship building with state agencies, public-safety stakeholders and local jurisdictions. Communication with states and national programs is ongoing to ensure that our investment is protected.

We are proud to utilize a robust, resilient map that is a powerful integrator of data. We continue to communicate our ability to enhance these services and bring in additional layers of data not only to KS 911 Centers but other local and state agencies as well. We have heard and responded to our legislator's desire for us to collaborate and utilize this platform with other agencies throughout the state if possible.

We are currently working on several pilots that could prove to share real time data which would enhance services statewide if implemented in the future.

- Data sharing (state agencies) (KDOT, KHP possible future partners)
 - State and local public safety agencies
 - Douglas, Harvey & Shawnee County (test sites)
- Train crossing (Trainfo) (KDOT Partner)
 - Real time crossing (blockage)
 - Public-Safety units re-routed (life saving time response)
 - Traffic Counts
- Automatic Vehicle Location (AVL)
 - Public Safety vehicle location projected on map (closest unit dispatching)
 - 2 local counties participating
- PulsePoint (Automated external defibrillator) mapping
 - KS Board of EMS initiative
 - State and local partner participation required
- 988/911 data sharing and technology platform review of capabilities

We will continue to develop future collaborations with local, state and national partners.

Communication of the program, partnership relationships and education and training on the program continue to be a priority. We look forward to a great 2023 & the next 10 years!