



Kansas 9-1-1 Coordinating Council

Meeting Agenda

Friday, April 15, 2022, 9:00 A.M., web conference

1 Call to Order

2 Roll Call

3 Acceptance of Agenda

4 Consent Agenda

- Council Meeting Minutes for January 21, 2022
- Financial Report
- Strategic Plan for 2022-2024
- Council Member Handbook

5 Telecommunicator Basic Training Program for KLETC

Sheriffs Jerry Harrison and Troy Briggs, Kansas Law Enforcement Training Center (KLETC)

6 Administrator Report

7 Program Reports

- Communication and Training Coordinator Report
- Liaison-North Report
- Liaison-South Report
- Operations Committee Report
- Expenditure Review Committee Report
- Training Committee
- Public Education and NG911 Technologies Policies Subcommittee Report
- GIS Committee Report
- Program Portal Status
- GIS Outreach Activities
- Geospatial Call Routing Status
- Technical/Security Committee Report
- Program Management Report

8 New Business

- Next Meeting, Friday, **June 10**, 2022 (web conference)

Motion to Adjourn



Consent Agenda

Council Meeting – April 15, 2022

The following items will be considered on the consent agenda at the April 15, 2022 meeting:

1. Council Meeting Minutes from the January 21, 2022 meeting:



Kansas NG9-1-1 Coordinating Council

Meeting Notes

Friday, January 22, 2022 – Web Conference

1 Call To Order

The Kansas 911 Coordinating Council ("Council") general meeting was called to order at 9:01 a.m. by Chairman Dick Heitschmidt. Chairman Heitschmidt reviewed the Kansas Open Meetings Act (KOMA) rules for the meeting, and the chat feature of this web conference was disabled.

2 Roll Call

Roll call attendance was taken by Gayle Schwarzrock. There were 9 voting members and 6 non-voting members present at the start of the meeting.

Council Members in Attendance

Voting Members: Troy Briggs, Jac Brown, Robert Cooper, Jerry Harrison, Scott Hilbrink, Sherry Massey, Becky Snook, Brooks Wederski, and Ellen Wernicke

Non-Voting Members: Jerry Daniels, Mike Daniels, Patrick Fucik, Ken Nelson, Elizabeth Phillips, and Sara Spinks

Council Members Absent

Voting Members: Senator Rick Billinger, Representative John Carmichael, Senator Marci Francisco, Representative Kyle Hoffman, Josh Michaelis, Nick Robbins, and Jonathan York

Non-Voting Members: Terry Clark, Robert McDonald, Michael Ruffin, and Mark Tucker

Also in Attendance

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

3 Agenda

Chairman Dick Heitschmidt moved for a motion to accept the agenda with one amendment to move the LCPA financial audit report before the LCPA financial report, at the request of the auditor. **Motion to approve the agenda and move the LCPA financial audit report before the LCPA financial report** made by Ellen Wernicke, seconded by Becky Snook. No further discussion or issues were raised. By verbal confirmation by Chairman Heitschmidt, no opposition to the motion was made and all members were in favor. **Motion carried.**

4 Approval of Minutes

Chairman Heitschmidt presented the December 10, 2021 meeting minutes for discussion. Brooks Wederski made note of an date error on page 13, in the Service Impacting Events section, the year shows 20215 and needs corrected to 2021. The error was noted and corrected by Scott Ekberg. Brooks also pointed out that on page 17 for the vote on the substitute motion on the ETF report, the NR indicated next to his name needs moved up to Becky Snook's name. This error was noted and corrected by Scott Ekberg.

Motion to accept the amended December 10, 2021 minutes made by Brooks Wederski, and seconded by Sherry Massey. **Motion carried.**

Voting Members	Yea	Nay	Abstain
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Robert Cooper, KCDHH	X		
Jerry Harrison, KACP	X		
Scott Hilbrink, Fire Chief	X		
Sherry Massey, PSAPs under 75k	X		
Becky Snook, KS APCO	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Motion To Accept the December 10, 2021 Minutes MOTION BY: Brooks Wederski SECONDED BY: Sherry Massey PASSED: 9 yea, 0 nay. All in favor. Motion carried.			

5 Presentations

5.1 Executive Committee Report

Chairman Dick Heitschmidt presented the Executive Committee Report.

Chairman Heitschmidt discussed a plan to streamline for future Council meetings by having staff present written reports in advance of meetings to the Council for review prior to the meeting. During meetings, instead of the staff going over the entire report, time will be allotted for questions or any important information staff need to emphasize to the Council.

Jerry Harrison requested that the reports be sent out at least one week in advance of meetings in support of this change. Chairman Heitschmidt advised he is asking staff to have reports prepared and sent out to the Council 10 days prior to the meeting.

5.2 LCPA Financials

Kathleen Becker of Mainstream Nonprofit Solutions, Inc. (the LCPA) presented the LCPA Financials to the Council.



2020 Audit Results. Greg Schmidlein from Cummins, Coffman, and Schmidlein, the CPA company who completed the audit, presented the results from the 2020 audit. Greg presented 2 reports – the traditional audit and the federal grant performance audit.

- **2020 Traditional Audit.** Auditor's opinion was unqualified, which means it was a clean opinion. This is a cash basis accounting.

Receipts:

- Fees revenue increased \$6.7 million over the prior year.
- Interest decreased \$30,000.00.
- Other income increased \$1.3 million due to the NHTSA grant received.

Disbursements:

- PSAP payments were comparable to 2019.
- AT&T payments decreased \$300,000.00.
- Administrative fees increased \$2.7 million due to the outflow from the grant and additional contract expense increases.

Overall, there was a receipts over disbursement figure of \$6.9 million. Started the year with \$15.5 million and ended with \$22.5 million.

- **2020 Federal Grant Performance Audit.** This audit is specific to the program, compliance, and internal controls. It is not combined with the traditional audit. Auditor had a clean opinion. All information presents fairly based off information obtained and testing completed. Internal controls were examined and tested. No deficiencies or issues were discovered.

The Schedule of Federal Expenditures reflects the \$1,156,644.00 received from NHTSA.

Summary of audit results reflected an unqualified, clean opinion. No material weaknesses were identified during the audit of the financial statement nor the audit of the federal grant program. No instances of noncompliance. The report on compliance for the federal program expressed an unqualified, clean opinion. There were no findings or questionable costs that required reporting.

Kathleen Becker advised that once the audits are approved by the Council, the federal audit will be submitted. Another federal audit will need to be done in 2021 and 2022.

Jerry Harrison inquired if there is a way to see the line-item breakdown on the expenses to better understand where the changes occurred specifically. Kathleen Becker advised she will send that information to him. Scott Ekberg inquired if Jerry was talking about the grant expenditures or the regular audit. Jerry clarified for the regular audit.

Motion to approve the audit reports made by Robert Cooper. Chairman Heitschmidt advised he would like to approve them separately. Robert confirmed he approves both. Jac Brown seconded the LCPC 2020 traditional audit.

Voting Members	Yea	Nay	Abstain
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Robert Cooper, KCDHH	X		
Jerry Harrison, KACP	X		
Scott Hilbrink, Fire Chief	X		
Sherry Massey, PSAPs under 75k	X		
Becky Snook, KS APCO	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Motion To Approve the 2020 LCPA Traditional Audit Report MOTION BY: Robert Cooper SECONDED BY: Jac Brown PASSED: 9 yea, 0 nay. All in favor. Motion carried.			

Motion to approve the 2020 federal performance grant made by Robert Cooper and seconded by Brooks Wederski.

Voting Members	Yea	Nay	Abstain
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Robert Cooper, KCDHH	X		
Jerry Harrison, KACP	X		
Scott Hilbrink, Fire Chief	X		
Sherry Massey, PSAPs under 75k	X		
Becky Snook, KS APCO	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Motion To Approve The 2020 Federal Grant Performance Audit MOTION BY: Robert Cooper SECONDED BY: Brooks Wederski PASSED: 9 yea, 0 nay. All in favor. Motion carried.			

Review of LCPA Financial Reports. Kathleen Becker presented the current financial reports, with updates since the December 2021 meeting, that include totals through October 31, 2021.

Money market accounts were started in 2021 and continue to grow as money is transferred from the bonds to the money market accounts. Investments are decreasing but the money market accounts are increasing. There will be a meeting in March 2022 with INTRUST to discuss investments.

Everything is on track. No concerns. Operating expense percentage is 0.53%.

Motion to approve the LCPA financial reports made by Sherry Massey, seconded by Jac Brown.

Voting Members	Yea	Nay	Abstain
Troy Briggs, KSA	X		
Jac Brown, Govt IT	X		
Robert Cooper, KCDHH	X		
Jerry Harrison, KACP	X		
Scott Hilbrink, Fire Chief	X		
Sherry Massey, PSAPs under 75k	X		
Becky Snook, KS APCO	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Motion to approve LCPA financial reports MOTION BY: Sherry Massey SECONDED BY: Jac Brown PASSED: 9 yea, 0 nay. All in favor. Motion carried.			

5.3 Administrator's Report

Scott Ekberg presented the Administrator's Report.

Council Member Handbook. Scott presented the handbook for any updates or questions. No issues were raised.

December 15, 2021 Statewide Windstorm. This storm included wind gusts exceeding 100 mph reported across the state, along with multiple fires.

Call volumes nearly doubled those received on July 4th, which is a typical peak event, with 8,415 calls received. PSAPs performed admirably. During this event, 81% of PSAPs met the 15 second standard, and 98% met the 20 second standard.

Also during this event, there were 234 alternate routed calls. Riley County was hit the hardest with 56 calls that overflowed to their partners. The system performed the way it was expected.

Event Task Force Final Report. Still working with Sedgwick County. Have had 2 meetings to address issues that they are raising. That report has not yet been completed. We will continue to have meetings until that report is finalized. It is anticipated that the report will be presented at the April 15, 2022 Council meeting.

2022 Strategic Plan. Per the work plan, the strategic plan is due February 28, 2022. This will be finished by that date and a draft will be sent out to the Council for review. It will then be presented at the April meeting for approval.

5.4 Council Committee By-Laws

Michele Abbott presented on Josh Michaelis's behalf.

Committee bylaws and committee interest forms were sent out to the Council for review prior to the meeting. No questions or issues were raised during the meeting. Motion to adopt the committee bylaws and authorization forms made by Ellen Wernicke and seconded by sherry Massey.

Jerry Harrison stated he has not had time to review the bylaws and would request additional time for review before a vote is made. Chairman Heitschmidt advised since a motion and second were presented, we must proceed with that.

Voting Members	Yea	Nay	Abstain
Troy Briggs, KSA			X
Jac Brown, Govt IT			X
Robert Cooper, KCDHH	X		
Jerry Harrison, KACP		X	
Scott Hilbrink, Fire Chief			X
Sherry Massey, PSAPs under 75k	X		
Becky Snook, KS APCO	X		
Brooks Wederski, Govt IT	X		
Ellen Wernicke, PSAPs over 75k	X		
VOTE: Motion to approve the committee bylaws and authorization forms MOTION BY: Ellen Wernicke SECONDED BY: Sherry Massey PASSED: 5 yea, 1 nay, and 3 abstain. Motion carried.			

Scott advised Chief Harrison and all who abstained to review the bylaws and authorization forms and address any concerns with Michele Abbott. Any issues raised can then be addressed at the April meeting and make any necessary amendments at that time.

6 New Business

Legislative Update Concerning 988 Bill. Patrick Fucik gave an update on the bill. House Bill 2281 had a hearing last week. Andy Brown with KDADS testified and gave an overview of the bill and a 2 year federal grant fund coming in primarily for personnel. There is \$4.5 million budgeted from the state general fund. Patrick and Michael Ruffin met with Brenda and Andy last week and had a call with Andy yesterday to discuss the bill and technical issues. Discussed administering the 911 fee and the 988 fee on customers' bills, limiting liability. Also making sure there is only 1 state fee.

Current proposal is for \$0.25 rather than the original \$0.50 surcharge fee proposed. Projected revenues would be \$8.7 million at \$0.25. That is exclusive of prepaid, so the number may go up if that should be included. Patrick will check into that. Brenda would like to get the bill out of committee by the end of the month, however, she currently has COVID so that may be delayed.

Scott inquired as to the industry's position on the use of the fee. The bill appears to indicate they can spend the fee on anything. Patrick advised one of the factors impacting what each state can use the money for is the federal legislation that has broad guidelines. It indicates the funds can be used for crisis management and crisis services, which is pretty broad beyond call taking and dispatch. The industry feels it should be more narrow. Andy was very specific on what he would be using the funds for. An original budget of \$17 million (\$0.50 fee) is going to have to be amended to account for the lower amount of proposed funding and reduce the money going to contact centers and other allocations. Andy mentioned the overall 988 budget according to a federal model for implementing this



program is \$150 million. There is language in the bill that states the fee money can only be used for specific items, but that is being changed some. He will get more information on that.

Jerry Harrison inquired how much of the user fee goes to the PSAP out of the current 911 Act. Scott advised current fee is \$0.90 and of that \$0.66 goes to the PSAPs, \$0.23 goes to the general fund, and \$0.01 goes to the emergency grant fund. Jerry commented that \$.50 proposed for 988 is a large fee for such a narrow topic when you look at the funding for the PSAPs compared to the broad scope for what a PSAP manages.

Outage. Sheriff Troy Briggs advised there was an outage due to a fiber cut locally that cut his PSAP and Scott City out. He commented that Scott had mentioned StarLink last meeting, and he would like an update on that. They were out for several hours along with Scott City. There is fiber coming into the building that has only been down for 4-5 minutes vs. another separate technology from AT&T. Confidence of AT&T fixing issues is not high. Scott advised the fiber cut affected Troy's PSAP entirely, which Scott is not clear on why that is. Troy advised it was the entire city – landline and cellular – all AT&T services. Scott advised that Scott City lost their primary terrestrial circuit, but LTE picked them up and they continued to do business as usual over LTE throughout the event. Scott advised StarLink has a 6-month waiting list. With ASE we will also be looking at broadband connection which will be with a different carrier. Scott advised that Troy's PSAP is at the top of the list once StarLink service is acquired. Troy advised that United and Pioneer fiber coming into the building and those never seem to fail. He advised that admin calls continue to come in because they are on a VOIP connection through United.

Next Council Meeting. Next meeting will be April 15, 2022 at 9:00 a.m. (web-conference)

7 Adjournment

Motion to adjourn by Ellen Wernicke, seconded by Becky Snook. By verbal confirmation by Chairman Heitschmidt, no opposition to the motion was made and all members were in favor. **Motion carried.** The meeting adjourned at 10:00 a.m.

Submitted by:

Scott Ekberg
NG911 Administrator



2. Financial Reports for January, 2022:

The LCPA has provided the Balance Sheet and Income Statement for January 2022 for consideration and approval by the Council.

KANSAS 911 COORDINATING COUNCIL
Balance Sheet
Monday, January 31, 2022

	<u>Current YTD</u>
Assets:	
Cash	
911 State Fund	\$7,467,917.99
911 Operations Fund	14,357,650.07
911 State Grant Fund	856,188.75
911 State Money Market	398,661.62
911 Operations Money Market	1,222,180.83
Total Cash	<u>24,302,599.26</u>
Investments	
911 State Fund Investments	1,724,588.03
911 Operations Fund Investments	6,135,443.95
Total Investments	<u>7,860,031.98</u>
Accounts Receivable	3,021,830.95
Prepaid Expenses	295,016.20
Accrued Revenues	
Accrued Receivables	11,491.72
Total Accrued Revenues	<u>11,491.72</u>
Total Assets	<u><u>35,490,970.11</u></u>
Liabilities	
Accounts Payable	3,929,103.84
Accrued Expenses	
Accrued Accounts Payable - PSAP Minimum Payments	380,000.00
Accrued Accounts Payable - PSAP Withholding	153.78
Accrued Accounts Payable - Arrears	121,513.24
Accrued Accounts Payable	362.43
Total Accrued Expenses	<u>502,029.45</u>
Deferred Revenue	<u>3,145,084.32</u>
Total Liabilities	7,576,217.61
Equity	
Fund Balance - Unrestricted	27,914,752.50
Total Liabilities and Equity	<u><u>35,490,970.11</u></u>

**Kansas 911 Coordinating Council
Summary
For the One Month Ending Monday, January 31, 2022**

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	\$2,631,553.86	\$2,634,333.33	\$2,631,553.86	\$2,634,333.33	\$28,980,446.14
Prepay Fee Income	225,782.97	188,584.50	225,782.97	188,584.50	2,037,231.03
PSAP 911 Services Payments	385,273.02	391,666.67	385,273.02	391,666.67	4,314,726.98
Interest Income	935.56	1,250.00	935.56	1,250.00	14,064.44
Total Revenue	\$3,243,545.41	\$3,215,834.50	\$3,243,545.41	\$3,215,834.50	\$35,346,468.59
PSAP Expenses					
PSAP Payments	1,688,967.77	1,708,333.33	1,688,967.77	1,708,333.33	18,811,032.23
PSAP Minimum Quarterly Payments	95,000.00	137,500.00	95,000.00	137,500.00	1,555,000.00
Total PSAP Expenses	\$1,783,967.77	\$1,845,833.33	\$1,783,967.77	\$1,845,833.33	\$20,366,032.23
Operating Expenses					
Personnel Contracts	12,415.49	14,469.92	12,415.49	14,469.92	173,503.68
Council Meeting Expenses	141.35	1,300.01	141.35	1,300.01	15,458.65
Committee Meeting Expenses	0.00	333.32	0.00	333.32	4,000.00
Other Administrative Costs	18,839.30	7,082.50	18,839.30	7,082.50	66,150.70
Total Operating Expenses	\$31,396.14	\$23,185.75	\$31,396.14	\$23,185.75	\$259,113.03
Contractual Costs					
AT&T Service Contracts	734,026.72	821,420.83	734,026.72	821,420.83	9,123,023.28
LCPA Contract	12,280.17	12,280.17	12,280.17	12,280.17	147,362.00
Non-Admin. Contract Staff Expenses	26,879.26	33,233.34	26,879.26	33,233.34	398,430.54
Other Contract Costs	194,975.17	83,523.39	194,975.17	83,523.39	807,305.83
Grant Expenses	9,980.40	0.00	9,980.40	0.00	(9,980.40)
Total Contractual Costs	\$978,141.72	\$950,457.73	\$978,141.72	\$950,457.73	\$10,466,141.25
Total Expenses	2,793,505.63	2,819,476.81	2,793,505.63	2,819,476.81	31,091,286.51
Other Income					
Investment Interest/Dividends	14,642.73	0.00	14,642.73	0.00	(14,642.73)
Gain/Loss on Investment	(121,714.39)	0.00	(121,714.39)	0.00	121,714.39
Total Other Income	(\$107,071.66)	\$0.00	(\$107,071.66)	\$0.00	\$107,071.66

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Other Expense					
Investment Fees	6,046.96	0.00	6,046.96	0.00	(6,046.96)
Total Other Expense	\$6,046.96	\$0.00	\$6,046.96	\$0.00	(\$6,046.96)
Net Other Income and Expense	(\$113,118.62)	\$0.00	(\$113,118.62)	\$0.00	\$113,118.62
Net Change in Net Assets	\$336,921.16	\$396,357.69	\$336,921.16	\$396,357.69	\$4,368,300.70
Operating Expense Percentage			0.59%		

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**Kansas 911 Coordinating Council
911 State Fund
For the One Month Ending Monday, January 31, 2022**

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	\$1,927,079.70	\$2,634,333.33	\$1,927,079.70	\$2,634,333.33	\$28,279,778.86
Interest Income	262.70	625.00	262.70	625.00	7,237.30
Total Revenue	\$1,927,342.40	\$2,634,958.33	\$1,927,342.40	\$2,634,958.33	\$28,287,016.16
PSAP Expenses					
PSAP Payments	1,688,967.77	1,708,333.33	1,688,967.77	1,708,333.33	18,811,032.23
PSAP Minimum Quarterly Payments	95,000.00	137,500.00	95,000.00	137,500.00	1,555,000.00
Total PSAP Expenses	\$1,783,967.77	\$1,845,833.33	\$1,783,967.77	\$1,845,833.33	\$20,366,032.23
Operating Expenses					
Other Administrative Costs	273.30	175.00	273.30	175.00	1,826.70
Total Operating Expenses	\$273.30	\$175.00	\$273.30	\$175.00	\$1,826.70
Total Expenses	1,784,241.07	1,846,008.33	1,784,241.07	1,846,008.33	20,367,858.93
Other Income					
Investment Interest/Dividends	4,966.45	0.00	4,966.45	0.00	(4,966.45)
Gain/Loss on Investment	(28,443.09)	0.00	(28,443.09)	0.00	28,443.09
Total Other Income	(\$23,476.64)	\$0.00	(\$23,476.64)	\$0.00	\$23,476.64
Other Expense					
Investment Fees	1,420.65	0.00	1,420.65	0.00	(1,420.65)
Total Other Expense	\$1,420.65	\$0.00	\$1,420.65	\$0.00	(\$1,420.65)
Net Other Income and Expense	(\$24,897.29)	\$0.00	(\$24,897.29)	\$0.00	\$24,897.29
Net Change in Net Assets	\$118,204.04	\$788,950.00	\$118,204.04	\$788,950.00	\$7,944,054.52

Kansas 911 Coordinating Council
911 Operations Fund
For the One Month Ending Monday, January 31, 2022

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	\$675,200.38	\$0.00	\$675,200.38	\$0.00	\$671,393.50
Prepay Fee Income	225,782.97	188,584.50	225,782.97	188,584.50	2,037,231.03
PSAP 911 Services Payments	385,273.02	391,666.67	385,273.02	391,666.67	4,314,726.98
Interest Income	636.62	625.00	636.62	625.00	6,863.38
Total Revenue	\$1,286,892.99	\$580,876.17	\$1,286,892.99	\$580,876.17	\$7,030,214.89
Operating Expenses					
Personnel Contracts	12,264.48	14,469.92	12,264.48	14,469.92	173,503.68
Council Meeting Expenses	141.35	1,300.01	141.35	1,300.01	15,458.65
Committee Meeting Expenses	0.00	333.32	0.00	333.32	4,000.00
Other Administrative Costs	18,566.00	6,907.50	18,566.00	6,907.50	64,324.00
Total Operating Expenses	\$30,971.83	\$23,010.75	\$30,971.83	\$23,010.75	\$257,286.33
Contractual Costs					
AT&T Service Contracts	734,026.72	821,420.83	734,026.72	821,420.83	9,123,023.28
LCPA Contract	12,280.17	12,280.17	12,280.17	12,280.17	147,362.00
Non-Admin. Contract Staff Expenses	26,879.26	33,233.34	26,879.26	33,233.34	398,430.54
Other Contract Costs	194,975.17	83,523.39	194,975.17	83,523.39	807,305.83
Grant Expenses	9,980.40	0.00	9,980.40	0.00	(9,980.40)
Total Contractual Costs	\$978,141.72	\$950,457.73	\$978,141.72	\$950,457.73	\$10,466,141.25
Total Expenses	1,009,113.55	973,468.48	1,009,113.55	973,468.48	10,723,427.58
Other Income					
Investment Interest/Dividends	9,676.28	0.00	9,676.28	0.00	(9,676.28)
Gain/Loss on Investment	(93,271.30)	0.00	(93,271.30)	0.00	93,271.30
Total Other Income	(\$83,595.02)	\$0.00	(\$83,595.02)	\$0.00	\$83,595.02
Other Expense					
Investment Fees	4,626.31	0.00	4,626.31	0.00	(4,626.31)
Total Other Expense	\$4,626.31	\$0.00	\$4,626.31	\$0.00	(\$4,626.31)

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Net Other Income and Expense	(\$88,221.33)	\$0.00	(\$88,221.33)	\$0.00	\$88,221.33
Net Change in Net Assets	\$189,558.11	(\$392,592.31)	\$189,558.11	(\$392,592.31)	(\$3,604,991.36)

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**Kansas 911 Coordinating Council
911 State Grant Fund
For the One Month Ending Monday, January 31, 2022**

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	\$29,273.78	\$0.00	\$29,273.78	\$0.00	\$29,273.78
Interest Income	36.24	0.00	36.24	0.00	(36.24)
Total Revenue	\$29,310.02	\$0.00	\$29,310.02	\$0.00	\$29,237.54
Net Change in Net Assets	\$29,310.02	\$0.00	\$29,310.02	\$0.00	\$29,237.54

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3. Strategic Plan Approval:

Each year the Strategic Plan is updated to focus initiatives and work for the upcoming three years. The Council is being asked to adopt the 2022 – 2024 Strategic Plan:



Kansas NG911 Strategic Plan for 2022-2024

First Draft October 15, 2021
Last Revised February 15, 2022

Prepared by Executive Committee
Prepared for Kansas 911 Coordinating Council



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Executive Summary

The following committees of the Kansas 911 Coordinating Council ("Council") furnish this proposed strategic plan for 2022-2024 for its consideration and adoption by the Council.

- Executive Committee chaired by the Council Chair, Chief Heitschmidt
- Operations Committee chaired by Josh Michaelis, including the Expenditure Review Committee
- GIS Committee chaired by Ken Nelson, GIO
- Public Education and NG911 Technologies Policies Committee chaired by Becky Snook
- Technical/Security Committee chaired by Phill Ryan
- Training Committee chaired by Ellen Wernicke

Our accomplishment. With 96% of eligible counties now on our hosted solution, Kansas NG911 has entered the operational phase. During this on-going phase, the infrastructure will undergo periodic upgrades and enhancements as part of our 911 public safety continuous improvement process. Details of accomplishments are found on the Council website <https://www.kansas911.org/>

Our strategic plan for 2022-2024 is to harness 9-1-1 technology to enhance public safety and save more lives in Kansas. We will do this by providing Kansans with the best-in-class, most cost-effective, statewide infrastructure solution for 9-1-1 public safety based on national Next-Generation 9-1-1 (NG911) guidance (Appendix A). Our Kansas NG911 program strategy has three fundamental pillars:

- **Leadership and Governance**
 - Provide best-available emergency 9-1-1 call handling system to Kansans
 - Refine policy, plans, processes, and procedures to ensure sustainability
 - Optimize staffing and succession planning to assure continuity of operations
 - Foster inclusive governance through strengthened communication, collaboration, cooperation between Council and all public safety stakeholders (Appendix B)
- **Operations and Sustainment**
 - Continue to operate Kansas NG911 with lowest administrative overhead in the nation
 - Ensure that our business plan matches the appropriate technical roadmap
 - Manage business case for optimum affordability and cost containment
 - Effectively identify, manage, and leverage federal and state grants
 - Provide a Learning Management platform for 911 awareness and continuing education and functional training on NG911 System applications.
 - Workflow automation modules for our 911 Program Portal
 - Acquire mobile training capability to provide hands-on functional system training to all PST's operating on the system and for redundancy in continuity of operations for PSAPs.
 - Committee bylaws unify NG911 processes and procedures to achieve our mission/vision
- **Infrastructure and GIS Technology**
 - Examine alternative network platforms for cost and reliability enhancement
 - Manage Lifecycle Management upgrades to Statewide Hosted Service and ESInet
 - Monitor the cost-benefit of emerging mapping and situational awareness platforms
 - Integrate NG911 i3 applications through evaluation, validation, training, implementation, handoff to operations



- Refine incident management and day-2 support including inclusive end-to-end metrics reporting such as the AT&T ESInet Customer Management Portal (CMP)
- Initiate annual cybersecurity and infrastructure security assessment considering the implications of NIST 800-53 security standards and penetration (PEN) testing.
- Maintain the integrity of our Geographic Information System (GIS) data
- Develop and migrate geoMSAG and geospatial call routing
- Consider statewide geographic data layers
- Cross-border geoMSAG data compliance coalitions (OK, NE, MO, CO)
- Develop next generation orthoimagery
- Evaluate location-based system components.

Our associated risk strategy is moderate risk tolerance; that is, neither risk-seeking, nor risk-averse. Our Risk Management Plan monitors system reliability, supportability, and cost benefit. Our risk mitigation plan relies on policy, procedure, proof of concept and pilot phase control gates.

Leadership and Governance

The Executive Committee established the following strategic goals and objectives for Council consideration. The Executive Committee is diligent about “throttling” the advent of the latest NG911 features. There is a delicate balance whereby Public Safety Telecommunicators (PSTs, formerly 911 Dispatchers) have critical information to save lives; that is, not too little information, not too much information. Sherry Massey, GIS Specialist, stresses that “as a Council, we must manage the advent of new applications. Being on the leading edge has advantages. Yet, being a Beta site user has challenges. We are now moving into a realm where technology is moving into NG911. This functionality, by necessity, will modify our policies and procedures. It is a new paradigm.”

One of our primary objectives for 2022 is customer success. Customer success is not just making our users satisfied. Our customers need to be an integral part of our strategic plan, no matter how great the technology is. Michele Abbott (Communication and Training Coordinator), Lori Criqui (Liaison-North), and Angie Murphy (Liaison-South), are working with Scott Ekberg, Administrator, to develop lines of communication that “see through the eyes of the PST.”

John Cohen, the Department of Homeland Security Coordinator for Counterterrorism and Assistant Secretary for Counterterrorism and Threat Prevention Policy, stated February 15, 2022, that the current USA threat environment is the worst in over 30 years. Primary targets are universities, public officials, government facilities, and houses of worship from both domestic and foreign threat actors. For details <https://www.dhs.gov/ntas/advisory/national-terrorism-advisory-system-bulletin-february-07-2022> Not only will Staff monitor the threat environment in terms of our 911 architecture, but also keep PSAPs advised on changing times.

The Executive Committee established the following strategic goals and objectives roadmap for Council consideration.

Year 2022 Executive	Year 2023 Executive	Year 2024 Executive
Stakeholder Development:	NG911 i3 Architecture Business Case:	Consider participation in NG911 Emergency Incident Data Document (EIDD) sharing of 911



Year 2022 Executive	Year 2023 Executive	Year 2024 Executive
<p>Communication Coordinator and Liaisons, cultivate deepening relationships.</p> <ul style="list-style-type: none"> • PSAPs especially those newly joining our system in 2021-2022. • State Homeland Security Regional Council Coordinating Committees (RCCC) Senior Advisory Committee. <p>Close relationships ensure commonality and continuity of 911 public safety.</p>	<ul style="list-style-type: none"> • Seek low-moderate risk beneficial NG911 opportunities while remaining in budget. • Influence the direction of national NG911 to protect our NG911 investment. <p>NG911 is a living and evolving architectural solution that strengthens public safety.</p>	<p>incident data among Functional Elements (FE's) and supporting public safety entities according to NENA/APCO-INF-005.1-2014.</p> <p>NG911 systems normally communicate with each other over IP-based networks.</p>
<p>Succession Plan of LCPA staff and providers is essential to assure Continuity of Operation Plan (CoOP):</p> <ul style="list-style-type: none"> • LCPA Staff contractors backup each other thru daily and weekly awareness briefings. • ITSS and PM Contractors transition workflow to Staff. • AT&T anticipating a voluntary reduction in force will provide at least 30 days of OJT transition. • RapidDeploy anticipating a voluntary reduction in force will provide at least 30 days of OJT transition. Add support agent to focus Kansas NG911 application growth. <p>Daily, weekly, and monthly readiness meetings assure program continuity.</p>	<p>Succession Plan of LCPA staff and providers is essential to assure continuity of operations:</p> <ul style="list-style-type: none"> • LCPA Staff contractors analysis and right sizing. Consider adding Administrative Assistant and GIS Specialist per LPA Audit of 2018. • AT&T normal attrition to provide at least 30 days of OJT transition. • RapidDeploy normal attrition to provide at least 30 days of OJT transition. <p>Daily, weekly, and monthly readiness meetings assure program continuity.</p>	<p>Succession Plan of LCPA staff and providers is essential to assure Continuity of Operation Plan (CoOP):</p> <ul style="list-style-type: none"> • LCPA Staffing analysis and right sizing. • AT&T normal attrition to provide at least 30 days of OJT transition. • RapidDeploy normal attrition to provide at least 30 days of OJT transition. <p>Daily, weekly, and monthly readiness meetings assure program continuity.</p>
<p>Staff Training: have an ongoing working knowledge and understanding of evolving NG911 requirements.</p>	<p>Staff Training: have an ongoing working knowledge and understanding of evolving NG911 requirements.</p>	<p>Staff Training: have an ongoing working knowledge and understanding of evolving NG911 requirements.</p>

Year 2022 Executive	Year 2023 Executive	Year 2024 Executive
Stakeholder workshops and collaboration events such as NENA, APCO, NASNA.	Stakeholder workshops and collaboration events such as NENA, APCO, NASNA.	Stakeholder workshops and collaboration events such as NENA, APCO, NASNA.
<p>Council Outreach: Council Member Handbook continually revised to keep members informed.</p> <p>Comprehensive communication and collaboration among all stakeholders ensure the relevance to Kansas public safety.</p>	<p>State Government Outreach:</p> <ul style="list-style-type: none"> legislative briefings during session ensures awareness of Kansas NG911 regional PSAP tours and informational briefings. <p>Public safety is a priority of our state government.</p>	<p>Federal Government Outreach:</p> <ul style="list-style-type: none"> nurture relationships with national NG911 leaders develop Kansas NG911 PSAP Showcase for VIP tours. <p>Influencing federal standards preserves and protects the Kansas NG911 investment.</p>
<p>Inter-state Outreach</p> <ul style="list-style-type: none"> Colorado cross-border National NG911 Showcase <p>Inter-state outreach ensures NG911 interoperability.</p>	<p>Inter-state Outreach</p> <ul style="list-style-type: none"> Nebraska cross-border National NG911 Showcase <p>Inter-state outreach ensures NG911 interoperability.</p>	<p>Inter-state Outreach</p> <ul style="list-style-type: none"> Oklahoma cross-border National NG911 Showcase <p>Inter-state outreach ensures NG911 interoperability.</p>
<p>Supply Chain Backlog is expected to last through 2022 and possibly into 2023.</p> <p>Work with Providers for early procurement of any infrastructure equipment.</p>	<p>Supply Chain Backlog may last into 2023.</p> <p>Work with Providers for early procurement for any infrastructure equipment.</p>	
<p>Business Case adjust for heavy inflation: original year-over-year inflation factor 2%; current inflation running 7-14%</p> <p>Ensure the NG911 Business Case remains economically relevant.</p>	<p>Business Case: ensure the NG911 Business Case remains economically relevant.</p>	<p>Business Case: ensure the NG911 Business Case remains economically relevant.</p>
<p>Program Toolset: develop advanced project tools such as website, portal, TEAMS, Inventory Management System (IMS) and database.</p> <p>Program tools allow Staff to do more, faster.</p>	<p>Program Toolset: program tools allow Staff to do more, faster</p>	<p>Program Toolset: program tools allow Staff to do more, faster</p>
<p>Federal and State Grants: secure funding for Kansas Emergency Mobile Dispatch and Training Center (EMDTC) under</p>	<p>Federal and State Grants: look for new grant opportunities that augment NG911 business case.</p>	<p>Federal and State Grants: look for new grant opportunities that augment NG911 business case.</p>



Year 2022 Executive	Year 2023 Executive	Year 2024 Executive
the Infrastructure Bill 2021 broadband allocation. EMDTC provides reliability and training platform.		
Collaboration of 911 and 988 services: Council work with legislators and lobbyists to explore and define collaborative relationships. Suicide prevention is a public safety issue.	Collaboration of 911 and 988 services: follow up from 2022.	

Operations and Sustainment

NG911 brings astounding state-of-the-art features and functionality that directly and indirectly contribute to the saving the lives of Kansans. One of our greatest challenges is right sizing this emerging capability. We want our PSTs to have the lifesaving tools they need, but not at the cost of overwhelming them. In addition, the technology is evolving so rapidly, we must ensure application training keeps pace. At the same time, we must make sure leading-edge NG911 capability is fully vetted. Josh Michaelis, Operations Chairman, continually stresses the importance of asking our PSAPs for input to our business model. He believes that the operation of our NG911 Hosted Solutions needs to be driven by the Operations Committee. Scott Ekberg, Administrator, concurs with Josh. In addition, Scott understands the importance of giving the PSAPs the opt-in, opt-out flexibility of introducing new capabilities when feasible. Michele Abbott, Communication and Training Coordinator, works with our PSAPs to prioritize new advances in NG911. Angie Murphy, Liaison for South Kansas, and Lori Criqui, Liaison for North Kansas, leverage regular PSAP calls to learn what our PSAPs need and want in their NG911 toolbox.

Currently, we are using a portion of a building in Yoder, Kansas, as a test and evaluation site that can also serve as a backup site. However, the future use of the Yoder facility is uncertain. We may investigate some alternative locations in Kansas in the event Yoder becomes unavailable, or less cost effective than other solutions. For example, there are several NG911 Backup Sites that could be used if the Yoder facility becomes unavailable or the Emergency Mobile Dispatch and Training Center proves to be a more cost-effective test and evaluation center.

Kansas 911 needs an Emergency Mobile Dispatch and Training Center (EMDTC). This truck and fifth-wheel trailer dispatch center can be deployed within hours of a regional disaster that requires extended augmentation. For example, if a region is overrun, such as a pandemic or tornado, the PSAPs in that regional are likely to be overrun. While most of our PSAPs have memorandum of agreement to backup each other, this arrangement is intended only for short-term situations. An EMDTC allows a long-term solution. The Council applied for a Strengthening People and Revitalizing Kansas (SPARK) Grant. Our grant application was declined. However, the federal Infrastructure Investment and Jobs Act 2021 signed into law November 15, 2021, allocates \$65 billion to broadband Internet. We are investigating the possibility of a grant for the EMDTC through this new broadband funding. In addition, we are investigating the potential funding of NG911 expanded training under the Infrastructure Act. Potential 911 grant funds through federal legislation are also possible.



Kansas NG911 likely operates at the lowest administrative overhead in the nation. We accomplish this achievement by:

- having a completely flat management structure rather than a typical pyramid organization, and
- by relying on subject matter experts who know the 9-1-1 industry.
- Participating in the NENA “911-Goes-to Washington” ensures that our Kansas NG911 roadmap is consistent to and compliant with emerging federal standards.

The Operations Committee established the following strategic goals and objectives roadmap for Council consideration.

Year 2022 Operations	Year 2023 Operations	Year 2024 Operations
Council Committee Bylaws established: <ul style="list-style-type: none"> • Implement and adjust bylaws as needed to strengthen participation and effectiveness of committees and subcommittees. • unify NG911 processes and procedures to achieve our mission and vision. Creates consistent documentation, assists Staff to streamline and collaborate reports, cross-cultural synergy, stronger stakeholder involvement.	Council Committee Bylaws tailored: refine bylaws based on lessons learned from 2022. Fosters stronger stakeholder synergy.	Council Committee Bylaws revised: refine as required to enhance NG911 overall effectiveness. Fosters stronger stakeholder synergy.
Best-in-Class 9-1-1 Service <ul style="list-style-type: none"> • <i>Automatic Crash Response</i> such as General Motors OnStar, and emerging smart phone sensors provides data for PSTs to dispatch first responders more thoroughly. • Provide VESTA Real-Time-Texting (RTT) to enhance 911 texting capability. • Evaluate applicability of cloud-native Unified Critical Response solutions of RD • Consider <i>Silent Call</i> procedures 	Best-in-Class 9-1-1 Service <ul style="list-style-type: none"> • Provide 9-1-1 CAD data sharing by introducing RapidDeploy Nimbus cloud-aided dispatch platform. • Work with other telco carriers to encourage the implementation of device location coordinates. • Wireless accuracy of telco carriers available; may include z-axis in large cities showing location coordinates; may include indoor mapping. 	Best-in-Class 9-1-1 Service <ul style="list-style-type: none"> • Predictive analytics: taking past data and now real-time data and deliver to actionable things now. Could be emergency now; or preparing for football game. Augments the power of the person. • Bring in state EMS data • Evaluate crash database • Consider participation in Emergency Incident Data Document (EIDD) information sharing protocol.

- Additional PSAPs may want their own backup centers.
- VESTA and RapidDeploy may move to cloud-based applications; need to assess.
- Consider trial integration of KDOT traffic cameras.
- Continue to work with T-Mobile and other carriers to facilitate and implement device location coordinates.
- Continue to work with Kansas SIAC, FirstNet and KDEM agencies.
- Self-assessment: how does Kansas compare with others? Do we need to adjust or influence?
- Evaluate appropriateness of Artificial Intelligence (AI) data-driven emergency response solutions.
- Consider panic button activations.
- PSAP-to-PSAP Chat capability to facilitate coordinated communication between and among PSAPs during incidents.
- Consider Cloud recording.
- Continue to work with Kansas SIAC, FirstNet and KDEM agencies.
- Self-assessment: how does Kansas compare with others? Do we need to adjust or influence?
- Continue to work with Kansas SIAC, FirstNet and KDEM agencies.
- Consider *Call Smart Transcription*, an attached service from the cloud that transcribes 911 call for later review.
- Evaluate business case for any fee adjustment.
- Self-assessment: how does Kansas compare with others? Do we need to adjust or influence?

Call-answer speed saves more lives.

Caller location accuracy saves more lives.

Interoperability augments disaster recovery.

Day-2 Operational Support	Situational Awareness App's	911 Applications
<ul style="list-style-type: none"> • Administrator responsible for all After Action Reviews (AARs) including Root Cause Analysis (RCA) and Corrective Action Plan (CAP). • Continually update and improve our Incident Management Plan and processes with the AT&T Resolution Center to improve service metrics including the human element of failure. • Expand ECaTS metrics to systemically reflect both technical performance and human performance of NG911. • Real-Time-Texting (RTT) is more reliable than SMS texting and provides real-time communication between caller and PST. 	<ul style="list-style-type: none"> • Evaluate citizen-input beyond video streaming • Evaluate RapidRadar a geospatial search feature to help PSTs discover additional information at or near the 9-1-1 caller's location. • Introduce RTT support • Develop real-time predictive analytics, tactical mapping platform. <p>Appropriate information assures appropriate response.</p>	<ul style="list-style-type: none"> • Develop Internet of Things (IoT) Smart Cities data and interfaces scorecard to assess feasibility for our NG911. • Some elements of Smart Cities may help 911 response, and yet, may hinder, emergency response by overloading PSTs with too much information. <p>Appropriate information assures appropriate response.</p>

<ul style="list-style-type: none"> Create temporary markups on the map such as road work, controlled burns, flooding... <p>Having the right data, but not excessive data, improves 911 response.</p>		
<p>NG911 Training/refreshers</p> <ul style="list-style-type: none"> Develop and deliver functional training curriculum on KS NG911 System technologies. Co-Host annual APCO/Council Conference Continue the huge success of Training Tip Tuesday and End of Week bulletin. Expand the use of the KS NG911 Learning Center for both initial and refresher training of NG911 Layered training model including regional and individual. Maintain sample SOP/SOG and other training resources to ensure applicability <p>On-going NG911 training for new features and refresher training.</p>	<p>Training and Awareness</p> <ul style="list-style-type: none"> Training is a bigger deal. NG911 brings a wealth of information and capability, yet PSTs can only be proficient thru simple instructions. Continue PSAP refresher awareness videos using our Learning Center. Refresh PSAP awareness of latest cybersecurity measures and counter measures. Evaluate Co-Hosted APCO/Council Conference vs. Council only conference Evaluate podcast video refresher training of PSTs. Develop RapidDeploy Nimbus training criteria. Maintain sample SOP/SOG and other training resources to ensure applicability <p>Our NG911 policies and procedures need to be reaffirmed and refreshed.</p>	<p>Interactive Planning and Training</p> <ul style="list-style-type: none"> Partnership with Kansas APCO & NENA to explore and assess together emerging i3 features and functionality for suitability in Kansas NG911 applications. Maintain sample SOP/SOG and other training resources to ensure applicability <p>Cost-benefit management of select NG911 features through collaboration with PSTs.</p>
<p>Maintain reliability/availability 0.9999 thru operational metrics</p> <ul style="list-style-type: none"> Network Call Handling Situational Awareness application(s) Evaluate performance analytics such as RapidDeploy Eclipse vs ECaTS. <p>Operational metrics drive technology.</p>	<p>Error reporting</p> <ul style="list-style-type: none"> 911 Resolution Center, PSTs, hosted solution system to have ability to report communication issues in reporting errors. Enhance error reporting tools for Situational Awareness applications. Develop prediction analytics to forecast potential failures. 	<p>Extraction of mobile device data relevant to public safety</p> <p>Access to medical data of caller tailorizes emergency response.</p> <p>Information saves lives.</p>

	Need error reporting and consolidation capability for integrated solution including end to end metrics.	
Public Service Announcements: Strengthen public awareness of Kansas NG911 new capabilities through public service announcements. Knowledge of 9-1-1 saves lives.	Cross Border Partnerships: Maintain our synergistic partnership with Mid-American Regional Council (MARC) with bi-annual informational exchange. Saves lives at our borders.	Technology Leverage: <ul style="list-style-type: none"> Consider artificial intelligence (AI) applications that assist and support PSTs Pilot evaluation of predictive analytics Apply Internet of Things to public safety protocols Reduce PST stress, workload, and workflow.
PSAP Communications: <ul style="list-style-type: none"> PSAP Administrators Call has been a huge success; we plan to expand topics and discussion. PSAP Frontline Call is an invaluable tool; we plan to expand content and discussion. Maintain and update Council website Periodic briefings and newsletters reinforce training and communication experience.	PSAP Communications: <ul style="list-style-type: none"> Admin briefings Frontline briefings Training Tip Tuesday End of Week bulletin Maintain and update Council website Periodic briefings and newsletters reinforce training and communication experience.	PSAP Communications: <ul style="list-style-type: none"> Admin briefings Frontline briefings Training Tip Tuesday End of Week bulletin Maintain and update Council website Periodic briefings and newsletters reinforce training and communication experience.
Continue User Acceptance Testing (UAT) proof of concept and pilot testing for Medium and High-Risk innovations: Identifies deficiencies prior to production implementation.	Continue UAT proof of concept and pilot testing as required: Identifies deficiencies prior to production implementation.	Continue UAT proof of concept and pilot testing as required: Identifies deficiencies prior to production implementation.
911 Program Portal: workflow automation modules that serve our constituents with greater efficiency and efficacy. Examples may include standard reports to state legislature, NASNA, FCC.	911 Program Portal: workflow automation modules that serve our constituents with greater efficiency and efficacy. Examples may include standard reports.	911 Program Portal: workflow automation modules that serve our constituents with greater efficiency and efficacy.



Scott Ekberg, Administrator, stresses the importance of having pilot trials in a UAT environment. Not only does this prove out the technology, but also ensures end-user customer success. In addition, he recognizes our “early adopter” pilot sites must represent different size PSAPs (small, medium large) since not all PSAPs are alike.

Infrastructure and GIS Technology

Our NG911 technology strategy assesses emerging technology in terms of public safety attributes:

- Higher capacity platform with reliability robustness at potentially lower cost
- Faster call routing
- More accurate caller location
- More accurate call routing
- More comprehensive first responder response
- Faster first responder response.

Phill Ryan, Chairman of the Technical/Security Committee, facilitates quarterly meetings with his infrastructure technology team to collect, assess and evaluate NG911 networking, call handling, 911 applications and cybersecurity opportunities.

We will introduce AT&T Switched Ethernet (ASE). ASE will replace our existing AVPN network architecture. With ASE, Scott Ekberg, NG911 Administrator, can dynamically adjust bandwidth as needed for more network diversity at lower cost than current AVPN. LTE Backup will be expanded to include FirstNet band 14 access for greater bandwidth. The ASE project will also introduce another network connection out of the PSAP for a third leg of diversity by introducing dedicated broadband for additional redundancy in host connectivity.

The Technical/Security Committee established the following infrastructure technology strategic goals and objectives roadmap for Council consideration.

Year 2022 Technology	Year 2023 Technology	Year 2024 Technology
NG911 Security Review: Annual cybersecurity annual review and assessment.	NG911 Security Review: Annual cybersecurity penetration testing.	NG911 Security Review: Annual cybersecurity annual review and assessment.
Network High Performance: <ul style="list-style-type: none">• ASE pilot test and trials Kansas State, Chanute• Full implementation of ASE• Monitor and assess bandwidth needs of each PSAP• Point of Interconnect (POI) into ESInet, remove tandem connections; track item to straight IP environment.	Network robustness: <ul style="list-style-type: none">• ESInet lifecycle mgt includes external interface interoperability• ESInet evolution: i3 device-based hybrid (DBH) routing• ASE lifecycle management• POI tracking item to fully IP environment• Wireless straight IP into the ESInet cloud	Network diversity / reliability: <ul style="list-style-type: none">• ESInet lifecycle mgt includes component replacement, upgrade• ASE lifecycle management• POI tracking item to fully IP environment• Wireless footprint advances• Monitor and assess bandwidth needs of each PSAP

Year 2022 Technology	Year 2023 Technology	Year 2024 Technology
<ul style="list-style-type: none"> • ASE provides more bandwidth; allows streaming video (Dickinson County is getting ready to beta test video to 911). • Add 3rd host to enhance reliability and allow 911 call load sharing during surge and overflow. • Orchestrate cross-border ESInet interconnection. • StarLink satcom may offer redundancy, resiliency • Implement PIDF-Lo supporting Ray Baum Data Fields. (see note below) • ESInet lifecycle mgt: emerging i3 standards-based solution(s). • ESInet evolution: Executive Web Dashboard. <p>Optimum networking:</p> <ul style="list-style-type: none"> • saves more lives • lowers cost of ownership • Provides higher reliability 	<ul style="list-style-type: none"> • Monitor potential solutions for “last mile” connectivity robustness • Monitor and assess bandwidth needs of each PSAP • Host-to-Host connectivity • Host-to-cloud connectivity • PSAP-to-Host connectivity • Self-learning capability • Self-optimizing capability <p>Optimum networking:</p> <ul style="list-style-type: none"> • saves more lives • lowers cost of ownership • Provides higher reliability 	<ul style="list-style-type: none"> • Cloud optimization may improve response efficiency • Internet of Things (IoT) impacts • VESTA cloud-based call handling network may help with security and upgrades <p>Optimum networking:</p> <ul style="list-style-type: none"> • saves more lives • lowers cost of ownership • Provides higher reliability
<p>FirstNet Band-14: Black SIM chip will provide access to Band 14, which should enhance bandwidth for our PSAPs; this solution is a part of the ASE migration.</p>	<p>Expand relationship with Carriers: We plan to proactively work with our Provider AT&T and the telco’s; with a goal of eliminating legacy tandems and full SIP connectivity to ESInet.</p>	<p>Expand relationship with Carriers: We plan to proactively work with our Provider AT&T and the telco’s; with a goal of eliminating legacy tandems and full SIP connectivity to ESInet.</p>
<p>Motorola VESTA call handling software releases:</p> <ul style="list-style-type: none"> • Hosted call handling software functional enhancements • Implement VESTA Auto-Abandoned Callback (AAC) benefits our larger PSAPs. • Trade study: Eclipse, VESTA Analytics 3.6 vs ECaTS • RTT phase 1 	<p>New VESTA call handling software releases:</p> <ul style="list-style-type: none"> • Hosted call handling software functional enhancements • Cloud-based solutions proof of concept. • RTT phase 2 • Analytics near real-time dashboards, alerts 	<p>New call handling software releases:</p> <ul style="list-style-type: none"> • Hosted call handling software Functional Enhancements • Cloud-based solutions trials. • Predictive analytics; additional source overlays. • RTT phase 3 <p>Call handling is at the core of public safety.</p>

Year 2022 Technology	Year 2023 Technology	Year 2024 Technology
<ul style="list-style-type: none"> No cloud-based solutions slated for 2022. <p>Call handling is at the core of public safety.</p>	<p>Emergency Communication Services (ECS) migration to the Cloud.</p>	
<p>Call Location Accuracy:</p> <ul style="list-style-type: none"> RapidDeploy to call flows Proactively work with telco carriers to encourage DBH location information as part of call setup <p>Call location is critical to first response to emergencies.</p>	<p>Public Safety Internet of Things (PSIoT):</p> <ul style="list-style-type: none"> Aerial imagery Faster call routing More accurate call routing More accurate first responder response <p>Speed and accuracy of 911 calls saves more lives.</p>	<p>NG911:</p> <ul style="list-style-type: none"> new i3 std to be ratified for both ESInet and Vesta Cybersecurity posture refined. <p>Improvements using tools to back sure upgrades working properly in the background.</p>
<p>Situational Awareness:</p> <ul style="list-style-type: none"> Optimize PST workflow best practices with RapidDeploy Nimbus (late 2022 to 2023) Provide PSTs with data sharing application(s) that provide a digital, call records management system for PSAPs that they currently may not have ADT Alarms via text or voice call interaction; PSAP opts-in if desired. <p>Improves PSAP interoperability, efficiency, and effectiveness especially in disasters.</p>	<p>Potential i3 enhancements:</p> <ul style="list-style-type: none"> Nimbus supplemental data such as Caller history Internet of Things (IoT) Smart City sensors, interfaces, interoperability IP based devices Social media connectivity Drone live streaming Medical records database Statistical traffic patterns HAZMAT database interoperability. 3-D mapping. <p>Providing the right to data to PSTs without information overload saves more lives.</p>	<p>Computer Aided Dispatch (CAD):</p> <ul style="list-style-type: none"> Integration of diverse platforms. Body-worn sensor information to TSP to assist interoperability of 911 support and response. <p>Commonality of equipment minimizes logistical support costs such as tech refresh and training.</p>
<p>Workflow improvement:</p> <p>Discrepancy reporting; helping new PST learning curve. Temp map markups.</p>	<p>Situational Awareness Improvement: Additional partners, temporary markups. Indoor mapping and vertical location. Integration of FirstNet and Emergency Comm Systems thru unified pane of glass.</p>	<p>Unified Critical Response:</p> <p>Mapping, call handling; combining comm channels into the Radius solution to closely integrate multi-screens into “Single Pane of Glass”.</p>
<p>Security Assessment:</p> <ul style="list-style-type: none"> Revise Security Vulnerability Report Consider implications of protecting applications and data across multiple clouds 	<p>Security Assessment:</p> <ul style="list-style-type: none"> Continually assess and monitor operational security and cybersecurity based on best practice 	<p>Security Assessment:</p> <p>Continually assess and monitor operational security and cybersecurity based on best practice.</p>

Year 2022 Technology	Year 2023 Technology	Year 2024 Technology
<ul style="list-style-type: none"> Consider malicious social engineering Consider cost-benefit of a second penetration test. <p>Cybersecurity is an on-going concern for all network-based applications.</p>	<ul style="list-style-type: none"> Reassess and revamp our security policies <p>Cybersecurity is an on-going concern for all network-based applications.</p>	<p>Cybersecurity is an on-going concern for all network-based applications.</p>
<p>End-to-end metrics: Incorporate <u>new</u> NG911 applications into our existing Day-2 support model based on 911 standards / specifications. End-to-End Metrics provides fast, more reliable incident management and response.</p>	<p>End-to-end metrics: Incorporate <u>new</u> NG911 applications into our existing Day-2 support model based on 911 standards / specifications. End-to-End Metrics provides fast, more reliable incident management and response.</p>	<p>End-to-end metrics: Incorporate <u>new</u> NG911 applications into our existing Day-2 support model based on 911 standards / specifications. End-to-End Metrics provides fast, more reliable incident management and response.</p>
<p>Deploy RD RadiusPlus v4 including associated training: Provides out-of-band signals from phone manufacturers when 911 is dialed and OnStar telematics. RadiusPlus will transition to RapidDeploy Nimbus</p>	<p>Text-to-911:</p> <ul style="list-style-type: none"> Real Time Texting (RTT) is more reliable than SMS texting and provides proactive communication between caller and PST. <p>Texting 9-1-1 helps save more lives and reduce suicide.</p>	<p>Virtualization Requirements: Ensure that all our partners and providers have technology refresh on their planning horizon. Reliability saves more lives.</p>
<p>NG911 Reliability:</p> <ul style="list-style-type: none"> NG911 Administrator prepares Root Cause Analysis (RCA) for all NG911 service interruptions using provider input. NG911 Administrator formulates Corrective Action Plan to prevent future occurrence of service interruptions. ATT resolution Center training: RadiusPlus. Include carrier outage if able to collect specific, reliable, clean information to share with PSAPs. Platform robustness: network LTE wireless backup to FirstNet. 	<p>NG911 Reliability:</p> <ul style="list-style-type: none"> NG911 Administrator prepares Root Cause Analysis (RCA) for all NG911 service interruptions using provider input. NG911 Administrator formulates Corrective Action Plan to prevent future occurrence of service interruptions. ATT resolution Center training: Nimbus. Include carrier outage if able to collect specific, reliable, clean information to share with PSAPs. Reevaluate system bandwidth needs. 	<p>NG911 Reliability:</p> <ul style="list-style-type: none"> NG911 Administrator prepares Root Cause Analysis (RCA) for all NG911 service interruptions using provider input. NG911 Administrator formulates Corrective Action Plan to prevent future occurrence of service interruptions. Reevaluate system bandwidth needs. <p>After Action Reviews improve Day-2 support and system reliability.</p>

Year 2022 Technology	Year 2023 Technology	Year 2024 Technology
<ul style="list-style-type: none"> Reevaluate system bandwidth needs. After Action Reviews improve Day-2 support and system reliability.	After Action Reviews improve Day-2 support and system reliability.	
Outreach Opportunities: Investigate inter-state connectivity: <ul style="list-style-type: none"> Colorado Texas Outreach furthers the NG911 cause while protecting our NG911 investment.	Outreach Opportunities: <ul style="list-style-type: none"> Nebraska cross-border Wisconsin Outreach furthers the NG911 cause while protecting our NG911 investment.	Outreach Opportunities: Outreach furthers the NG911 cause while protecting our NG911 investment.
Artificial intelligence (AI): Cybersecurity, statistical analysis, sustainability, mission impact, workforce efficacy and efficiency, innovation. Do not want to overwhelm call taker. Provide Dir/Mgr better real-time info. Is the data reliable? What are the dependencies? <i>Note: this may be a Command Center capability rather than call processing.</i> AI can assist TSP workflow and workload.	Artificial intelligence (AI): Could help dispatcher if designed correctly; adapt to dispatcher and PSAP needs/wants; might help staff shortages. RapidDeploy investigating. Staff to develop means of vetting emerging capabilities. Ask PSAPs how they deal with their Ops Plan. AI can assist TSP workflow and workload.	Artificial intelligence (AI): Monitor emerging 911-related opportunities. AI can assist TSP workflow and workload.
Broadband Interoperability: <ul style="list-style-type: none"> FirstNet Interoperability. To optimize public safety in Kansas, NG911 and FirstNet must function as a single, seamless interoperable system. Forward-looking posture is broadband coverage (FirstNet), priority and preemption protocols for PSAP dispatching and first responders. State Broadband Task Force support. 	Broadband Interoperability: <ul style="list-style-type: none"> FirstNet Interoperability. To optimize public safety in Kansas, NG911 and FirstNet must function as a single, seamless interoperable system. Forward-looking posture is broadband coverage (FirstNet), priority and preemption protocols for PSAP dispatching and first responders. State Broadband Task Force support. 	Broadband Interoperability: <ul style="list-style-type: none"> FirstNet Interoperability. To optimize public safety in Kansas, NG911 and FirstNet must function as a single, seamless interoperable system. Forward-looking posture is broadband coverage (FirstNet), priority and preemption protocols for PSAP dispatching and first responders. State Broadband Task Force support.

Year 2022 Technology	Year 2023 Technology	Year 2024 Technology

Note:

1. a *single pane of glass* is an information technology (IT) phrase used to describe a management tool such as a unified console or dashboard that integrates information from varied sources across multiple applications and environments into a single display.
2. The Federal Ray Baum Act (and Kari's Law) became effective March 23, 2018. It mandates the providing of more precise caller location information such as location within a building or complex to PSTs and other first responders to save more lives. Ray Baum data fields need to allow sufficient characters in the field to adequately describe the location such as "Building 3, Floor 1, apt 6..." NENA ALI standards stipulate 60 characters.

Ken Nelson, Kansas GIO, understands the importance and impact of Geographic Information System (GIS) technology, associated statewide geographic data layers, and location-based system components which are a cornerstone of a Next Generation 911 (NG911) system. Numerous aspects of the NG911 GIS footprint need to be synchronically planned, implemented, and managed to ensure program success. The GIS footprint includes the budgeting, development and implementation of standards and regulations, outreach and training, statewide GIS database enhancement and ongoing maintenance, implementation planning and support for map-based system components. Each aspect of the GIS footprint has the potential to impact the larger NG911 system, therefore communication and collaboration between the NG911 Administrator and each of the Council's standing committees is paramount. Accurate GIS data is required to power NG911. Without GIS, NG911 will fail.

Eileen Battles, Program Portal Manager, and her DASC team continually bring refinements to our NG911 Portal which allows us to accomplish more with less. And that vision applies to both the Council tasks and our end users the PSAPs. By automating numerous administrative tasks, the portal is a key component for our exceptionally low administrative overhead. Quarterly portal development workshops keep Kansas on the leading edge of NG911.

Sherry Massey leads the GIS Data Model enhancements. This includes the incorporation of any emerging national level requirements that impact our Data Model either directly or indirectly. Sherry serves on the national NENA NG911 GIS Data Model Workgroup. NENA GIS Data Model version 2.3; Public review ends February 14, 2022.

The GIS Committee established the following strategic goals and objectives roadmap for Council consideration.

Year 2022 GIS	Year 2023 GIS	Year 2024 GIS
Orthoimagery: <ul style="list-style-type: none"> • 2021 orthoimagery delivered by Surdex Q1/Q2 2022 	Orthoimagery: <ul style="list-style-type: none"> • Review orthoimagery program status • Execute extension to current Surdex 	Orthoimagery: <ul style="list-style-type: none"> • Acquire new statewide imagery in 2024 • Research funding models and cost-share

<ul style="list-style-type: none"> • Publish 2021 imagery in the public-domain (Q2/Q3 2022). • Research funding models and cost-share partners for next statewide acquisition • Coordinate imagery buy-up program • Integration of new data. <p>Current and accurate maps save more lives.</p>	<p>agreement or release new RFP</p> <ul style="list-style-type: none"> • Research funding models and cost-share partners for next statewide acquisition • Coordinate imagery buy-up program <p>Current and accurate maps save more lives.</p>	<p>partners for next statewide acquisition</p> <ul style="list-style-type: none"> • Coordinate imagery buy-up program <p>Current and accurate maps save more lives.</p>
<p>AT&T Public Safety Platform: Update our Master Street Address Guide (MSAG) data to accommodate Intrado i3 routing transfer and handoff data to the ATT database.</p> <ul style="list-style-type: none"> • Project in progress • Beta test complete 2Q2022 • Authority to Proceed (ATP) 3Q2022 • Conversion Complete 2Q2023 <p>Accurate MSAG saves more lives.</p>	<p>AT&T Public Safety Platform: Monitor, troubleshoot, enhance.</p>	<p>AT&T Public Safety Platform: Monitor, troubleshoot, enhance.</p>
<p>Standards and Regulations</p> <ul style="list-style-type: none"> • Review Kansas NG911 GIS Data Model for compliance with national standards and potential added value • Review and update Kansas NG911 GIS Governance Policy • Participate in national NG911 GIS-related efforts <p>Compliance with applicable standards and regulations protects our NG911 investment.</p>	<p>Standards and Regulations</p> <ul style="list-style-type: none"> • Review Kansas NG911 GIS Data Model for compliance with national standards and potential added value • Review and update Kansas NG911 GIS Governance Policy • Participate in national NG911 GIS-related efforts <p>Compliance with applicable standards and regulations protects our NG911 investment.</p>	<p>Standards and Regulations</p> <ul style="list-style-type: none"> • Review Kansas NG911 GIS Data Model for compliance with national standards and potential added value • Review and update Kansas NG911 GIS Governance Policy • Participate in national NG911 GIS-related efforts <p>Compliance with applicable standards and regulations protects our NG911 investment.</p>
<p>GIS Outreach & Training</p> <ul style="list-style-type: none"> • Continue to support MSAG to GSAG transition training 	<p>GIS Outreach & Training</p> <ul style="list-style-type: none"> • Continue to support MSAG to GSAG transition training 	<p>GIS Outreach & Training</p> <ul style="list-style-type: none"> • Continue to support MSAG to GSAG transition training

<p>provided for all affected parties Kansas.</p> <ul style="list-style-type: none"> • Reassess and promote partnerships • Continue outreach efforts outlined in the Kansas NG911 GIS Governance Policy including: <ul style="list-style-type: none"> ○ Coordinate quarterly NG911 GIS User Group ○ Certification and continuing education program for data stewards and maintainers using new Kansas NG911 Learning Center. • Promote use of NG911 GIS Data outside of 911 arena • Maintain NG911 GIS program content on the Kansas 911 Coordinating Council and DASC websites <p>Frequent and thorough GIS data training preserves GIS database integrity; saves lives.</p>	<p>provided for all affected parties</p> <ul style="list-style-type: none"> • Reassess and promote partnerships • Continue outreach efforts outlined in the Kansas NG911 GIS Governance Policy including: <ul style="list-style-type: none"> ○ Coordinate quarterly NG911 GIS User Group ○ Certification and continuing education program for data stewards and maintainers. • Promote use of NG911 GIS Data outside of 911 arena • Maintain NG911 GIS program content on the Kansas 911 Coordinating Council and DASC websites <p>Frequent and thorough GIS data training preserves GIS database integrity; saves lives.</p>	<p>provided for all affected parties</p> <ul style="list-style-type: none"> • Reassess and promote partnerships • Continue outreach efforts outlined in the Kansas NG911 GIS Governance Policy including: <ul style="list-style-type: none"> ○ Coordinate quarterly NG911 GIS User Group ○ Certification and continuing education program for data stewards and maintainers. • Promote use of NG911 GIS Data outside of 911 arena • Maintain NG911 GIS program content on the Kansas 911 Coordinating Council and DASC websites <p>Frequent and thorough GIS data training preserves GIS database integrity; saves lives.</p>
<p>Statewide GIS Database</p> <ul style="list-style-type: none"> • Support local GIS data maintenance • Perform statewide GIS data aggregation • Review additional data sources • Implement GIS data dissemination strategies • Develop and maintain NG911 QA Toolbox 	<p>Statewide GIS Database</p> <ul style="list-style-type: none"> • Support local GIS data maintenance • Perform statewide GIS data aggregation • Review additional data sources • Implement GIS data dissemination strategies • Develop and maintain NG911 QA Toolbox 	<p>Statewide GIS Database</p> <ul style="list-style-type: none"> • Support local GIS data maintenance • Perform statewide GIS data aggregation • Review additional data sources • Implement GIS data dissemination strategies • Develop and maintain NG911 QA Toolbox
<p>Out-of-state Data Coordination</p> <ul style="list-style-type: none"> • Engage surrounding states on common boundaries and shared data 	<p>Out-of-state Data Coordination</p> <ul style="list-style-type: none"> • Engage surrounding states on common boundaries and shared data 	<p>Out-of-state Data Coordination</p> <ul style="list-style-type: none"> • Engage surrounding states on common boundaries and shared data

<ul style="list-style-type: none"> • Coordination with national address database efforts as appropriate. • Communicate with other state NG911 GIS programs regarding standards, workflows, and policies • Promote and support Kansas NG911 GIS data integration into other location services providers • Cross-border geoMSAG data compliance and exchange coalitions with Missouri GIS Advisory Council (MGISAC); OK, NE, CO planned. <p>Cross-border GIS data coordination ensures cross-border 911 response.</p>	<ul style="list-style-type: none"> • Coordination with national address database efforts as appropriate. • Communicate with other state NG911 GIS programs regarding standards, workflows, and policies • Promote and support Kansas NG911 GIS data integration into other location services providers • Cross-border geoMSAG data compliance and exchange coalitions: (OK, NE, MO, CO). <p>Cross-border GIS data coordination ensures cross-border 911 response.</p>	<ul style="list-style-type: none"> • Coordination with national address database efforts as appropriate. • Communicate with other state NG911 GIS programs regarding standards, workflows, and policies • Promote and support Kansas NG911 GIS data integration into other location services providers <p>Cross-border GIS data coordination ensures cross-border 911 response.</p>
<p>Hosted Call Handling Solution Mapping Support</p> <ul style="list-style-type: none"> • Create, publish, and maintain Kansas NG911 GIS web services • Evaluate additional data sources for reference data • Research and support new application functionality such as: <ul style="list-style-type: none"> ○ Implementation of z-axis data from carriers ○ IoT integration ○ Location services ○ Indoor mapping data • Develop web map and map service health dashboard • Support deployment of RadiusPlus map within Nimbus. • Property owner search: RD Radius solution is preferred • PSAP event layers such as control burns. 	<p>Hosted Call Handling Solution Mapping Support</p> <ul style="list-style-type: none"> • Create, publish, and maintain Kansas NG911 GIS web services • Evaluate additional data sources for reference data • Research and support new application functionality such as: <ul style="list-style-type: none"> ○ Implementation of z-axis data from carriers ○ IoT integration ○ Location services ○ Indoor mapping data • Develop web map and map service health dashboard • Support deployment of RadiusPlus map within Nimbus • Health services: application metrics. 	<p>Hosted Call Handling Solution Mapping Support</p> <ul style="list-style-type: none"> • Create, publish, and maintain Kansas NG911 GIS web services • Evaluate additional data sources for reference data. • Research and support new application functionality such as: <ul style="list-style-type: none"> ○ Implementation of z-axis data from carriers ○ IoT integration ○ Location services ○ Indoor mapping data • Develop web map and map service health dashboard • Support deployment of RadiusPlus map within Nimbus

<ul style="list-style-type: none"> Health services: dashboards; historical data retrieval. 		
Spatial Interface (SI): <ul style="list-style-type: none"> Ongoing coordination and consultation with SI/ESInet vendor Statewide data aggregation, adaptation, and publication in support of Spatial Interface Create new spatial data types (aka plines or joints) Possible impacts of SI vendor change: Intrado to ATT. ATT PSP and TDMS migration.	Spatial Interface (SI): <ul style="list-style-type: none"> Ongoing coordination and consultation with SI/ESInet vendor Statewide data aggregation, adaptation, and publication in support of Spatial Interface Create new spatial data types (aka plines or joints) 	Spatial Interface (SI): <ul style="list-style-type: none"> Ongoing coordination and consultation with SI/ESInet vendor Statewide data aggregation, adaptation, and publication in support of Spatial Interface Create new spatial data types (aka plines or joints)
GIS Budget Considerations <ul style="list-style-type: none"> Identify GIS-related costs Build cost-sharing partnerships as appropriate. 	GIS Budget Considerations <ul style="list-style-type: none"> Identify GIS-related costs Build cost-sharing partnerships as appropriate. 	GIS Budget Considerations <ul style="list-style-type: none"> Identify GIS-related costs Build cost-sharing partnerships as appropriate.
PulsePoint application: location of AEDs and local treats in Kansas to augment 911 response.		

Conclusions and Recommendation

Kansas NG911 is a national flagship in public safety. The wisdom and foresight of the Council and legislature enable Kansans to rest secure in the knowledge they have the absolute best next generation of 911 service today and well into the future. Kansas is currently a national leader in NG911. We must retain national leadership in NG911 to:

- **Protect our investment** both financial and technical by driving NG911 standards and models rather than being driven by self-developing standards.
- Enjoy **lower cost of ownership** by accepting moderate risk being a first adopter of emerging NG911 functionality.
- Ensure **best-in-class** public safety for Kansans through continuous improvement in technology and training.

Abbreviations, Acronyms, Definitions

Abbreviation Acronym	Definition
AAR	After Action Reviews (AARs) including Root Cause Analysis (RCA) and Corrective Action Plan (CAP) following a NG911 incident.
AAC	Auto-Abandoned Callback (AAC) is a system that allows a 911 caller to request callback if a PST is not available at the 911 call center.
AI	Artificial Intelligence (AI) is a software system that can perform tasks that are normally or classically performed by humans.
ALI	Automatic Location Identification (ALI) is a service whereby a PSAP call taker is automatically given the emergency 9-1-1 caller's address. This service uses a tabular DB that is associated with CAMA trunks that are provided by the PSAP's LEC carrier.
ANI	Automatic Number Identification (ANI) is a service whereby a PSAP call taker is automatically given the emergency 911 caller's telephone number; uses a tabular database that is associated with CAMA trunks that are provided by the PSAP's LEC carrier.
APCO	Association of Public-Safety Communications Officials
ASE	AT&T Switched Ethernet (ASE) is a Layer 2 transport service that transmits Ethernet traffic among multiple locations that provides Point to Point or Multipoint configuration options.
AT&T	American Telephone and Telegraph
AVPN	AT&T Virtual Private Network
BUS	Back-Up Site such as Yoder Center
CAD	Computer-aided dispatch (CAD) is a software system(s) that allows PSTs to prioritize, record and/or status 9-1-1 calls in order to effectively dispatch emergency responders.
Call Handling Equipment	Is special equipment that allows PSAP call takers to accept, manage and, if necessary, transfer emergency 9-1-1 calls. Typically, this equipment is computer based and uses one or more monitors to facilitate the handling of emergency calls.
CAMA trunk	Centralized Automatic Message Accounting (CAMA) is actually a call log that is based on the traditional telephone line ("trunk" or "circuit") from the LEC to the PSAP.
CAP	After Action Reviews (AARs) including Root Cause Analysis (RCA) and Corrective Action Plan (CAP) following a NG911 incident.
CMP	AT&T ESInet Customer Management Portal
CoOP	Continuity of Operation Plan
CPE	Customer Premise Equipment is equipment that the Council's provider AT&T furnishes at PSAP to provide the hosted call handling service of NG911; typically, this is a small router or switch similar to that provided in homes for cable TV service.
Cybersecurity	Unauthorized use of a protected network system and measures to counter
DASC	Data Access Support Center (DASC) is the primary repository for Kansas GeoData.

DBH	A device-based hybrid (DBH) location provides more efficient response to 911 calls by providing faster, more accurate 911 call location.
DHS	Department of Homeland Security
DoS	Denial of Service (DoS) is an interruption in an authorized user's access to NG911.
ECaTS	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
EIDD	Emergency Incident Data Document (EIDD) provides a standardized, industry-neutral National Information Exchange Model (NIEM) conformant (XML-based) specifications for exchanging emergency incident information to agencies and regions that implement NG9-1-1 and Internet Protocol (IP) based emergency communications systems.
EMD	Emergency Medical Dispatch
EMDTC	Emergency Mobile Dispatch and Training Center is a mobile 911 dispatch center including prime mover and a fully integrated, self-contained equipment trailer for deployment during emergency outages and for local operational training.
ESInet	Emergency Services IP Network
FCA	First Company Application term used by AT&T
FCC	Federal Communications Commission
FirstNet	First Responder Network Authority
GA	General Availability term used by AT&T
geoMSAG	A geoMSAG is just an MSAG, but instead of being maintained directly by editing MSAG records, a geoMSAG is created from and edited by GIS data.
Geospatial Routing	Allows more accurate routing of emergency 911 calls than traditional E9-1-1. Relies on a GIS database to identify the location of the emergency 9-1-1 caller on a map using X-Y coordinates rather than current MSAG, ALI and ANI tabular databases. Various layers of information can be added to the map to provide call taker with enhanced information relative to location to improve emergency response and routing of call. Usual legacy ANI/ALI/ESN tables or caller geospatial routing database (latitude, longitude), geo-spatial routing ensures that E9-1-1 calls are routed to the correct PSAP for emergency response regardless of the network used by the caller.
GIO	Geographic Information Officer
GIS	A Geographic Information System (GIS) is a system that correlates an emergency 9-1-1 callers' location to a map database in order for the PSAP call taker to route and direct emergency responders accurately and quickly to the location of the emergency.
Governance	The methodology whereby the major stakeholders of NG911 are monitored based on pre-determined policies.
i3 architecture	NENA standards-based NG9-1-1 solution standards offering not only voice traffic but also text, IM, streaming video, photo, telematics, and other non-voice media using ESRP and ECRF.
IcM	Incident Management "Day-2 Support Model and Plan"; monitors open-closed trouble tickets.
ILS	Integrated Logistic Support. An ILS Plan is a 360-degree look at logistic support. It considers such things as spares, spares location, Day-2 support of Resolution Center.

Infrastructure	The hardware and software necessary for providing the Kansas NG911 Solution as a Service; includes networking, data centers, call handling and reporting, operational support.
IP Selective Routing	End-to-end ESInet selective routing interaction is the ESInet solution leading to full NG9-1-1 functionality i3 architectural end state.
ITSS	Implementation Technical Support Specialist
KAM	Kansas Association of Mappers
KDoT	Kansas Department of Transportation
KHP	Kansas Highway Patrol
KLETC	Kansas Law Enforcement Training Center
KU	Kansas University
LCPA	Local Collection Point Administrator
LEC	Local Exchange Carrier (LEC) refers to the telephone company (“carrier”) for a locality. Examples are AT&T, CenturyLink, Pioneer Communication, and many others in Kansas.
LTE	Long-Term Evolution; for example, LTE cellular wireless network
MARC	Mid-America Regional Council, KC, MO; has Kansas-Missouri cross border PSAPs
MOA	This document is the Memorandum of Agreement (MOA). It forms the relationship and participation between the PSAP jurisdiction and the Council for the acquisition and support of NG911 hosted call handling services from the Council’s provider AT&T.
MOP	Method of Procedure
MSAG	Master Street Address Guide contains 911 caller address range, street name, city information that is used with caller location information to properly route 911 calls to the correct PSAP.
NASNA	National Association of State 911 Administrators
NENA	National Emergency Number Association
NG9-1-1	Next Generation 9-1-1 (NG911) is a national initiative for updating our outdated 9-1-1 call handling service with special emphasis on the increased dependency of our society on wireless (cellular) communication rather than traditional wireline phone.
OnStar	OnStar® Corporation is a subsidiary of General Motors that provides subscription-based communications, in-vehicle security, emergency services, hands-free calling, turn-by-turn navigation, and remote diagnostics systems throughout the United States, Canada, China, Mexico, Europe, Brazil, and Argentina.
Orthoimagery	An aerial photograph that has been transformed by the orthogonal projection to provide a map that is free of most geometric distortions.
POI	Point of Interconnect is a demarcation where carriers meet and interconnect to exchange telecommunication traffic.
PM	Program Manager; Project Management; Program Management
PSA	Public Service Announcement
PSAP	The Public Safety Answering Point (PSAP) is a local center where emergency 9-1-1 calls are routed. Typically, PSAPs are located at a county level such as a county sheriff. They are also located at a local level such as a police department.
PSDC	Public Safety Dispatch Center; non-traditional PSAP such as higher education, military, Native American, Highway Patrol...

PSIoT	Public Safety Internet of Things (PSIoT) is a situational awareness technology that delivers new and improved information to 9-1-1 first responders.
PST	Public Safety Telecommunicator; formerly referred to as “9-1-1 Dispatcher.”
RCA	After Action Reviews (AARs) including Root Cause Analysis (RCA) and Corrective Action Plan (CAP) following a NG911 incident.
RD	RapidDeploy is a company specializing in integrated 911 emergency response platforms.
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote
RMS	A Records Management System (RMS) is an agency-wide system that provides for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations.
RTT	Real-Time Texting appearance as typing
SD-WAN	A software-defined wide area network uses software-defined network technology
SMS	Short Message Service allows wireless subscribers to send 911 SMS text messages to PSAPs and for subscribers to receive text replies from PSAPs
SPOC	Single Point of Contact
TCC	Text Control Center
TCS	Telecommunication Systems Text-to-911 technology
TEES	Test and Evaluation Equipment Suite for BUS
UAT	User Acceptance Testing (UAT) is the final phase of software system evaluation before general production release.
Vehicle Telematics	The computer system in a vehicle that collect and store critical information that can be used to determine events leading to a crash.



Appendix A - What is NG911

NG911 is not a “thing,” it is a collection of things. For example, we have a cost-effective hosted solution, AT&T ESInet (Emergency Services IP Network) that is NENA i3 compliant, mapping, and situational awareness tools such as RapidDeploy, and a hundred other things. NG911 is a constantly evolving suite of concepts and standards. National organizations such as NENA, APCO and the National 911 Program provide federal leadership and coordination in support of the enhancement of 9-1-1 services across the nation. Our team is actively involved with all these organizations. This ensures that we retain our national leadership role.

The Council and its Staff continually monitor and assess the full spectrum of PSAP protocol especially during “incidents” [as defined by NENA 08-003]. Public Safety Telecommunicators (PSTs), formerly referred to as “dispatchers,” have a wealth of sources for obtaining new information during all phases of emergency response:

- Call handling
- Incident creation
- Dispatch
- Incident monitoring
- Post-incident analysis
- Archival.

Our NG911 solution is a statewide private virtual cloud service. It brings operational benefits including information on the console and simplification of technology updates. Our continuous improvement process enhances the efficiency of public safety tools available to our PSAPs. The Kansas NG911 team has constructed a strategy that fosters agile innovation while remaining sustainable and affordable.

Phase 1. The first phase of our Kansas NG911 build is complete. We have a fully redundant centralized call handling solution hosted at Wichita and Topeka.

Phase 2. The second phase of our Kansas NG911 build is now complete. All subscribing PSAPs are on the AT&T national ESInet.

Phase 3. The third phase of Kansas NG911 build is nearly complete. The initial i3 architecture successfully completed beta test trials of RapidDeploy RadiusPlus and geospatial call routing readiness. All subscribing PSAPs have RadiusPlus mapping and situational awareness.

Operational Phase. With 96% of eligible counties now on our hosted solution, Kansas NG911 has entered the operational phase. During this on-going phase, the infrastructure will undergo periodic upgrades and enhancements as part of our 911 public safety continuous improvement process.

Our long-range vision for day-2 support is to have a comprehensive end-to-end metrics tool that fosters rapid isolation and identification of a system/subsystem malfunction. This speeds the process of Root Cause Analysis (RCA) and Correction Action Plan (CAP) that support After Action Reviews (AARs). The Kansas NG911 solution is a collection of system components as shown in Figure 2, including human factor elements, the NG911 Administrator is solely responsible for orchestrating AARs through the collection of supporting RCAs, if applicable, in order to develop CAPs.

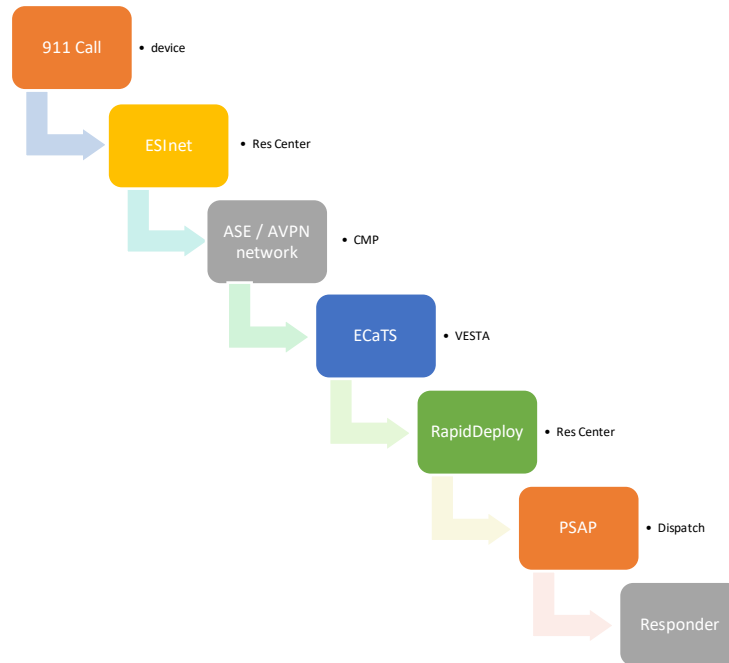


Figure 1 Infrastructure Performance Metrics Model



Appendix B –Typical Stakeholders

Table 1 Typical Kansas NG911 Stakeholders

Stakeholder	Specialty, Roles, Responsibilities
911 Council	<ul style="list-style-type: none"> Approval of GIS policy and policy modifications. Release of GIS-related information with the concurrence of the GIS Sub-committee Chairperson.
911 Council Committees (Admin, Ops, Technical)	<ul style="list-style-type: none"> Collaboration with the development of this GIS Policy to ensure compatibility with their respective governance policies. Understanding and support of this GIS Governance Policy.
9-1-1 Regional Council six (6) regions	<ul style="list-style-type: none"> Collaboration among regional constituents such as PSAPs to develop and define homogenous routing plans and tables. Collaboration with the GIS Sub-committee to develop and comply with GIS data model standards. Compliance with the GIS Change Management Plan.
Data Access and Support Center (DASC)	<ul style="list-style-type: none"> Statewide GIS data consultation, remediation standards, storage, aggregation, orthoimagery, NG911 program portal. Fulfillment of council agreements.
GIS Board Partnerships	Formal or informal agreements with other entities to collaborate technically, to share cost, or give access rights to data at the federal, state, county or local levels, or commercial as required. Examples may be KDoT, OITS...
County PSAPs	<ul style="list-style-type: none"> Compliance to and with Kansas GIS Data Model Standards. Daily maintenance of GIS data using the GIS process by local data stewards. Initial and continuing training and certification. Attendance, participation, and support of regional workshops. Compliance with GIS Change Management Plan and Change Order Requests.
County-level Government <ul style="list-style-type: none"> Commissions City Commissions City Managers County Appraisers GIS Coordinators County Clerks 	<ul style="list-style-type: none"> Collaboration, cooperation and adoption of GIS policy. Attendance, participation and support of regional workshops. Training and certification to ensure integrity of NG911.
GIS Related	<ul style="list-style-type: none"> County GIS specialists and maintainers DASC Portal Development Team Kansas Division of Emergency Management (KDEM) Kansas Department of Transportation (KDoT) Kansas Association of Mappers (KAM)

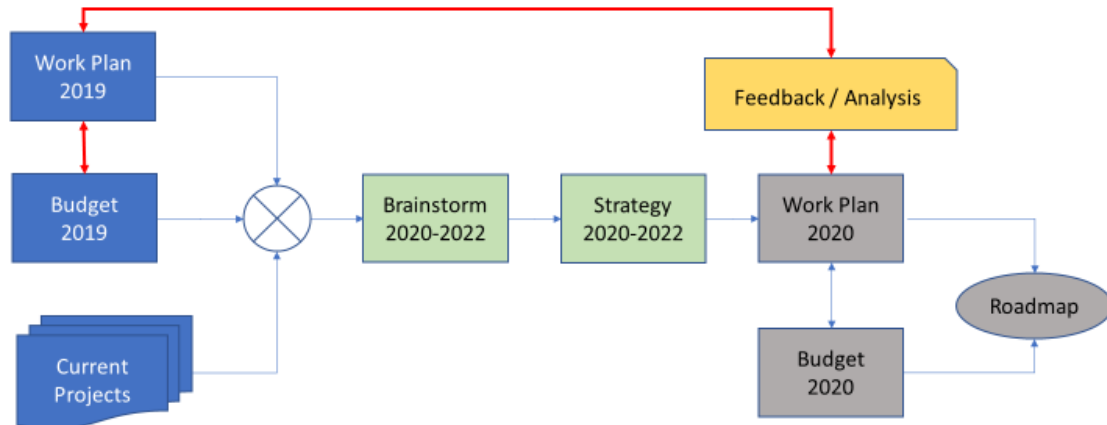
	<ul style="list-style-type: none"> • GIS Educators (college, universities)
LCPA	GIS-related legal, financial, grant management / control.
APCO: local and national	911 collaboration: training, leadership
NENA: local and national	911 collaboration: training, leadership
League of KS Municipalities (LKM)	<ul style="list-style-type: none"> • Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Kansas Association of Counties (KAC)	<ul style="list-style-type: none"> • Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
KS Sheriff Association (KSA)	<ul style="list-style-type: none"> • Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Kansas Highway Patrol (KHP)	<ul style="list-style-type: none"> • Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Fire Chiefs Association	<ul style="list-style-type: none"> • Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Emergency Service Administrators Board of Emergency Medical Services (EMS)	<ul style="list-style-type: none"> • Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Military & Tribal	<ul style="list-style-type: none"> • provide Kansas/NENA required GIS data to state data aggregator
Mid-America Regional Council (MARC)	PSAP leadership, guidance, test, trials and early adoption
Kansas GIS Policy Board (Kansas One Map)	<ul style="list-style-type: none"> • NG9-1-1 data layers will be endorsed by the Policy Board as authoritative Kansas One Map layers.
Kansas One-Call System	Consumes road centerline and address point data
Telecommunication Providers <ul style="list-style-type: none"> • LEC • CLEC • ILEC 	<ul style="list-style-type: none"> • Maintenance of civil address locations (TN/ALI/MSAG) while selective routing applies to NG911 (i3 architecture will rely on GIS routing using LVF). • Sharing of civil address locations
Vendors and Subcontractors <ul style="list-style-type: none"> • Consultants • GIS Data Aggregator 	Adherence with/to contractual terms and conditions of active contracts for vendors and subcontractors.
National 911 Office	Awareness and leadership
FCC	Awareness and leadership

Appendix C - Our Strategic Process

Figure 1 diagrams the process the Executive Committee uses to develop the 3-year strategic plan. We use an iterative process considering the three main criteria: people, technology, cost.

- **Review** our 2021 markers to provide our starting point for envisioning where Kansas needs to be in three years considering:
 - Kansas 911 Act mandates
 - Kansas NG911 Work Plan
 - Kansas NG911 Budget
 - NG911 technical roadmaps of our partners
 - National standards, specifications and guidance.
- **Brainstorm** the future. We consider all known infrastructure trends and alternatives for the future. Then, we consider yet-to-be-discovered possibilities.
- **Strategically** plan the future. After discounting non-viable brainstorm prospects, we assess the cost-benefit of alternatives while, at the same time, determining the resources required, risks involved and the resulting cost-benefit.
- **Tactical implementation** plans for 2022. Once the 3-year strategy is in place, we develop the tactical plans for 2022 that chart our course for the remaining two years 2023-2024.

Long-Short Range Planning Workflow



August 28, 2019

Kansas NG911 Strategic Plan

6

Figure 2 Kansas Strategic Planning Process



4. Council Member Handbook Updates:

A standing agenda item for each Council meeting is the Council Member Handbook. If a Council member feels that any changes or updates need to be made to the handbook, an objection to the handbook being included in the Consent Agenda should be raised with the Chairman.



Kansas 911 Coordinating Council

Council Member Handbook

Version 1.0

July 10, 2020



Kansas 911 Coordinating Council

August 3, 2020

Greetings

I would like to take this opportunity to welcome you to this outstanding group of dedicated professionals.

Since the Kansas 911 Coordinating Council was created by the Legislature with the passage of the Kansas 911 Act (K.S.A. 12-5362 et seq.) in 2011, Kansas has been the national leader in the deployment of Next Generation 911 (NG911) services and delivery. This accomplishment would not have been possible without dedicated Kansas 911 Coordinating Council members past & present, such as yourself. On any given day, as many as 300 individuals are working on Council projects and systems. These individuals include volunteer Council members, Council Committee members, Council staff and vendor partner staff.

Kansas 911 Coordinating Council members & staff have shared the Kansas model throughout the nation as we believe that, the best way to plan for the future is to create it. A few of those accomplishments include the following:

- One of the most cost effective NG911 solutions in the nation; if not the most cost effective
- First state on A.T. & T.'s ESInet
- Text-to-911 service available in 95% of Kansas counties
- Enhanced 911 GIS call routing data with incorporated situational awareness

On September 22nd, 2017 during a visit to the Sedgwick County Emergency Communications Center FCC Chairman Ajit Pai stated that, "Kansas is the Gold Standard for NG911 Deployment".

Congratulations on your appointment to the Kansas 911 Coordinating Council.

Sincerely,

Dick Heitschmidt, Chairman



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History of the Council and the Kansas 911 Act

The Kansas 911 Coordinating Council was created by the Legislature with the passage of the Kansas 911 Act (K.S.A. 12-5362 et seq.) in 2011. The Act became effective on January 2, 2012, and the Council commenced operations.

The Act was amended by Senate Bill 384 in the 2012 Legislative Session. The amendments to the Act:

- Defined multi-line telephone systems
- Clarified the definition of a subscriber account
- Modified the initial terms of Council members to provide for continuity of Council operations through staggered term limits
- Clarified the process for disbursing prepaid wireless fees collected in excess of two million dollars annually

In the 2014 Session, the Act was further modified by Senate Bill 284. Those modifications:

- Explained that a telecommunications service provider can include a 911 System Operator
- Defined a 911 call and a 911 System Operator
- Modified Council membership to include representation of the Kansas Sheriff's Association, Kansas Association of Chiefs of Police, Kansas Office of Information Technology Services, and deleted a member representing the KAN-ED network
- Provided the Council with the authority to select the LCPA and set its compensation by an affirmative vote of nine Council members and removed a requirement for Legislative Coordinating Council consent to the award of the contract unless the intended contract awardee is not the incumbent

In the 2019 Session, the Act underwent some substantial change. House Bill 2084 amended the Act to:

- Provide authority for the Council to draft Kansas Administrative Regulations (K.A.R.) to address GIS data standards and maintenance
- Provide a mechanism for cost recovery if the Council must modify GIS data that is not in compliance with the GIS data standard and the PSAP fails to correct it
- Increase the 911 fee to \$0.90 per device capable of contacting 911
 - \$0.66 direct distribution to PSAPs
 - \$0.23 direct distribution to Operations Fund (created by the bill)
 - \$0.01 direct distribution to Grant Fund (\$2M cap)
 - 2.06% Prepaid Wireless Fee
 - \$60,000 minimum payment per County

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- 2% of total revenue cap on administrative expenses of the Council
- Change and expand Council membership
 - PSAP representative regardless of size now represents the Kansas Association of Public Safety Communications Officials (KS-APCO)
 - 2 non-voting members representing non-traditional PSAPs were added, one of which must represent tribal government
- Codify the 911 fee expenditure reporting process that had been followed since 2012
- Provide authority to withhold 10% of 911 fund payments to PSAPs who fail to submit their annual report and supporting documentation,
- Codify the expenditure pre-approval process
- Change liability protection from a reasonable care standard to a gross negligence standard and includes the LCPA, PSAPs and service providers in the protection
- Adds the 911 Act to other legislation that local government cannot opt out of under home rule

Council Member Responsibilities

In its current form, the Act provides several broad areas of responsibility to the Council. Those responsibilities include:

- Monitoring the delivery of 911 services,
- Developing strategies for future enhancements to the 911 system
- Distributing available grant funds to PSAPs.
- Selecting the LCPA and setting its compensation
- Adopting rules and regulations necessary to effectuate the provisions of the act, including but not limited to
 - Creating a uniform PSAP expenditure reporting form
 - Setting standards for coordinating and purchasing equipment
 - Recommending standards for training of PSAP personnel
 - Mandating technical training on the hosted system equipment
 - Assessing civil penalties
 - Lower the 911 fee if revenue is in excess of need

In addition to fulfilling statutory responsibilities, Council members are expected to meet the following:

- Council members are expected to review and understand this handbook and seek clarification from the NG911 Administrator or other Council members or staff on any questions it may create. The handbook is intended to provide:
 - An in-depth look at how the Council functions
 - Review of what the Council has accomplished and the purpose

- Discuss Council processes and procedures
- Provide a review of various plans and strategies for the future
- Participate in six (6) scheduled Council meetings as defined by the annual Work Plan
 - In general, three (3) meetings are face-to-face with web-conferencing
 - One (1) of these meetings is held at the Statehouse, Topeka
 - Two (2) meetings are held jointly with APCO in various conference centers
- Participate in any *ad-hoc*, special Council meetings to address important decisions that cannot wait until the next scheduled meeting.
- Communicate and socialize Council plans and strategy with their represented local and state organizations for the purpose of developing and achieving synergistic statewide concurrence, cooperation, and collaboration.
- Communicate and socialize Council plans and strategy with U.S. Congress members for the purpose of developing and achieving synergistic Federal concurrence, cooperation, and collaboration.
- Monitor, authorize and approve major plans, funds, priorities, reports and decisions regarding statewide next generation 9-1-1 implementation and service as developed by the NG911 Administrator and Council Executive Committee.
- Serve on Council committees, subcommittees, and working groups.
- Council members or their represented associations, nominate candidates to fill vacant Council seats for consideration by the Director of Appointments, Governor's Office.
- All Council meetings comply with Kansas Open Meetings Act (KOMA) and Kansas Open Records Act (KORA) requirements.

Council Membership

Current Council Membership:

Council Member Representation	Individual Currently Representing
Voting Members (17)	
Government Information Technology Personnel	Brooks Wederski , City of Colby IT
Government Information Technology Personnel	Jac Brown , Riley County IT
Kansas Sheriff's Association	Troy Briggs , Haskell County Sheriff
Kansas Association of Chiefs of Police	Jerry Harrison , Independence Chief of Police
Fire Chiefs Association	Robert McLemore , Colby Fire Chief
Adjutant General's Department	Jonathan York , Branch Director - KDEM
Kansas Emergency Medical Services Board	Nick Robbins , Franklin Co. 911 and EMS Director
Kansas Commission for the Deaf and Hard of Hearing	Robert Cooper , Exec. Director KCDHH
PSAPs in Counties with less than 75,000 population	Melanie Bergers , Shawnee Co. ECC Director
PSAPs in Counties with less than 75,000 population	Ellen Wernicke , Johnson Co. ECC Director
PSAPs in Counties with greater than 75,000 population	Josh Michaelis , Rice Co. ECC Director
PSAPs in Counties with greater than 75,000 population	Sherry Massey , IT/GIS Director

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Kansas Chapter of the Assoc. of Public Safety Communications Officials	Kathy Kuenstler , Garden City ECC Director
Kansas House of Representatives - Majority Party	Representative Kyle Hoffman , District 116
Kansas House of Representatives - Minority Party	Representative John Carmichael , District 92
Kansas Senate - Majority Party	Senator Rick Billinger , District 40
Kansas Senate - Minority Party	Senator Marci Francisco , District 2
Non-Voting Members (11)	
Rural Independent Telephone Companies	Robert McDonald , Madison Telephone Operations Manager
Incumbent Local Exchange Carriers with over 50,000 lines	John Fox , AT&T Senior Account Manager
Large Wireless Providers	Patrick Fucik , Sprint Director of State Government Affairs
VoIP Providers	Mark Tucker , Cox Communications Vice President
Kansas League of Municipalities	David Cowan , Independence Director of Safety
Kansas Association of Counties	Jerry Daniels , Allen County Commissioner
Kansas Geographic Information Systems Policy Board	Ken Nelson , Kansas Geographic Information Officer
Kansas Office of Information Technology Services	Sara Spinks , Project Management Director OITS
Mid-America Regional Council	Mike Daniels , MARC Planning & Administration Manager
Non-Traditional PSAPs	Elizabeth Phillips , Kansas Univ. Public Safety Administrator
Non-Traditional PSAPs - Tribal Government	Terry Clark , PBPN Tribal Police Chief

Council Staff and Non-Member Volunteers

The following individuals serve as Council Staff and non-member volunteers:

Position	Individual Filling
Chairman	Dick Heitschmidt , Hutchinson Chief of Police Ret.
NG911 Administrator	Scott Ekberg , KES Enterprise, LLC
911 Liaison	Lori Alexander , Lori Alexander, LLC
NG911 Program Manager	Randall White , Randall White Consulting, LLC
NG911 Technical Support Specialist	Phill Ryan , PRyan, LLC
NG911 Portal Work Group Chair	Eileen Battles , DASC Manager
Broadband Interoperability Work Group Chair	Michele Abbott , Butler Co. Special Projects Manager
LCPA Program Manager	Kathleen Becker , Senior Director MNS, Inc.
LCPA Finance Director	Carol Dold Harris , Vice President of Finance MNS, Inc.
LCPA Administrative Specialist	Gayle Schwartzrock , Project Assistant MNS, Inc.

Council Contracted Support Positions

Position	Individual Filling
NG911 Administrator Services	KES Enterprise, LLC
911 Liaison Services	Lori Alexander, LLC
NG911 Program Management	Randall White Consulting, LLC
NG911 Technical Support Specialist	PRyan, LLC
LCPA Services	Mainstream Nonprofit Solutions, Inc.
GIS Support Services	Dickinson County, Kansas

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GIS/Portal Support Services	Data Access & Support Center
LCPA Administrative Specialist	Gayle Schwartzrock, Project Assistant MNS, Inc.

Council Committees

By statute, the Council establishes and relies on several committees and working groups. While the expectation is that these committees and subcommittees provide the “heavy lifting” of day-to-day activities of Kansas Next-Generation 9-1-1 (NG911), the Council provides authority and direction for NG911. Currently, the Council has the following committees and working groups:

- Executive Committee - provides “heavy lifting” for Council. Responsibilities include day-to-day operations, strategic planning, and fiscal planning.

- Chairman – Dick Heitschmidt

Michele Abbott

Josh Michaelis

Sherry Massey

Ken Nelson

Phill Ryan - Support

Lori Alexander - Support

Randall White - Support

Scott Ekberg – Support

Eileen Battles

- Operations Committee - defines on-going operation and maintenance of NG911. Responsibilities include expenditure review, PSAP operations guidance, and support to all other committees to provide perspective on impact to PSAP operations.

- Chairman – Josh Michaelis

Michele Abbott

Ellen Wernicke

David Cowan

Melanie Bergers

Robert Cooper

Kathy Kuenstler

Lori Alexander – Support

Scott Ekberg - Support

- Training Subcommittee - develops recommended infrastructure training plans, programs. Responsibilities include creation and maintenance of recommended minimum training standards, development of mandatory training requirements for NG911 System equipment and programs, administrative training conference, joint APCO conference training schedule, and administration of the Kansas Learn online training platform.

- Chairman – Ellen Wernicke

Michele Abbott

Pam Opoka

Kathy Kuenstler

Josh Michaelis

Elora Forshee

David Cowen

Melanie Bergers

Angela Murphy

Jerry Harrison

Troy Briggs

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BJ Tracy
Nick Robbins

Lori Alexander – Support
Scott Ekberg - Support

- Text-to-911 Subcommittee - evaluates effectiveness of 911 texting. Responsibilities include implementation and policy guidance, public education and assistance to PSAPs with public education, real-time text implementation, policy guidance and education.

- Chairman – Melanie Bergers

Josh Michaelis	Tim McQuade
Robert Cooper	Ellen Wernicke
Katie Gifford	Michele Abbott
Nikki Thomas	Lori Alexander – Support
Jody Mader	Scott Ekberg - Support

- Expenditure Review Subcommittee – reviews all expenditures of 911 fees by the PSAPs and ensures compliance with the eight allowable uses of 911 funds as proscribed by K.S.A. 12-5375.

- Chairman – Josh Michaelis

Brandi Walker	Melanie Bergers
Brandy Grassl	Troy Briggs
Kathy Kuentsler	Lori Alexander – Support
David Cowen	Scott Ekberg – Support

- Legislative Committee – prepares and supports attempts to modify the Act as needed.
 - Committee is currently dormant as no pending legislative actions are being considered

- Technical Committee - addresses current and future technology issues and impacts of proposed changes to the NG911 System network.

- Chairman – Phill Ryan

Ken Nelson	Justin Vaughn
Sherry Massey	Ken Larkin
Eileen Battles	Dustin Alexander
Michele Abbott	Terry McLarty
Hassan Al-Rubaie	Peter Bales
Joe Currier	Jared Meier
Brooks Wederski	Nathan Johnson
Jac Brown	Dick Heitschmidt – Support
Jeff Maxon	Randall White – Support
John Fox	Scott Ekberg – Support
Keith Martin	Lori Alexander – Support

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Brent Trease

- Security Subcommittee - considers security impacts on the NG911 system of existing and arising threats and any changes to the system.

- Chairman – Phill Ryan

Joe Currier	Dustin Alexander
Brooks Wederski	Terry McLarty
Jac Brown	Peter Bales
Jeff Maxon	Jared Meier
John Fox	Nathan Johnson
Keith Martin	Dick Heitschmidt – Support
Brent Trease	Lori Alexander – Support
Justin Vaughn	Scott Ekberg – Support
Ken Larkin	

- Call Location Accuracy Work Group - improves 911 caller location accuracy.
 - Work Group is currently dormant as latest developments in location accuracy have been implemented on the system.

- Geographic Information System (GIS) Committee - addresses critical GIS data maintenance for routing of 9-1-1 calls

- Chairman – Ken Nelson
- Co-Chair – Sherry Massey

Eileen Battles	Sheri Taylor
Eamonn Coveney	Mike D’Attilio
Kyle Gonterwitz	Lori Alexander – Support
Saralyn Hayes	Scott Ekberg – Support
Jack Joseph	Randall White – Support
Keith Shaw	Phill Ryan - Support
Will Trimble	

- Geospatial Work Group – understands the implementation of geospatial call routing and addresses needed changes in GIS standards to facilitate

- Chairman– Sherry Massey

Ken Nelson	Scott Ekberg – Support
Eileen Battles	Phill Ryan - Support

- NG911 Portal Work Group – addresses current and future change and expansion of NG911 web portal

- Chairman – Eileen Battles

Ken Nelson	Randall White
Kelly Emmons	Lori Alexander

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Asif Iqbal
Angela Westcott

Scott Ekberg



- Broadband Interoperability Work Group - monitors and addresses interconnection and interoperability of broadband systems, including the FirstNet public safety broadband network.

- Chairman – Michele Abbott

Bob McLemore

Jonathan York

Stacie Mills

Stanley Adams

Travis Marshall

Lori Alexander

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GIS Data

1. Importance of GIS data for NG911
 - a. Accurate, aligned GIS data is a mandatory, critical component of geospatial call routing
 - b. Geospatial call routing is the foundation of NG911 and routes calls based on the location of the caller, rather than the location of a tower site.
2. First step taken by the Council towards migration to NG911 was the GIS Data Enhancement Project
 - a. Creation of Kansas NG911 GIS data model
 - b. Contractor hired to compare each PSAP Jurisdictions GIS data with the data model and identify gaps and omissions
 - c. Remediation contractors hired to bring the GIS data into alignment with the standard.
 - d. Remediated data submitted back to the initial contractor to ensure that the gaps and omissions had been resolved
 - e. GIS data then went into maintenance mode
 - f. GIS Committee continually monitors for updates and to ensure that the data remains in alignment with the standard.
3. Aligning tabular MSAG and telephone number records with GIS data
 - a. This is done as a part of the migration of a PSAP to the ESInet
 - b. Complete for all PSAPs currently on the system
 - c. Must be a 99% match between MSAG, TN records and the GIS data before migrating
4. Geospatial call routing
 - a. Calls are routed based on the location (Lat/Long) of the caller.
 - b. At present, wireline and fixed VoIP calls are geospatially routed.
 - c. Wireless calls and nomadic VoIP calls that present Lat/Long at the time that the routing decision is made, are routed geospatially.
 - d. Wireless service and nomadic VoIP providers, in time, will provide Lat/Long as a part of call setup and all such calls will then be routed geospatially.



GIS Committee Report

The GIS Committee report will be provided at each Council meeting. The following table explains the content and importance of the information provided by that report. The GIS committee is responsible for:

1. Data Maintenance oversight
2. Ortho-imagery Project oversight
3. Council web portal management and oversight
4. Geospatial call routing support and oversight

Topic	Why It Matters
GIS Data Maintenance Submission Status	Current, accurate data essential to NG911
Ortho-imagery Project Update	Imagery provides the base for data maintenance and is utilized in locating calls at the PSAPs
NG911 Portal Update	New modules and capabilities are routinely developed in the portal – Huge cost savings
Geospatial Call Routing Update	The migration of the statewide system to geospatial call routing will result in more accurate call routing and is a major milestone on the road to full NG911



Historical Timeline of Major Events

The following timeline captures some of the major events that have transpired since the Council's inception in 2012:

- 2012 - The Act becomes effective
 - Governance, Security, ICM and Strategic Plans created
- 2013 - GIS Enhancement Project Launched
 - RFP for hosted system process begins
- 2014 - GIS Enhancement complete – all PSAPS in maintenance mode
 - Award of hosted system contract
- 2015 – Hosted data centers constructed
 - First ten PSAPs go live on system
- 2016 - 40 additional PSAPs go live – Total of 50
- 2017 - 33 additional PSAPs go live – Total of 83
 - SMS Text-to-911 goes live – First success story comes within one week.
- 2018 - 14 additional PSAPs go live – Total 97
 - Migration of system to Nationwide ESInet – (First in the nation)
- 2019 – 3 additional PSAPs go live, 2 additional planned – Total 102
 - All PSAPs on the system migrated to ESInet in RFAI config.
 - Geospatial Routing based on PIDF-Io planned by year's end
- 2020 – Migration of all PSAPs on the system to i3 geospatial routing implemented
 - 4 additional PSAPs, added to the system, 1 in install queue and 4 additional planning to come on – Total 109



Funding

The Kansas 911 Act creates five funds that the Council operates with. Three of these funds are outside of the State Treasury and two are inside of the treasury. These funds and their source of funding are:

911 State Fund (Outside of State Treasury)	<p>911 fees are collected by telephone service providers (TSPs) and remitted to the LCPA for deposit in this fund</p> <ul style="list-style-type: none">• The LCPA disburses \$.66 of each fee collected, based on a population based funding formula, to the PSAPs<ul style="list-style-type: none">○ Population over 80,000 - 82% of funds generated distributed to PSAP○ Population 65,000 to 79,999 – 85%○ Population 55,000 to 64,999 – 88%○ Population 45,000 to 54,999 – 91%○ Population 35,000 to 44,999 – 94%○ Population 25,000 to 34,999 – 97%○ Population less than 25,000 – 100%• The LCPA deposits \$.23 of each fee into the 911 Operations Fund• the LCPA deposits \$.01 of each fee into the 911 State Grant Fund• Any PSAP jurisdiction that does not generate at least \$60,000 in 911 fee fund revenue in a year receives a subsidy to bring them up to \$60,000 annually.• The funds withheld from the larger PSAP disbursements per the formula above, are used to make the minimum payments. Funds in excess of what is needed to make the subsidy payments from the retained funds are deposited into the 911 Operations Fund.
911 Operations Fund (Outside of State Treasury)	<ul style="list-style-type: none">• A 2.06% fee on all prepaid wireless service purchases is collected at the point of sale, by the Kansas Department of Revenue (KDOR) from retailers. These funds are remitted to the LCPA by KDOR and deposited to the 911 Operations Fund.• \$.23 from each 911 fee received by the LCPA is deposited to this fund<ul style="list-style-type: none">○ If the balance in the Operations Fund is greater than 15% of total receipts over the prior 3 years, then the \$.23 is deposited into the State Grant Fund• Excess retainage and 911 fees that cannot be attributed to a specific PSAP jurisdiction are deposited to this fund

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911 State Grant Fund (Outside of State Treasury)	<ul style="list-style-type: none"> • \$.01 of every 911 fee collected is deposited to this fund, unless the balance in the fund is in excess of \$2M. • Funds derived from the \$.23 deposited to the 911 Operations Fund in excess of 15% of total receipts over the prior 3 years, are deposited into this fund. • If the balance of this fund exceeds \$2M, then the \$.01 ceases to be deposited into this account and the fee to the PSAP increases by \$.01.
911 Federal Grant Fund (Inside State Treasury)	<ul style="list-style-type: none"> • Federal grant funds for 911 are deposited into this account, however, all federal grants that we are aware of are reimbursement grants, so no “bucket of money” is available for deposit into this account.
State Maintenance Fund (Inside State Treasury)	<ul style="list-style-type: none"> • Monies donated to the Council or State general funds appropriated for the Council are deposited into this fund.

Funding History

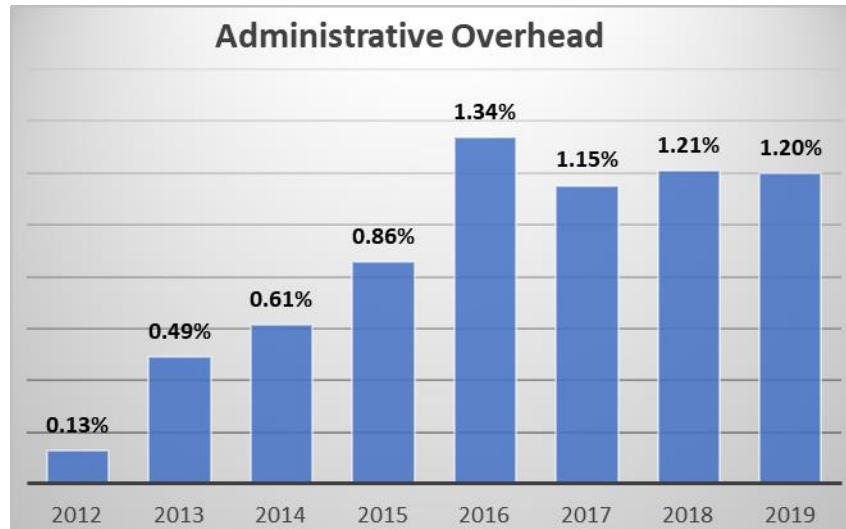
The 911 fee has generated the following revenue per year since 2012.

Year	911 Fee Funds Collected	Total Prepaid Wireless Fees Collected	Difference from Previous Year	
			911	Prepaid
2012	\$19,414,841	\$1,055,132	N/A	N/A
2013	\$19,416,238	\$1,156,979	\$1,397	\$101,847
2014	\$19,011,333	\$1,326,415	(\$404,905)	\$169,436
2015	\$19,359,086	\$1,462,888	\$347,753	\$136,473
2016*	\$21,022,272	\$1,918,797	\$1,663,186	\$455,909
2017	\$22,900,621	\$1,916,781	\$ 1,878,349	(\$2,016)
2018	\$21,555,711	\$1,806,243	(\$1,344,910)	(\$110,538)
2019*	\$26,573,640	\$2,059,641	\$5,017,929	\$253,398
2020**	\$ 31,519,310	\$3,510,247	\$4,945,670	\$1,450,606

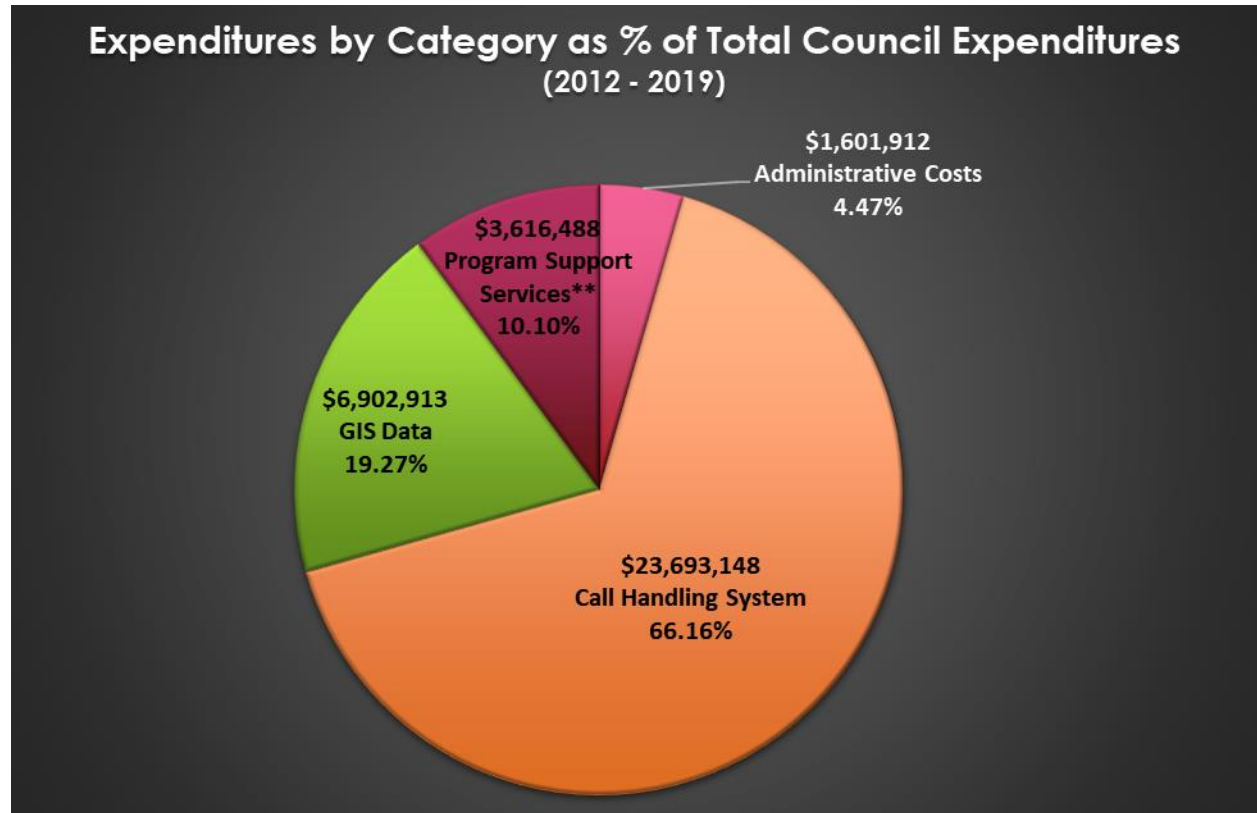
*Increase from prior year based on 911 fee increase (\$.07 – 10/2015, \$.30 – 7/2019)

**Estimates based on business case estimations

Council administrative expenses are capped at 2% of total revenue each year. The following chart shows that the Council has maintained administrative expenses well below this cap amount.



Between 2012 and 2019, the Council has spent a total of \$35,814,461. The chart below depicts a break down of where those funds were expended:





The current business case projections indicate a growth trend towards 2025. This is encouraging, as our existing contract for the NG911 System will term out in 2025 and we may be faced with new one-time costs to refresh that contract.

Funding – Current Business Case Projection

(With Adjustments to i3 Roadmap)

NG911 Business Case - Summary				2019	2020	2021	2022	2023	2024	2025
WBS Category	Description	Provider	NAC	98	98	98	98	98	98	98
				210	210	210	210	210	210	210
Scenario										
	911 Fee			0.60	0.89	0.89	0.89	0.89	0.89	0.89
	PSAP Fee Allocation			0.60	0.66	0.66	0.66	0.66	0.66	0.66
	Ops Sustaining Setaside			-	0.23	0.23	0.23	0.23	0.23	0.23
	PSAP Minimum Payout			50,000	60,000	60,000	60,000	60,000	60,000	60,000
Income				26,850,824	38,156,020	38,156,020	38,156,020	38,156,020	38,156,020	38,156,020
Residual Carry-over from 2013: seed money										
Expenses				(32,296,484)	(38,411,207)	(37,843,471)	(36,483,452)	(36,354,697)	(36,231,420)	(42,249,518)
Gross Contingency Fund				(5,445,659)	(255,187)	312,549	1,672,567	1,801,323	1,924,599	(4,093,498)
Cash Flow conforms to best practices OSS				3,905,969	3,650,782	3,963,331	5,635,898	7,437,221	9,361,821	5,268,323

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Audits

The 911 Act requires two audits. One of these is an annual audit of the LCPA, which must be performed by a Certified Public Accountant or a Licensed Municipal Accountant. The current LCPA has selected Cummins, Coffman & Schmitlein, CPA's, P.A. to perform this annual audit. Each year, the audit report will be presented to the Council at a regularly scheduled Council Meeting. The auditor is required to appear and present their findings to the full Council, at which time the Council will be asked to accept the audit report by vote.

The other required audit occurs every five years, and is a Legislative Post Audit (LPA) conducted through the Kansas Legislative Division of Post Audit. A procurement will be issued for auditing services by the Division of Post Audit and a contractor will be awarded the audit. This audit, by statute, will explore three areas:

1. Whether the moneys received by PSAPs pursuant to this act are being used appropriately
2. Whether the amount of moneys collected pursuant to this act is adequate
3. The status of 911 service implementation.

Additionally, other topics may be added to the scope of the audit either by the Legislature or the Council. A written report is submitted by the contractor at the completion of the audit and is made available to the Council and the Legislative Post Audit Committee of the Kansas Legislature.

Council members may be asked to submit to interviews by the contractor performing the LPA audit.

Annual Expenditure Reporting

Each PSAP is required to submit an annual report indicating the amount of 911 fee funding it received for the previous year, the balance of 911 fees on hand, all expenditures of 911 fee funds, and information related to the PSAP, such as number of 911 call-takers, amounts of general fund monies spent for 911 purposes, etc. This report is electronic and is contained within the Council's web portal. The report is due on March 1st and is considered delinquent on March 31st of each year.

The Expenditure Review Committee (ERC) meets weekly via phone conference beginning the first full week of March until all annual reports have been reviewed, finalized and closed. The ERC reviews each reported expenditure and questions any that are not obviously allowed under the eight allowable uses contained in K.S.A. 12-5375. Those allowable uses are:

1. Implementation of 911 services
2. Purchase of 911 equipment and upgrades

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3. Maintenance and license fees for 911 equipment
4. Training of PSAP personnel
5. Monthly recurring charges billed by service suppliers
6. Installation, service establishment and nonrecurring start-up charges billed by the service supplier
7. Charges for capital improvements and equipment or other physical enhancements to the 911 system
8. The original acquisition and installation of road signs designed to aid in the delivery of emergency service

If an expense is questioned, follow up is conducted with the PSAP to obtain additional information on how the expenditure relates to the receiving, processing or dispatching of a 911 call. If the additional information satisfies the ERC that the expenditure is appropriate under the statute, then the expenditure is approved. If the information provided does not satisfy the ERC, or if the expenditure is obviously not covered by the statute, the PSAP is asked to refund the amount of the expenditure to their 911 fee account. If the PSAP concurs with the finding of the ERC, documentation of the repayment is required and the expenditure is closed upon receipt. If the PSAP does not concur, they may appeal the decision of the ERC to the Council. In this event, the PSAP will be scheduled to appear at a meeting of the Council and present their argument as to why the expenditure should be allowed. The Chairman of the ERC will present the reasoning for the ERC's finding that the expenditure was unallowable. After hearing both positions, and following any discussion or questioning that the Council may have, a vote is taken to determine the allowability of the expenditure. If the expenditure is found to be allowable by majority vote of the Council, the expenditure is accepted and the matter closed. If the expenditure is found to be unallowable, the PSAP is again asked to refund the amount of the expenditure to the 911 fee account of the PSAP. If the PSAP does not concur with the finding of the Council, it may file an appeal with the Kansas Office of Administrative Hearings. In such case, the matter will be turned over to the Council's legal counsel for adjudication.

A PSAP may seek pre-approval for any expenditure. The pre-approval request is filed via the Council web portal and the same process for evaluating the request is followed to provide a finding of allowability prior to the PSAP expending the funds.

Both the expenditure review process and the pre-approval process are set forth in Council administrative regulations. Expenditure review is K.A.R. 132-4-3 and the pre-approval process in K.A.R. 132-4-4.

As a means of keeping PSAPs informed of decisions made by the Council on the allowability of expenditures of 911 fees, a document has been created that memorializes decisions of the Council and its Expenditure Review Committee. This document is made available to PSAPs through the Council website.



NG911 Web Portal

The Council web portal is located at <https://portal.kansas911.org>. Each Council Member should create an account on the portal. This can be accomplished by going to the above link and clicking on the “register for an account here” link on the opening page. Passwords are generated by the system and are emailed to the account holder. The passwords are not available to administrators of the portal and are known only to the account holder.

The portal has numerous modules contained within it. Some of the major modules are:

- Council Travel Reimbursement
 - A training video on this is available at https://youtu.be/eZ_lleY5r_s
- Legislative Pay Requests
 - A training video on this is available at <https://youtu.be/mTha1FlaDBw>
- TSP – Telephone Service Provider data submissions
- Document Archiving
- Group and Mass Email Tools
- GIS Data Upload and Tools
- Expenditure Reporting
- Change Management
- Outage Communications Tool
- Account Creation Management on DDS Server for Hosted System

In the event that an account holder forgets their password, a new password request may be made by selecting the “reset your password here” link. The new password will be emailed to the account holder.



Kansas NG911 System

1. History

- a. Began in November, 2013 with the development of an RFP
- b. RFP issued in August, 2014
- c. Contract awarded for the system as a service on February 26, 2015
- d. Host data center buildout began immediately and the first PSAP was brought live on the system on August 26, 2015
- e. Since that time a total of 102 PSAPs, including a test and evaluation center at Yoder, and backup PSAPs in Sedgwick County, Saline County, and Shawnee County, have been brought on
- f. An additional 2 are in queue to come on, with 4 others expressing interest

2. Design

- a. Two data centers, one in Topeka (North host) and the other in Wichita (South host)
- b. Two Airbus Vesta host systems, one handling the North side of the state and the second handling the South offers Geodiversity of hosts
- c. Redundant connectivity from each host to AT&T virtual private network (AVPN)
- d. PSAPs connected to the AVPN by a terrestrial circuit and in most cases by a FirstNet LTE wireless connection (T1 in a few rare instances)
- e. Initially the hosts were fed by CAMA (Centralized Automatic Message Accounting) trunks for each PSAP. With the migration to ESInet, the CAMA trunks were disconnected 30 days after a PSAP migrated to the ESInet. The CAMA trunks were replaced with broadband connections from the service providers to the ESInet

3. Status

- a. 2 additional PSAPs are scheduled to come on by the end of 2020 – Prairie Band of the Potawatomie Nation Tribal Police Department and Geary County/Junction City.
- b. Hope to add four additional PSAPs next year – Crawford, Osage, Coffey and Marshall.

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- c. PSAP can transfer the call with ALI (Automatic Location Information) to any PSAP in the state. Transfers from non-system PSAPs remain ten-digit transfers without ANI/ALI
 - d. The System provides the ability for a dispatcher to log on to any workstation on their host as themselves and have full access to their home 911 trunks and administrative lines
 - e. Yoder backup, test and evaluation center allows for testing of new functionality before production release
4. ESInet
- a. ESInet (Emergency Services IP Network) is an all IP system for routing and delivery of 911 calls to the PSAPs
 - b. Replaces the legacy selective routing system utilizing CAMA circuits
 - c. NENA (National Emergency Number Association) i3 standards are the standard being followed for buildout of ESInets
 - d. AT&T has built out an i3 nationwide ESInet and we have contracted to connect our statewide call handling system to that ESInet
 - e. Advantages of ESInet
 - i. Provides ability to transfer with ANI/ALI to any PSAP in the state
 - ii. Provides faster call setup of 911 calls – decreased delay between dialing and reaching the PSAP
 - iii. Will Provide interoperability with other states' PSAPs
 - iv. Will provide full geospatial call routing
 - v. Will provide delivery of additional i3 services such as MMS messaging, telematics and expanded location information
 - vi. Provides interconnection capability with other states and the MARC region once they have their ESInet in place
5. RapidDeploy
- a. The original call mapping platform, Vesta Locate, was manufacturer discontinued in 2018, and became non-supported in September, 2019
 - b. After a robust review of several products by the GIS and Technical Committees, a recommendation to use RapidDeploy Nimbus as the replacement mapping solution was approved by the Council on June 21, 2109
 - c. The deployment of RapidDeploy was made a two phase project. The first phase was the deployment of RapidDeploy RadiusPlus, the tactical call mapping package. This deployment was initiated in January 2020 and completed on August 10, 2020

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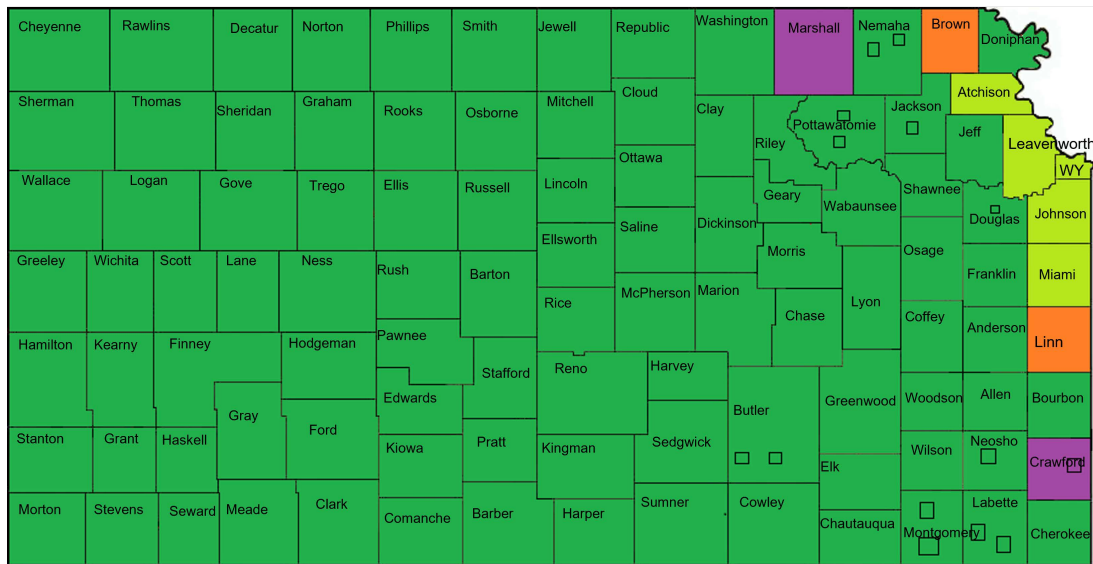
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- d. Phase two of the project will be the deployment of Nimbus, which incorporates all of the features and functionality of RadiusPlus but also includes computer aided dispatch capabilities
- e. The Council approved providing a single license of Nimbus to each of the non-hosted PSAPs in the State, which at the completion of phase 2 will allow for CAD data sharing across all PSAPs in the state for multi-jurisdictional responses
- f. The RapidDeploy products provide many capabilities beyond just call mapping. These include:
 - i. Situational awareness tools such as weather, traffic data, and road cameras
 - ii. Text capabilities to obtain location directly from the caller's device and video from the caller
 - iii. Text translation capabilities
 - iv. Shareable CAD data
 - v. Optional responder application for sharing call information with field responders
- g. RapidDeploy should serve as an economical platform for adding additional i3 features and functionality to the statewide system.

Kansas NG911 Call Handling System

STATEWIDE HOSTED CALL HANDLING SYSTEM

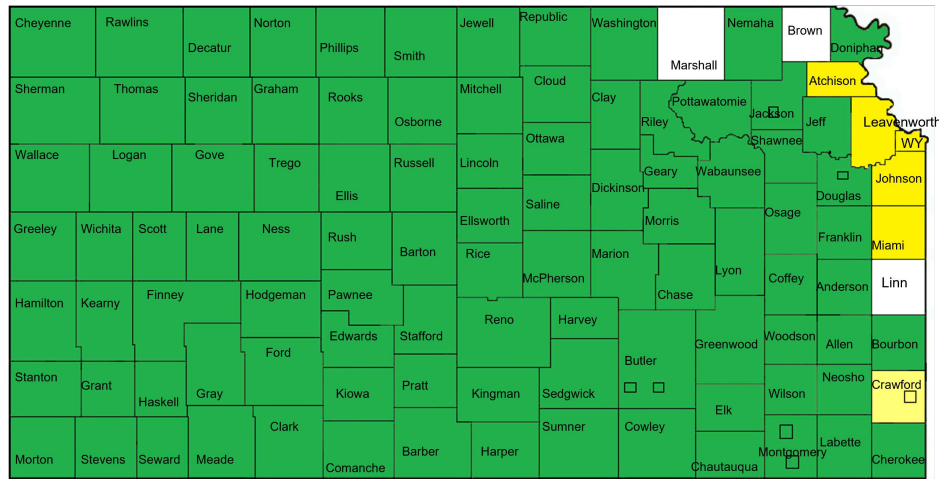


Text to 911 was implemented across the entire statewide system in October 2017. PSAPs that have come onto the system since that time have gone live with text-to-911 as they came on. The MARC system provides text-to-911 service over the Telephone Device for the Disabled (TDD) system in their network. The MARC region is shown in yellow on the map on the following page, the statewide system served PSAPs in dark green. Crawford County, depicted in light yellow, utilizes TDD to provide text-to-0911 service. The counties in white do not have text-to-911. Of the 105 Counties in Kansas, 97% are served by PSAPs that provide text-to-911 service.

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Text-to-911 Status Map – 01/01/2022

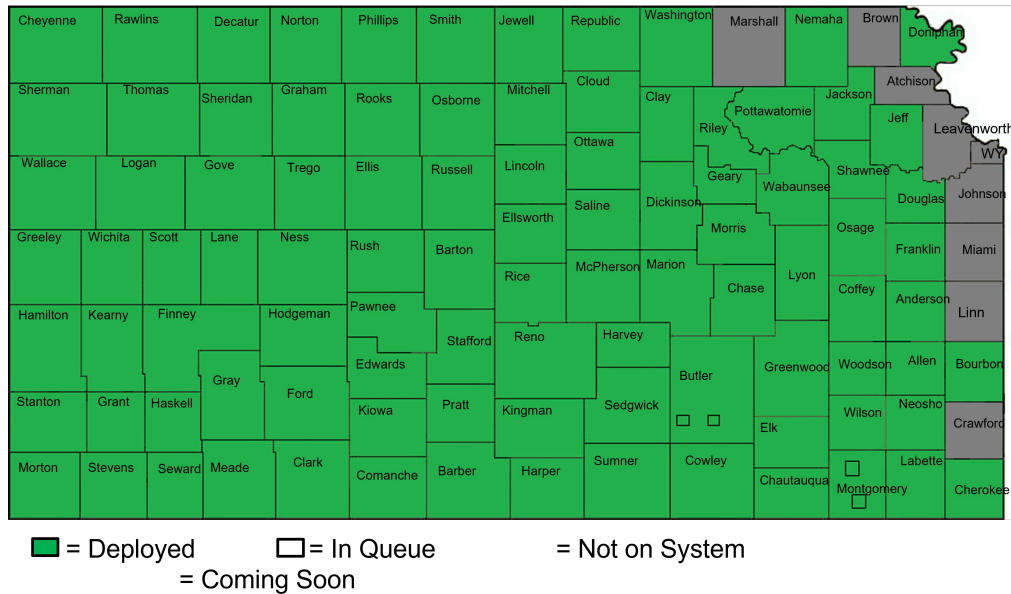


- = Text-to-911 Available
 = Text-to-911 Coming Soon
 = Text-to-911 through other system
 = No Text-to-911 Available

i3 ESInet Status

The Kansas NG911 Call Handling System provides i3 ESInet, with geospatial call routing (routing based on the location of the caller) to all of the PSAPs that it serves. The following map depicts the status of migration to i3 ESInet. The counties depicted in gray, are currently not served by ESInet, although the MARC region has plans to migrate to their own ESInet in the coming months. Once that migration is complete, an interconnection between the two ESInets will be placed to ensure ease of call transfers from the MARC region to the statewide system.

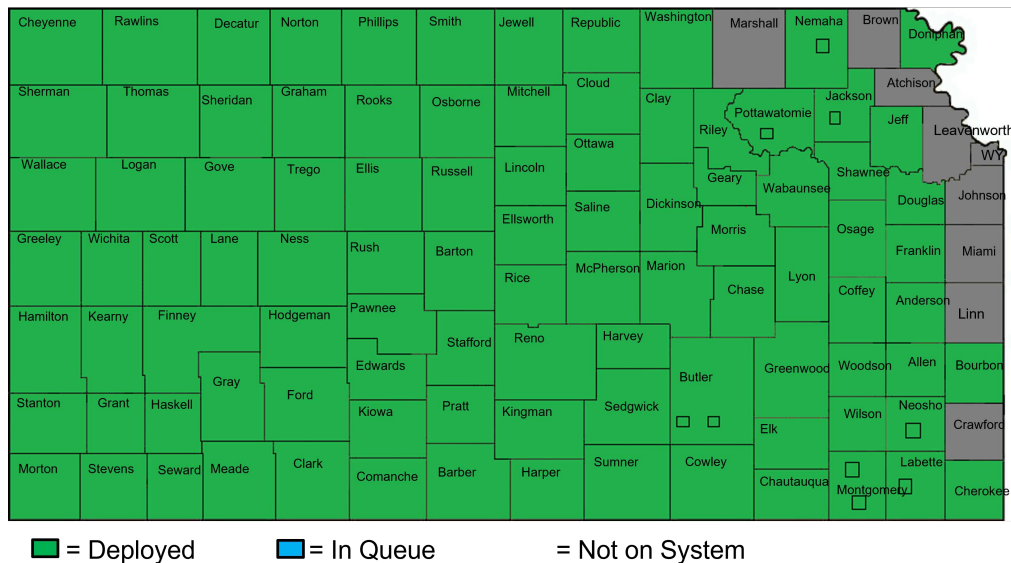
ESInet Status Map – 01/01/2022



RapidDeploy RadiusPlus™ Deployment

The deployment of RadiusPlus for all live PSAPs on the system was completed in August 2020. All PSAPs coming onto the statewide system will deploy with RadiusPlus moving forward. The following map depicts the status of RadiusPlus implementation.

RapidDeploy Deployment Status Map – 01/01/2022



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Projects Currently In Process or Planning

The following projects are either in process or in planning for the Council:

- RapidDeploy Nimbus Implementation and training – Provides call data sharing capabilities, some i3 enhancements and gateway to future i3 implementation
- Real-Time Text (RTT) implementation and training – provides more accurate location information for text callers and real time communication
- Future public service announcements including RTT
- Interconnection with telephone service providers in an all SIP environment
- Addition of PSAPs to the network as they make the decision to participate
- 2021 Expenditure Review
- FirstNet and other broadband network interface projects
- AT&T Switched Ethernet (ASE) network migration to increase bandwidth and add additional connectivity redundancy from PSAP to host
- Automatic Abandoned Callback (AAC)
- Addition of a 3rd call handling host system and implementation of an optional host redundancy program
- Post ASE migration security audit – Voice network following migration to ASE followed by data network
- IcM Plan updates, revisions – will be presented to Council for approval
- Kansas NG911 Learning Center maintenance and enhancement
- Roadmap planning
- Strategic Planning
- Portal enhancements and additional modules
- Outreach and coordination with other states including Colorado, Nebraska, Missouri, Arkansas, Oklahoma, Texas, South Dakota, Minnesota and Florida
- Procurement of an Emergency Mobile 9-1-1 Dispatch and Training Center (EMDTC)



Kansas 911 Act

July 1, 2019

12-5362. Kansas 911 Act. K.S.A. 2019 Supp. 12-5362 through [12-5381](#), and amendments thereto, shall be known and may be cited as the Kansas 911 act.

History: L. 2011, ch. 84, § 1; May 26.

12-5363. Definitions. As used in the Kansas 911 act:

- (a) "Consumer" means a person who purchases prepaid wireless service in a retail transaction.
- (b) "Department" means the Kansas department of revenue.
- (c) "Enhanced 911 service" or "E-911 service" means an emergency telephone service that generally may provide, but is not limited to, selective routing, automatic number identification and automatic location identification features.
- (d) "Exchange telecommunications service" means the service that provides local telecommunications exchange access to a service user.
- (e) "GIS" means a geographic information system for capturing, storing, displaying, analyzing and managing data and associated attributes that are spatially referenced.
- (f) "GIS data" means the geometry and associated attributes packaged in a geodatabase that defines the roads, address points and boundaries within a PSAP's jurisdiction.
- (g) "Governing body" means the board of county commissioners of a county or the governing body of a city.
- (h) "Local collection point administrator" or "LCPA" means the person designated by the 911 coordinating council to serve as the local collection point administrator to collect and distribute 911 fees, 911 operations fund moneys and 911 state grant fund moneys.
- (i) "Multi-line telephone system" means a system comprised of common control units, telephones and control hardware and software providing local telephone service to multiple end-use customers that may include VoIP service and network and premises based systems such as centrex, private branch exchange and hybrid key telephone systems.
- (j) "Next generation 911" means 911 service that conforms with national emergency number association (NENA) i3 standards and enables PSAPs to receive Enhanced 911 service calls and emergency calls from Internet Protocol (IP) based technologies and applications that may include text messaging, image, video and data information from callers.

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(k) "Non-traditional PSAP" means a PSAP not operated by a city or county, including, but not limited to, PSAPs operated by universities, tribal governments or the state [or] federal government.

(l) "Person" means any individual, firm, partnership, copartnership, joint venture, association, cooperative organization, corporation, municipal or private, and whether organized for profit or not, state, county, political subdivision, state department, commission, board, bureau or fraternal organization, nonprofit organization, estate, trust, business or common law trust, receiver, assignee for the benefit of creditors, trustee or trustee in bankruptcy or any other legal entity.

(m) "Prepaid wireless service" means a wireless telecommunications service that allows a caller to dial 911 to access the 911 system, which service must be paid for in advance and is sold in predetermined units or dollars of which the number declines with use in a known amount.

(n) "Place of primary use" has the meaning provided in the mobile telecommunications act as defined by 4 U.S.C. § 116 et seq., as in effect on the effective date of this act.

(o) "Provider" means any person providing exchange telecommunications service, wireless telecommunications service, VoIP service or other service capable of contacting a PSAP. A provider may also be a 911 system operator.

(p) "PSAP" means a public safety answering point operated by a city or county.

(q) "Retail transaction" means the purchase of prepaid wireless service from a seller for any purpose other than resale, not including the use, storage or consumption of such services.

(r) "Seller" means a person who sells prepaid wireless service to another person.

(s) "Service user" means any person who is provided exchange telecommunications service, wireless telecommunications service, VoIP service, prepaid wireless service or any other service capable of contacting a PSAP.

(t) "Subscriber account" means the 10-digit access number assigned to a service user by a provider for the purpose of billing a service user up to the maximum capacity of the simultaneous outbound calling capability of a multi-line telephone system or equivalent service.

(u) "Subscriber radio equipment" means mobile and portable radio equipment installed in vehicles or carried by persons for voice communication with a radio system.

(v) "VoIP service" means voice over internet protocol.

(w) "Wireless telecommunications service" means commercial mobile radio service as defined by 47 C.F.R. § 20.3 as in effect on the effective date of this act.

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(x) "911 call" means any electronic request for emergency response, presented by means of wireline, wireless, VoIP or telecommunications device for the deaf (TDD) technology, text message or any other technology by which a service user initiates an immediate information interchange or conversation with a PSAP.

(y) "911 system operator" means any entity that accepts 911 calls from providers, processes those calls and presents those calls to the appropriate PSAP. A "911 system operator" may also be a provider.

History: L. 2011, ch. 84, § 2; L. 2012, ch. 21, § 1; L. 2014, ch. 6, § 1; L. 2019, ch. 39, § 1; July 1.

12-5364. 911 coordinating council; composition; terms; powers and duties, limitations; expenses; annual report. (a) (1) There is hereby created the 911 coordinating council which shall monitor the delivery of 911 services, develop strategies for future enhancements to the 911 system and distribute available grant funds to PSAPs. In as much as possible, the council shall include individuals with technical expertise regarding 911 systems, internet technology and GIS technology.

(2) The 911 coordinating council shall consist of 13 voting members to be appointed by the governor: Two members representing information technology personnel from government units; one member representing the Kansas sheriff's association; one member representing the Kansas association of chiefs of police; one member representing a fire chief; one member recommended by the adjutant general; one member recommended by the Kansas emergency medical services board; one member recommended by the Kansas commission for the deaf and hard of hearing; two members representing PSAPs located in counties with less than 75,000 in population; two members representing PSAPs located in counties with greater than 75,000 in population; and one member representing the Kansas chapter of the association of public safety communications officials. At least two of the members representing PSAPs shall be administrators of a PSAP or have extensive prior 911 experience in Kansas.

(3) Other voting members of the 911 coordinating council shall include: One member of the Kansas house of representatives as appointed by the speaker of the house; one member of the Kansas house of representatives as appointed by the minority leader of the house; one member of the Kansas senate as appointed by the senate president; and one member of the Kansas senate as appointed by the senate minority leader.

(4) The 911 coordinating council shall also include nonvoting members to be appointed by the governor: One member representing rural telecommunications companies recommended by the Kansas rural independent telephone companies; one member representing incumbent local exchange carriers with over 50,000 access lines; one member representing large wireless providers; one member representing VoIP providers; one member recommended by the league of Kansas municipalities; one member recommended by the Kansas association of counties; one member recommended by the Kansas geographic information systems policy board; one member recommended by the Kansas office of information technology services; one member, a

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Kansas resident, recommended by the Mid-America regional council; and two members representing non-traditional PSAPs, one of whom shall be a representative of tribal government.

(b) (1) Except as provided in subsection (b)(2) and (b)(3), the terms of office for voting members of the 911 coordinating council shall commence on the effective date of this act and shall be subject to reappointment every three years. No voting member shall serve longer than two successive three-year terms. A voting member appointed as a replacement for another voting member may finish the term of the predecessor and may serve two additional successive three-year terms.

(2) The following members, whose terms began on the effective date of this act, shall serve initial terms as follows:

(A) One member representing information technology personnel from government units, one member recommended by the adjutant general, one member representing PSAPs located in counties with less than 75,000 in population and one member representing PSAPs located in counties with 75,000 or more in population shall serve a term of two years;

(B) one member representing information technology personnel from government units, one member recommended by the Kansas emergency medical services board, one member representing PSAPs located in counties with less than 75,000 in population and one member representing PSAPs without regard to size shall serve a term of three years; and

(C) one member representing a fire chief, one member recommended by the Kansas commission for the deaf and hard of hearing, one member representing the Kansas association of chiefs of police and one member representing PSAPs located in counties with 75,000 or more in population shall serve a term of four years.

(3) The initial term for one member representing the Kansas sheriff's association shall begin on July 1, 2014, and be for a period of three years.

(4) The terms of members specified in this subsection shall expire on June 30 in the last year of such member's term.

(c) (1) The governor shall select the chair of the 911 coordinating council, who shall serve at the pleasure of the governor and have extensive prior 911 experience in Kansas.

(2) The chair shall serve as the coordinator of E-911 services and next generation 911 services in the state, implement statewide 911 planning, have the authority to sign all certifications required under 47 C.F.R. part 400 and administer the 911 federal grant fund and 911 state maintenance fund. The chair shall serve subject to the direction of the council and ensure that policies adopted by the council are carried out. The chair shall serve as the liaison between the

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council and the LCPA. The chair shall preside over all meetings of the council and assist the council in effectuating the provisions of this act.

(d) The 911 coordinating council, by an affirmative vote of nine voting members, shall select the local collection point administrator, pursuant to K.S.A. 2019 Supp. [12-5367](#), and amendments thereto, to collect 911 fees and to distribute such fees to PSAPs and to distribute 911 operations fund moneys and 911 state grant fund moneys as directed by the council. The council shall adopt rules and regulations for the terms of the contract with the LCPA. All contract terms and conditions shall satisfy all contract requirements as established by the secretary of administration. The council shall determine the compensation of the LCPA who shall provide the council with any staffing necessary in carrying out the business of the council or effectuating the provisions of this act. The moneys used to reimburse these expenses shall be paid from the 911 operations fund, pursuant to subsection (j).

(e) (1) The 911 coordinating council is hereby authorized to adopt rules and regulations necessary to effectuate the provisions of this act, including, but not limited to: (A) Creating a uniform reporting form designating how moneys, including 911 fees, have been spent by the PSAPs; (B) requiring service providers to notify the council pursuant to subsection (k); (C) establishing standards for coordinating and purchasing equipment; (D) recommending standards for general operations training of PSAP personnel; (E) establishing training standards and programs related to the technology and operations of the NG911 hosted solution; (F) establishing data standards, maintenance policies and data reporting requirements for GIS data; and (G) assessing civil penalties pursuant to subsection (m).

(2) The chair of the council shall work with the council to adopt rules and regulations necessary for the administration of this act, but the council shall not adopt any rules and regulations or impose any requirements that creates a mandatory certification program of PSAP operations or PSAP emergency communications personnel.

(f) If the 911 coordinating council finds that the GIS data for a PSAP is inaccurate or has not been updated for one year or more, the council shall give written notice to the governing body that oversees the PSAP. If, within 60 days of providing such notice, the council does not receive an acceptable proposal for the PSAP to bring the GIS data into compliance, the council may contract with a third party to review and update the GIS data. A PSAP with GIS data that has not been updated for one year or more may provide a certification attesting that the GIS data has been reviewed and remains accurate. If the council receives such certification and has information that the data may not be accurate, the council shall provide a written notice to the PSAP that describes the areas the council believes to be inaccurate and a deadline of 30 days for the PSAP to submit updated GIS data. If the updated GIS data is not received within the deadline, the council may contract with a third party to review and update the GIS data. The council shall assess the governing body that oversees the PSAP for any costs incurred in updating the GIS data.



(g) The council may, pursuant to rules and regulations, lower the 911 fee established pursuant to K.S.A. 2019 Supp. [12-5369](#), and amendments thereto, upon a finding based on information submitted on the uniform reporting forms, that moneys generated by such fee are in excess of the costs required to operate PSAPs in the state.

(h) The council may appoint subcommittees as necessary to administer grants, oversee collection and distribution of moneys by the LCPA, develop technology standards, develop training recommendations and other issues as deemed necessary by the council. Subcommittees, if appointed, shall include members of the council and other persons as needed.

(i) The council may reimburse independent contractors or state agencies for expenses incurred in carrying out the business of the council, including salaries, that are directly attributable to effectuating the provisions of this act. The moneys used to reimburse these expenses shall be paid from the 911 operations fund, pursuant to subsection (j).

(j) All expenses related to the council shall be paid from the 911 operations fund. No more than 2.0% of the total receipts from providers and the department received by the LCPA shall be used to pay for administrative expenses of the council. Members of the council and other persons appointed to subcommittees by the council may receive reimbursement for meals and travel expenses, but shall serve without other compensation with the exception of legislative members who shall receive compensation pursuant to K.S.A. [75-3212](#), and amendments thereto.

(k) Every provider shall submit contact information for the provider to the council. Any provider that has not previously provided wireless telecommunications service in this state shall submit contact information for the provider to the council within three months of first offering wireless telecommunications services in this state.

(l) [(1)] Each PSAP shall file an annual report with the council by March 1 of each year demonstrating how such PSAP has spent the moneys earned from the 911 fee during the preceding calendar year. The council shall designate the content and form of such report and any associated documentation that is required to finalize such report.

(2) If a PSAP fails to file and finalize an annual report, the council shall provide notice of such failure to the PSAP and the governing body of such PSAP. If such PSAP fails to file or finalize an annual report within 60 days of receiving such notice, 10% of each subsequent distribution of 911 fees to such PSAP pursuant to K.S.A. 2019 Supp. [12-5373](#), and amendments thereto, shall be withheld by the LCPA and only distributed to such PSAP once the report has been submitted.

(m) The council, upon a finding that a provider has violated any provision of this act, may impose a civil penalty. No civil penalty shall be imposed pursuant to this section except upon the written order of the council. Such order shall state the violation, the penalty to be imposed and the right of such person to appeal to a hearing before the council. Any such person may,

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within 15 days after service of the order, make a written request to the council for a hearing thereon. Hearings under this subsection shall be conducted in accordance with the provisions of the Kansas administrative procedure act.

(n) Any action of the council pursuant to subsection (m) is subject to review in accordance with the Kansas judicial review act.

(o) Any civil penalty recovered pursuant to this section shall be transferred to the LCPA for deposit in the 911 state grant fund.

(p) The 911 coordinating council shall make an annual report, to include a detailed description of all expenditures made from 911 fees received by the PSAPs, to the house committee on energy, utilities and telecommunications and the senate committee on utilities.

History: L. 2011, ch. 84, § 3; L. 2012, ch. 21, § 2; L. 2014, ch. 6, § 2; L. 2019, ch. 39, § 2; July 1.

12-5365. 911 federal grant fund; creation; administrator of fund; authorized uses. (a) There is hereby established in the state treasury the 911 federal grant fund.

(b) The chair of the 911 coordinating council shall serve as the administrator of the 911 federal grant fund and shall distribute grants in accordance with the recommendations of the 911 coordinating council. Subject to the conditions and in accordance with the requirements of this act and 47 C.F.R. part 400, the chair is authorized to perform such acts necessary for the effectuation of this act.

(c) Moneys received by the state from the federal government for the purposes of the fund shall be credited to the fund.

(d) Subject to the conditions and in accordance with the requirements of this act and 47 C.F.R. part 400, moneys credited to the fund shall be used only:

(1) To pay all expenses incurred in the administration of the fund; and

(2) to provide grants to eligible municipalities only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (A) Implementation of enhanced 911 service and next generation 911 service, as defined in K.S.A. 2019 Supp. [12-5363](#), and amendments thereto; (B) purchase of equipment and upgrades and modification to equipment used solely to process the data elements of enhanced 911 service and next generation 911 service, as defined in K.S.A. 2019 Supp. [12-5363](#), and amendments thereto; and (C) maintenance and license fees for such equipment and training of personnel to operate such equipment, including costs of training PSAP personnel to provide effective service to all users of the emergency telephone system who have communications disabilities. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish or make improvements to

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buildings or similar facilities or for other capital outlay or equipment not expressly authorized by this act.

(e) All payments and disbursements from the fund shall be made in accordance with appropriation acts upon warrants of the director of accounts and reports issued pursuant to vouchers approved by the chair or by a person or persons designated by the chair.

History: L. 2011, ch. 84, § 4; L. 2019, ch. 39, § 3; July 1.

12-5366. 911 state maintenance fund; creation; administrator of fund; authorized uses. (a)

There is hereby established in the state treasury the 911 state maintenance fund.

(b) The chair of the 911 coordinating council shall serve as the administrator of the 911 state maintenance fund and shall distribute grants in accordance with the recommendations of the 911 coordinating council. Subject to the conditions and in accordance with the requirements of this act and 47 C.F.R. part 400, the chair is authorized to perform such acts necessary for the effectuation of this act.

(c) Moneys from the following sources shall be credited to the fund:

(1) Amounts appropriated or otherwise made available by the legislature for the purposes of the fund;

(2) interest attributable to investment of moneys in the fund; and

(3) amounts received from any public or private entity for the purposes of the fund.

(d) Moneys credited to the fund shall be used only:

(1) To pay all expenses incurred in the administration of the fund; and

(2) to provide grants to eligible municipalities only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (A) Implementation of enhanced 911 service and next generation 911 service, as defined in K.S.A. 2019 Supp. [12-5363](#), and amendments thereto; (B) purchase of equipment and upgrades and modification to equipment used solely to process the data elements of enhanced 911 service and next generation 911 service, as defined in K.S.A. 2019 Supp. [12-5363](#), and amendments thereto; and (C) maintenance and license fees for such equipment and training of personnel to operate such equipment, including costs of training PSAP personnel to provide effective service to all users of the emergency telephone system who have communications disabilities. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish or make improvements to buildings or similar facilities or for other capital outlay or equipment not expressly authorized by this act.

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(e) On or before the 10th of each month, the director of accounts and reports shall transfer from the state general fund to the 911 state maintenance fund interest earnings based on:

(1) The average daily balance of moneys in the 911 state maintenance fund for the preceding month; and

(2) the net earnings rate of the pooled money investment portfolio for the preceding month.

(f) All payments and disbursements from the fund shall be made in accordance with appropriation acts upon warrants of the director of accounts and reports issued pursuant to vouchers approved by the chair or by a person or persons designated by the chair.

History: L. 2011, ch. 84, § 5; L. 2019, ch. 39, § 4; July 1.

12-5367. Local collection point administrator; selection; subject to open meetings act and open records act; treatment of public funds. The 911 coordinating council, by an affirmative vote of nine voting members, shall select the local collection point administrator. In selecting the LCPA, the council shall contract with the LCPA for services for no longer than two years, however, the council may, by an affirmative vote of nine voting members, extend such contract for up to two additional years. The 911 coordinating council shall receive the approval of the legislative coordinating council in selecting an LCPA if the entity to be designated as the LCPA is different than the previous entity designated as the LCPA. The 911 coordinating council shall annually review the designation of the LCPA and the contract with the LCPA for services. The LCPA shall be subject to the requirements of the Kansas open meetings act, the Kansas open records act and shall treat all moneys received as public funds pursuant to article 14 of chapter 9 of the Kansas Statutes Annotated, and amendments thereto. Notwithstanding any other provision of law to the contrary, the LCPA shall not be considered a state agency.

History: L. 2011, ch. 84, § 6; L. 2014, ch. 6, § 3; L. 2019, ch. 39, § 5; July 1.

12-5368. 911 state fund, 911 operations fund and 911 state grant fund; established by LCPA; distributions; uses. (a) Upon the approval of the 911 coordinating council, the LCPA shall establish the following funds, which shall not be a part of the state treasury: (1) The 911 state fund for the collection and distribution of 911 fees; (2) the 911 operations fund for administrative costs of the 911 coordinating council and deployment and maintenance of the statewide NG911 system; and (3) the 911 state grant fund for grants to individual PSAPs. All moneys originating from 911 fees, and any interest accrued on such fees, shall be paid to the LCPA for deposit in the 911 state fund or 911 operations fund pursuant to subsection (b). All unobligated federal moneys, and any interest accrued on such moneys, shall be transferred to the 911 federal grant fund.

(b) (1) Except as provided for in paragraph (2), prior to the distribution to the PSAPs pursuant to K.S.A. 2019 Supp. [12-5374](#), and amendments thereto, the LCPA shall withhold \$.23 from every 911 fee remitted pursuant to K.S.A. 2019 Supp. [12-5369](#), and amendments thereto, and shall

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deposit such amount in the 911 operations fund for the deployment and maintenance of the statewide NG911 system and standardized functionality upgrades to that system.

(2) If the funds withheld from distribution pursuant to paragraph (1) exceed 15% of the total receipts received by the LCPA from providers and the department over the prior three years, such funds in excess of that 15% total shall be deposited in the 911 state grant fund and used for PSAP grants based on demonstrated need pursuant to subsection (d).

(3) If the balance in the 911 state grant fund is less than \$2,000,000, prior to the distribution to the PSAPs pursuant to K.S.A. 2019 Supp. [12-5374](#), and amendments thereto, the LCPA shall withhold \$.01 from every 911 fee remitted pursuant to K.S.A. 2019 Supp. [12-5369](#), and amendments thereto, and shall deposit such amount in the 911 state grant fund. If the balance in the 911 state grant fund exceeds \$2,000,000, the LCPA shall not withhold such amount.

(c) The council shall be responsible for ensuring that the 911 operations fund and the 911 state grant fund and any interest earned on money credited to the fund is only expended for the following purposes: (1) Projects involving the development and implementation of next generation 911 services; (2) costs associated with PSAP consolidation or cost-sharing projects; (3) expenses related to the 911 coordinating council; (4) costs of audits conducted pursuant to K.S.A. 2019 Supp. [12-5377](#), and amendments thereto; and (5) other costs pursuant to K.S.A. 2019 Supp. [12-5375](#), and amendments thereto.

(d) The council shall develop criteria for PSAPs for eligible purchases and for grant applicants and make the final determination as to the distribution of grant funds. Such criteria shall promote the procurement of equipment that meets open architecture and national technical standards. Distribution of grant funds shall not include expenditures to procure, maintain or upgrade subscriber radio equipment.

(e) The LCPA shall be authorized to maintain an action to collect any funds owed by any providers in the district court in the county of the registered office of such provider or, if such provider does not have a registered office in the state, such an action may be maintained in the county where such provider's principal office is located. If such provider has no principal office in the state, such an action may be maintained in the district court of any county in which such provider provides service.

History: L. 2011, ch. 84, § 7; L. 2019, ch. 39, § 6; July 1.

12-5369. 911 fee established; applicability, exception; duty to collect and remit. Subject to the provisions of K.S.A. 2019 Supp. [12-5364](#)(g), and amendments thereto, there is hereby imposed a 911 fee in the amount of \$.90 per month per subscriber account of any exchange telecommunications service, wireless telecommunications service, VoIP service, or other service capable of contacting a PSAP. Such fee shall not be imposed on prepaid wireless service. It shall be the duty of each exchange telecommunications service provider, wireless

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telecommunications service provider, VoIP service provider or other service provider to remit such fees to the LCPA as provided in K.S.A. 2019 Supp. [12-5370](#), and amendments thereto.

History: L. 2011, ch. 84, § 8; L. 2019, ch. 39, § 7; July 1.

12-5370. 911 fee collection and remittance. (a) Every billed service user shall be liable for the 911 fee until such fees have been paid to the exchange telecommunications service provider, wireless telecommunications service provider, VoIP service provider or other service provider.

(b) All providers shall have the duty to collect the fees imposed pursuant to this act. Such fees shall be added to and may be stated separately in billings for the subscriber account. If stated separately in billings, the fees shall be labeled "911 fees."

(c) The provider shall have no obligation to take any legal action to enforce the collection of the fees imposed by this act. The provider shall provide annually to the LCPA a list of the amount of uncollected 911 fees along with the names and addresses of those service users which carry a balance that can be determined by the provider to be nonpayment of such fees.

(d) The fees imposed by this act shall be collected insofar as practicable at the same time as, and along with, the charges for local exchange, wireless, VoIP, or other service in accordance with regular billing practice of the provider.

(e) The 911 fees and the amounts required to be collected therefor are due monthly. The amount of such fees collected in one month by the provider shall be remitted to the LCPA not more than 15 days after the close of the calendar month. On or before the 15th day of each calendar month following, a return for the preceding month shall be filed with the LCPA. Such return shall be in such form and shall contain such information as required by the LCPA. The provider required to file the return shall deliver the return together with a remittance of the amount of fees payable to the LCPA. The provider shall maintain records of the amount of any such fees collected in accordance with this act for a period of three years from the time the fees are collected.

(f) The provisions of this section shall not be construed to apply to prepaid wireless service.

History: L. 2011, ch. 84, § 9; L. 2019, ch. 39, § 8; July 1.

12-5371. Prepaid wireless 911 fee established; applicability; duty to collect and remit; reduction of fee. (a) There is hereby imposed a prepaid wireless 911 fee of 2.06% per retail transaction or, on and after the effective date of an adjusted amount per retail transaction that is established under subsection (f), such adjusted amount.

(b) The prepaid wireless 911 fee shall be collected by the seller from the consumer with respect to each retail transaction occurring in this state. The amount of the prepaid wireless 911 fee



shall be either separately stated on an invoice, receipt or other similar document that is provided to the consumer by the seller, or otherwise disclosed to the consumer.

(c) For purposes of subsection (b), a retail transaction that is effected in person by a consumer in a business location of the seller shall be treated as occurring in this state if that business location is in this state, and any other retail transaction shall be treated as occurring in this state if the retail transaction is treated as occurring in this state for the purposes of K.S.A. [79-3673\(c\)\(3\)](#), and amendments thereto.

(d) The prepaid wireless 911 fee is the liability of the consumer and not of the seller nor of any provider, except that the seller shall be liable to remit all prepaid wireless 911 fees that the seller collects from consumers pursuant to this section, and amendments thereto, including all such fees that the seller is deemed to collect where the amount of the charge has not been separately stated in an invoice, receipt or other similar document provided to the consumer by the seller.

(e) The amount of the prepaid wireless 911 fee that is collected by a seller from a consumer, if such amount is separately stated on an invoice, receipt or other similar document provided to the consumer by the seller, shall not be included in the base for measuring any tax, fee, surcharge or other charge that is imposed by this state, any political subdivision of this state or any intergovernmental agency.

(f) The prepaid wireless 911 fee shall be proportionately reduced upon any reduction to the fee imposed by K.S.A. 2019 Supp. [12-5369\(a\)](#), and amendments thereto, pursuant to the 911 coordinating council's authority to reduce the fee under K.S.A. 2019 Supp. [12-5364\(g\)](#), and amendments thereto. The adjusted amount shall be the product of dividing the numeric amount of the new fee adjusted pursuant to K.S.A. 2019 Supp. [12-5364\(g\)](#), and amendments thereto, by 50. Such reduction shall be effective on the effective date of the reduction of the fee imposed by K.S.A. 2019 Supp. [12-5369\(a\)](#), and amendments thereto, or, if later, the first day of the calendar quarter to occur at least 60 days after the enactment of the reduction of the fee imposed by K.S.A. 2019 Supp. [12-5369\(a\)](#), and amendments thereto. The department shall provide not less than 60 days' notice of such decrease on the department's website.

(g) When prepaid wireless service is sold with one or more other products or services for a single, non-itemized price, then the percentage specified in subsection (a) shall apply to the entire non-itemized price unless the seller elects to apply such percentage to: (1) If the amount of the prepaid wireless service is disclosed to the consumer as a dollar amount, such dollar amount; or (2) if the seller can identify the portion of the price that is attributable to the prepaid wireless service by reasonable and verifiable standards from its books and records that are kept in the regular course of business for other purposes, including, but not limited to, non-tax purposes, such portion.

History: L. 2011, ch. 84, § 10; L. 2019, ch. 39, § 9; July 1.



12-5372. Same; collection and remittance; department of revenue; procedures for collection; remittance of fees. (a) Prepaid wireless 911 fees collected by sellers shall be remitted to the department by electronic filing that is consistent with the provisions of article 36 of chapter 79 of the Kansas Statutes Annotated, and amendments thereto. The department shall establish registration and payment procedures for the collection of the prepaid wireless 911 fee.

(b) To minimize additional costs to the department, the department may conduct audits of sellers in conjunction with sales and use tax audits. The department is authorized to provide the LCPA with information obtained in such audits if such information indicates that a seller may not be complying with the provisions of this section and K.S.A. 2019 Supp. [12-5371](#), and amendments thereto. The LCPA may request the department to initiate collection or audit procedures on individual sellers if collection efforts by the LCPA are unsuccessful.

(c) The department shall establish procedures by which a seller may document that a sale is not a retail sale, which procedures shall substantially coincide with procedures for documenting sale for resale transactions for article 36 of chapter 79 of the Kansas Statutes Annotated, and amendments thereto.

(d) The department shall transfer all remitted prepaid wireless 911 fees to the LCPA within 30 days of receipt for distribution as provided in K.S.A. 2019 Supp. [12-5374](#), and amendments thereto.

History: L. 2011, ch. 84, § 11; L. 2019, ch. 39, § 10; July 1.

12-5373. Same; sole funding obligation. The prepaid wireless 911 fee imposed in this act shall be the only 911 funding obligation imposed with respect to prepaid wireless service in this state. No tax, fee, surcharge or other charge shall be imposed by this state, any political subdivision of this state or any intergovernmental agency for 911 funding purposes upon any prepaid wireless service provider, seller or consumer with respect to the sale, purchase, use or provision of prepaid wireless service.

History: L. 2011, ch. 84, § 12; L. 2019, ch. 39, § 11; July 1.

12-5374. LCPA; distribution of 911 fee moneys to PSAPs, minimum distribution; deposit of fees; proprietary records. (a) (1) Except for the amounts withheld by the LCPA pursuant to K.S.A. 2019 Supp. [12-5368](#)(b), and amendments thereto, and any amounts withheld pursuant to K.S.A. 2019 Supp. [12-5364](#)(l), and amendments thereto, not later than 30 days after the receipt of moneys from providers pursuant to K.S.A. 2019 Supp. [12-5370](#) and [12-5371](#), and amendments thereto, and the department pursuant to K.S.A. 2019 Supp. [12-5372](#), and amendments thereto, the LCPA shall distribute such moneys to the PSAPs. The amount of money distributed to the PSAPs in each county shall be based upon the amount of 911 fees collected from service users located in that county, based on place of primary use information provided by the providers, by using the following distribution method:

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Population of county where PSAP is located Percentage of collected 911 fees to distribute

Over 80,000	82%
65,000 to 79,999	85%
55,000 to 64,999	88%
45,000 to 54,999	91%
35,000 to 44,999	94%
25,000 to 34,999	97%
Less than 25,000	100%

(2) There shall be a minimum county distribution of \$60,000 and no county shall receive less than \$60,000 of direct distribution moneys. If there is more than one PSAP in a county then the direct distribution allocated to that county by population shall be deducted from the minimum county distribution and the difference shall be proportionately divided between the PSAPs in the county. All moneys remaining after distribution, moneys withheld pursuant to K.S.A. 2019 Supp. [12-5368](#)(b)(1), and amendments thereto, and any moneys that cannot be attributed to a specific PSAP shall be transferred to the 911 operations fund.

(b) All fees remitted to the LCPA shall be deposited in the 911 state fund and for the purposes of this act be treated as if they are public funds, pursuant to article 14 of chapter 9 of the Kansas Statutes Annotated, and amendments thereto.

(c) All moneys in the 911 state fund that have been collected from the prepaid wireless 911 fee shall be deposited in the 911 operations fund unless \$3 million of such moneys have been deposited in any given year then all remaining moneys shall be distributed to the counties in an amount proportional to each county's population as a percentage share of the population of the state. For each PSAP within a county, such moneys shall be distributed to each PSAP in an amount proportional to the PSAP's population as a percentage share of the population of the county. If there is no PSAP within a county, then such moneys shall be distributed to the PSAP providing service to such county. Such moneys distributed to counties and PSAPs only shall be used for the uses authorized in K.S.A. 2019 Supp. [12-5375](#), and amendments thereto.

(d) The LCPA shall keep accurate accounts of all receipts and disbursements of moneys from the 911 fees.

(e) Information provided by providers to the local collection point administrator or to the 911 coordinating council pursuant to this act will be treated as proprietary records which will be withheld from the public upon request of the party submitting such records.

(f) The provisions of subsection (e) shall expire on July 1, 2021, unless the legislature acts to reenact such provision. The provisions of subsection (e) shall be reviewed by the legislature prior to July 1, 2021.

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History: L. 2011, ch. 84, § 13; L. 2012, ch. 21, § 3; L. 2016, ch. 82, § 3; L. 2019, ch. 39, § 12; July 1.

12-5375. 911 fee moneys; approved uses; pre-approval of expenditures, request; unauthorized expenditure, penalties. (a) The proceeds of the 911 fees imposed pursuant to this act, and any interest earned on revenue derived from such fee, shall be used only for necessary and reasonable costs incurred or to be incurred by PSAPs for: (1) Implementation of 911 services; (2) purchase of 911 equipment and upgrades; (3) maintenance and license fees for 911 equipment; (4) training of personnel, not to include salaries; (5) monthly recurring charges billed by service suppliers; (6) installation, service establishment and nonrecurring start-up charges billed by the service supplier; (7) charges for capital improvements and equipment or other physical enhancements to the 911 system; or (8) the original acquisition and installation of road signs designed to aid in the delivery of emergency service. Such costs shall not include expenditures to lease, construct, expand, acquire, remodel, renovate, repair, furnish or make improvements to buildings or similar facilities. Such costs shall also not include expenditures to purchase, procure, maintain or upgrade subscriber radio equipment.

(b) The 911 coordinating council shall, pursuant to rules and regulations, establish a process for a PSAP, at the discretion of the PSAP, to seek pre-approval of an expenditure. The council shall respond in writing to any pre-approval request within 30 days and inform the PSAP if the requested expenditure is approved or disapproved. If the expenditure is disapproved, the written notification shall state the reason for the disapproval and such PSAP may, within 15 days after service of the notification, make a written request to the council to appeal the council's decision and for a hearing to be conducted in accordance with the provisions of the Kansas administrative procedure act.

(c) The 911 coordinating council shall annually review expenditures of 911 funds reported on the annual report for each PSAP and shall appoint a committee to review such expenditures. If the committee determines that a reported expenditure was not authorized by this act, the committee shall request that the expenditure be refunded by the PSAP to the PSAP's 911 account. If a PSAP does not concur with the finding of the committee, the PSAP may request a review of the decision of the committee before the 911 coordinating council. If the 911 coordinating council, based upon information obtained from an audit of the PSAPs, determines that any PSAP has used any 911 fees for any purpose other than those authorized in this act, the governing body for such PSAP shall repay all such moneys used for any unauthorized purposes to the 911 fee fund of such PSAP. Upon a finding that the expenditure was made intentionally from the 911 fee fund of such PSAP for a purpose clearly established as an unauthorized expenditure, the 911 coordinating council may require such PSAP to pay the lesser of \$500 or 10%, of such misused moneys, to the LCPA for deposit in the 911 state grant fund. No such repayment of 911 fees shall be imposed pursuant to this section except upon the written order of the council. Such order shall state the unauthorized purposes for which the funds were used, the amount of funds to be repayed and the right of such PSAP to appeal to a hearing before the Kansas office of administrative hearings. Any such PSAP may, within 15 days

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after service of the order, make a written request to the council for a hearing thereon. Hearings under this subsection shall be conducted in accordance with the provisions of the Kansas administrative procedure act.

(d) Any final action of the council pursuant to subsection (b) or (c) is subject to review in accordance with the Kansas judicial review act.

History: L. 2011, ch. 84, § 14; L. 2019, ch. 39, § 13; July 1.

12-5376. Provision of 911 service; limitation on liability. Except as provided by the Kansas tort claims act, and except for action or inaction that constitutes gross negligence or willful and wanton misconduct, the LPCA, PSAPs, and each provider, and their employees, agents, suppliers and subcontractors, and each seller, and their employees, agents, suppliers and subcontractors, shall not be liable for the payment of damages resulting directly or indirectly from the total or partial failure of any transmission to an emergency communication service or for damages resulting from the performance of installing, maintaining or providing 911 service.

History: L. 2011, ch. 84, § 15; L. 2019, ch. 39, § 14; July 1.

12-5377. Legislative post audit; audits and review of act; audit of 911 coordinating council; cost and approval of audits; reporting requirements; yearly audit of LPCA; legislative review of act. (a) The receipts and disbursements of the LPCA shall be audited yearly by a licensed municipal accountant or certified public accountant.

(b) The LPCA may require an audit of any provider's books and records concerning the collection and remittance of fees pursuant to this act. The cost of any such audit shall be paid from the 911 operations fund.

(c) (1) On or before December 31, 2018, and at least once every five years thereafter, the division of post audit shall conduct an audit of the 911 system to determine: (A) Whether the moneys received by PSAPs pursuant to this act are being used appropriately; (B) whether the amount of moneys collected pursuant to this act is adequate; and (C) the status of 911 service implementation. The auditor to conduct such audit shall be specified in accordance with K.S.A. [46-1122](#), and amendments thereto.

(2) The post auditor shall compute the reasonably anticipated cost of providing audits pursuant to this subsection, subject to review and approval by the contract audit committee established by K.S.A. [46-1120](#), and amendments thereto. Upon such approval, the division of post audit shall be reimbursed from the 911 operations fund for the amount approved by the contract audit committee. The audit report shall be submitted to the 911 coordinating council, the LPCA, the house of representatives committee on energy, utilities and telecommunications and the senate committee on utilities.

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(d) (1) On or before December 31, 2018, the division of post audit shall conduct an audit of the budget and expenditures of the 911 coordinating council. In conducting such audit, the division shall examine: (A) The annual expenses and financial needs, including personnel, of the council; (B) the total annual operating expenses of the council that are included in the 2.5% cap on expenditures pursuant to K.S.A. 2019 Supp. [12-5364\(i\)](#), and amendments thereto; (C) the current and projected contractual expenses of the council; (D) the expenditures and distribution of moneys from the 911 state grant fund by the council; and (E) whether the moneys expended by the council are being used pursuant to this act. The auditor, to conduct such audit, shall be specified in accordance with K.S.A. [46-1122](#), and amendments thereto.

(2) The post auditor shall compute the reasonably anticipated cost of providing the audit pursuant to this subsection, subject to review and approval by the contract audit committee established by K.S.A. [46-1120](#), and amendments thereto. Upon such approval, the division of post audit shall be reimbursed from the 911 operations fund for the amount approved by the contract audit committee. The audit report shall be submitted to the 911 coordinating council, the house of representatives committee on energy, utilities and telecommunications and the senate committee on utilities.

(e) The legislature shall review this act at the regular 2019 legislative session and at the regular legislative session every five years thereafter.

History: L. 2011, ch. 84, § 16; L. 2014, ch. 6, § 4; L. 2018, ch. 10, § 1; L. 2018, ch. 95, § 1; L. 2019, ch. 39, § 15; July 1.

12-5378. 911 service; provider cost recovery. Nothing in this act shall be construed to limit the ability of a provider from recovering directly from the provider's customers its costs associated with designing, developing, deploying and maintaining 911 service and its cost of collection and administration of the fees imposed by this act, whether such costs are itemized on the customer's bill as a surcharge or by any other lawful method.

History: L. 2011, ch. 84, § 17; L. 2019, ch. 39, § 16; July 1.

12-5379. Wireless service; prior approval of provider by PSAP; establishment of "911" service by provider. A provider of wireless telecommunications service shall: (1) Receive prior approval of the PSAP of that jurisdiction before directing emergency calls to such PSAP; and (2) establish the unique emergency telephone number "911" across the state, excluding the Kansas turnpike assistance telephone number.

History: L. 2011, ch. 84, § 18; May 26.

12-5380. Provision for 24-hour receipt of 911 calls. The governing body of each city and county shall provide or contract for the 24-hour receipt of 911 calls for all service areas within the jurisdiction of the city or county.



History: L. 2011, ch. 84, § 19; L. 2019, ch. 39, § 17; July 1.

12-5381. Severability. The provisions of this act are declared to be severable and if any provision, word, phrase or clause of the act or the application thereof to any person shall be held invalid, such invalidity shall not affect the validity of the remaining portions of this act.

History: L. 2011, ch. 84, § 25; May 26.

Kansas 911 Coordinating Council Policy on Statements of Substantial Interest by Council Members

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Prepared by	Scott A. Ekberg, NG911 Administrator
Prepared for	Dick Heitschmidt, Coordinating Council Chairman

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1 Introduction

Submission of Statements of Substantial Interest (SSI) is required for some members of the Kansas 911 Coordinating Council (Council), while for others the statutes requiring compliance are somewhat ambiguous. Due to this ambiguity and in the interest of having a bright line policy for all Council Members, this policy has been adopted by the Kansas 911 Coordinating Council.

2 Scope and Purpose

This policy shall apply to all Kansas 911 Coordinating Council Members, contracted staff members, and any other staff members. The purpose of the policy is to ensure that all such Council personnel submit Statements of Substantial Interest to the Kansas Secretary of State as a part of the application process for appointment to the Council and annually thereafter, while they are members of the Council.

3 Background

SSI filings are intended to provide transparency into potential conflicts of interest that could arise from a member of the Council or Council Staff holding a substantial interest in a company or entity that stands to benefit from decisions made by the Council. While the statute requiring filing of an SSI by some Council members is quite specific, for others there is some ambiguity as to the requirement.

The question of whether Council members and staff are required to submit SSI filings annually was submitted to Kennyhertz/Perry, legal counsel for the Council. Their conclusions, after reviewing the statutes were:

- a) Certain members of the Council must file an SSI because they are legislators, candidates for State office, post-secondary educators involved in policy making or expenditures, or contractors or consultants involved in bid evaluation.
- b) As for a general rule regarding all members of the Council, there are ambiguities in the statute that support a decision not to submit an SSI if the Governor has not “designated” Council members for SSI compliance.
- c) As a practical matter, we recommend that non-compliance should not become the Council’s policy unless it is cleared with the Governor’s office.

Given this guidance, coupled with a desire on the part of the Council to promote a culture of transparency and compliance, it is the policy of the Council to require all members and staff to submit a SSI as a part of the application process for Council membership, or in the case of staff contractors, as a part of the bid award process of initial contract, and annually, between April 15 and April 30, thereafter while a member or contractor of the Council.

4 Policy on filing of Statements of Substantial Interest

It is the policy of the Kansas 911 Coordinating Council that:

1. Each member of the Kansas 911 Coordinating Council shall complete a Statement of Substantial Interest (SSI) with the Kansas Secretary of State as a part of the application process for appointment to the Council and annually, between April 15 and April 30, each year thereafter while a Council Member.

2. Each Staff Contractor (Contractor) or other Staff member of the Council shall complete a Statement of Substantial Interest (SSI) with the Kansas Secretary of State as a part of the bid award or hiring process and annually, between April 15 and April 30, each year thereafter while a staff member of the Council.
3. A reminder to complete the SSI will be provided by the Council Communications and Training Coordinator each year to Council Members, Contractors, or other Staff.
4. Statements of Substantial interest may be filed online at <https://sos.ks.gov/elections/ssi/entry.aspx>.
5. The Council Member handbook will be updated to reflect this obligation by Council Members.

Adopted by the Kansas 911 Coordinating Council on _____.



NG911 Administrator Report

Council Meeting – April 15, 2022

ASE Project

Our migration to ASE from AVPN network kicked off on 2/22/22. We have established a Microsoft Team for tracking of ASE component orders and deliveries. Host circuits have been ordered and once those orders have completed, we will begin ordering individual PSAP circuits. The current working view is that we will migrate six PSAPs per week, alternating between the North and South Hosts weekly. If we can maintain this goal, the migration will be complete in less than 5 months.

Automatic Abandoned Callback (AAC)

Sedgwick County has indicated that they wish to move forward with AAC for their PSAP. As of this time, Shawnee County has not indicated a decision on AAC. At this point, we are moving forward with establishing AAC on the South Host only. AAC equipment has been ordered and a circuit order for the PRI trunk for outbound calls has been placed. Timeline for completion of this project is three months.

Host Redundancy – Third Call Handling Host

At this time, only Riley County has indicated an interest in subscribing to the Host Redundancy program. Neither Shawnee nor Sedgwick County have indicated a decision on subscription to the Host Redundancy program. Currently there are 58 PSAPs on the South Host and 52 on the North. Given Riley County's desire to subscribe, and given that the third Call Handling Host provides the Council with an ability to ease capacity on the South Host, my recommendation would be for the Council to fund the purchase of the third call handling host. Once purchased, Riley County can subscribe to the Host Redundancy program and in the event that other PSAPs on either Host elect to subscribe they can be added to the Host Redundancy program at a later time.

Event Task Force (ETF)

Per the decision of the Council, the ETF reconvened with the Director of Sedgwick County 911 to review the findings of the Task Force. Three meetings were conducted and edits made to clarify issues raised during these meetings. The final version of a summary briefing of the work conducted by the Task Force was circulated among the members of the Task Force and no additional edits were made. The work of the Task Force identified eight conclusions:

1. The design of the System is robust and highly redundant. Network connectivity, critical hardware and servers are all redundant within the system.
2. AT&T ESInet currently serves more than 63 million people across 1,394 PSAPs in the nation and with over 29,000 hours of operation has maintained better than 99.999% uptime throughout.
3. Each service impacting event experienced on the System has been a result of multiple factors coming together to cause the event.



4. Human error is the only commonality among the three service impacting events experienced on the System.
5. Corrective action has been taken by the AT&T Resolution Center, other AT&T divisions, and the Council to address each of the events, including addressing the human error that was the root cause in each event.
6. Human error is impossible to eliminate but following established policies within each of the collaborating partners organizations will reduce the occurrence and negative impact of human error.
7. PSAPs must realize that despite the best efforts of the Council and AT&T to ensure availability of the system, outages and other system events may occur infrequently. Each PSAP needs to develop continuity of operations plans and communications plans that include the handling of system events and communicating such events to partner PSAPs and residents of the PSAP's jurisdiction.
8. PSAPs must realize that PSAP events are more likely to occur than system events and develop continuity of operations plans and communications plans that include the handling of PSAP events and communicating such events to partner PSAPs and residents of the PSAP's jurisdiction.

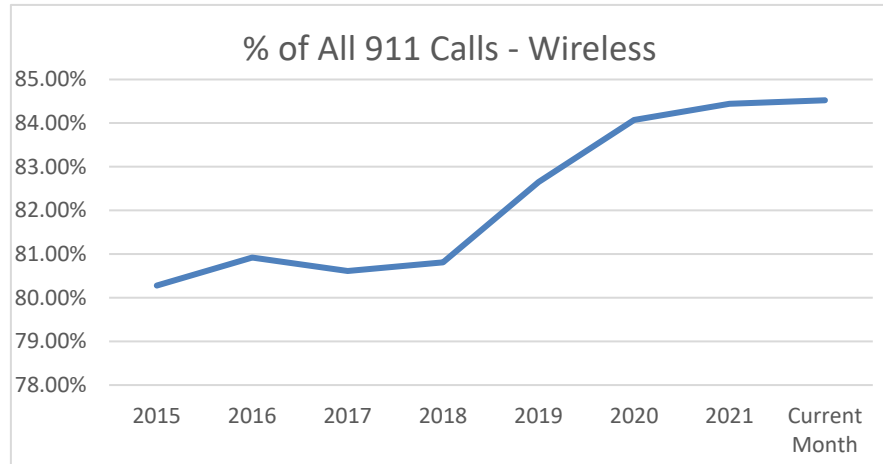
The recommendation of the Event Task Force is that all parties; AT&T, Motorola, PSAP administration, and the Council, continue to be vigilant in enforcing policies and procedures and in providing training and recommendations in regard to alternate route planning, plan exercise, and plan execution. The Council should offer assistance to PSAP administration in the development of continuity of operations planning and in communications plans for all system events.

Security

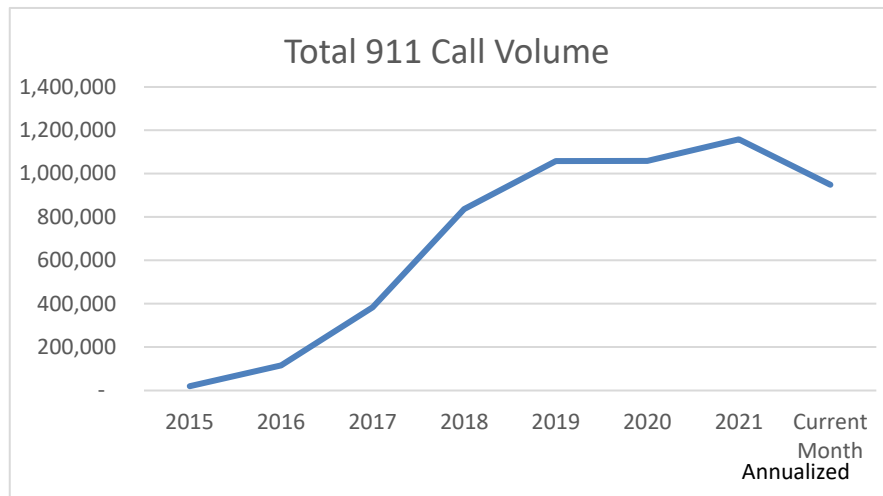
With the current geo-political climate, security is as critical as ever. We are participating in a State led touch base call on Mondays, Wednesdays, and Fridays where current events in cyber security are reviewed and discussed for increased awareness. We also had a call with AT&T personnel to discuss any changes to security posture that have resulted from the current climate. All involved are monitoring any new developments in cyber-attack vectors and remaining vigilant. Our call handling network, because it is tightly closed, serves only a single purpose of presenting and answering 911 calls, and does not have open access to internet or email, is not as vulnerable to cyber attacks as are other enterprise networks.

February 2022 Compared to Year Over Year Statistics

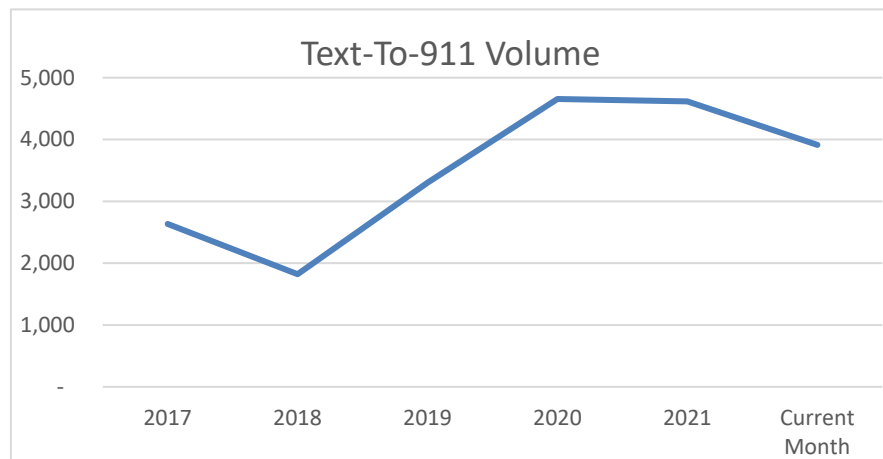
% of wireless calls has increased 4.16% from 2015 to 2021 and will increase 0.08% in 2022 based on annualized February numbers



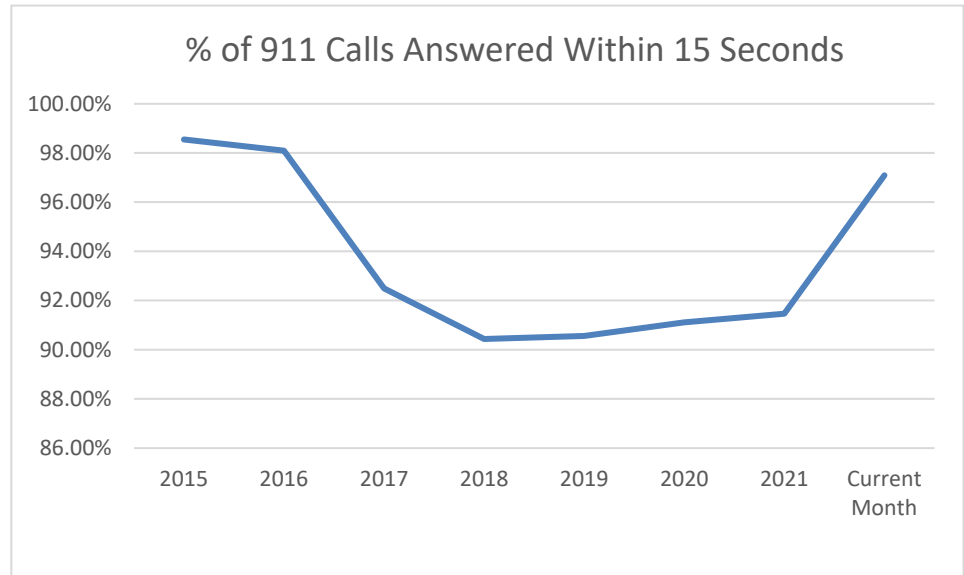
Call volumes have increased 98.29% from 2015 to 2021 but will decrease 22.13% in 2022 based on annualized February volumes



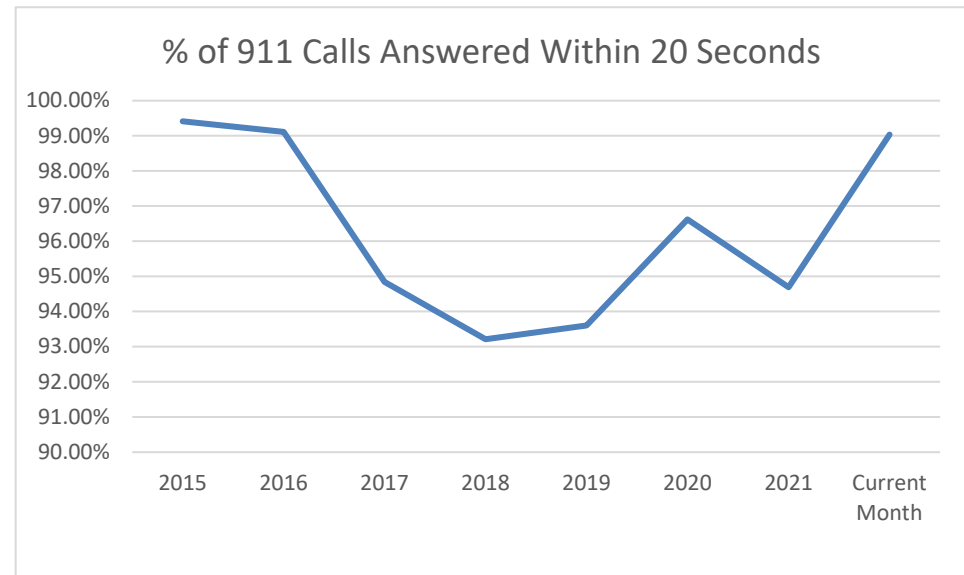
Text volume is up 42.95% from 2017 to 2020 but will decrease 17.97% in 2022 based on annualized February numbers



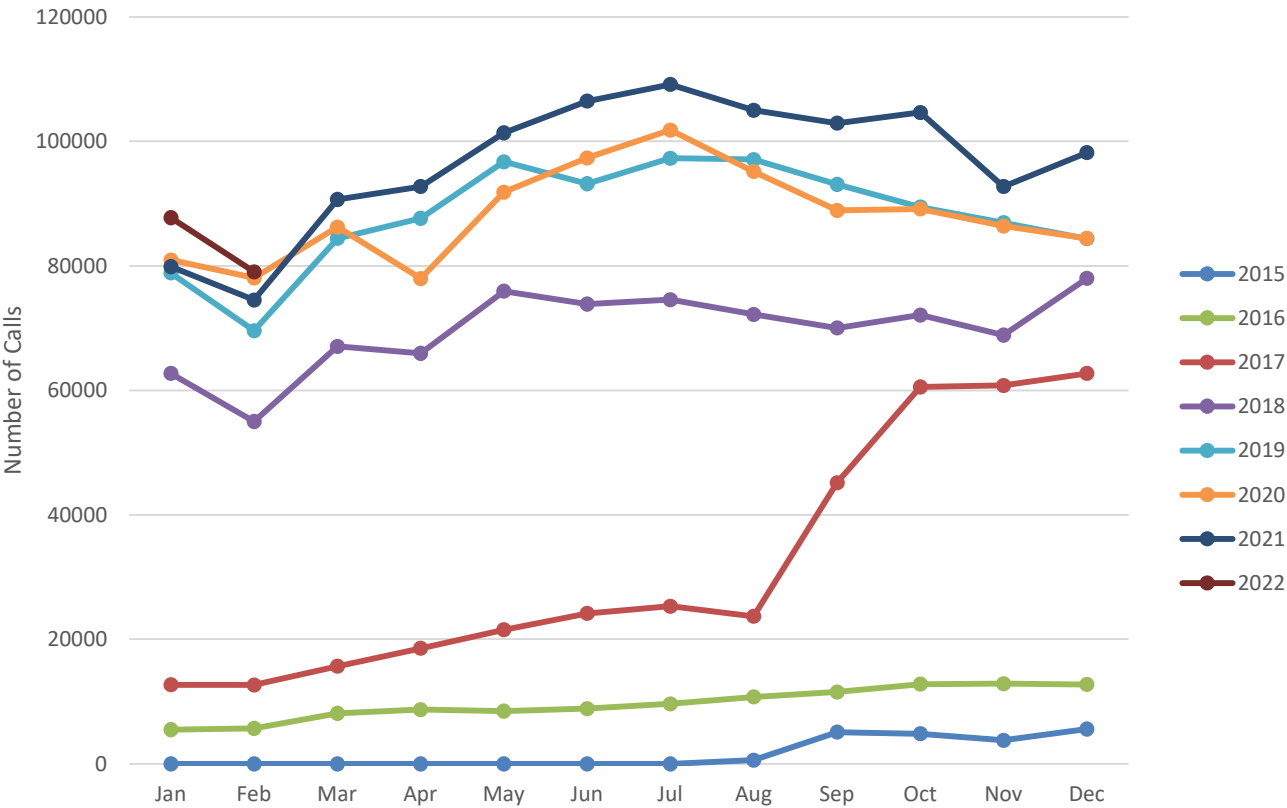
Number of calls answered within 15 seconds have decreased by 7.09% since 2015 but will increase 5.63% in 2022 based on annualized February numbers



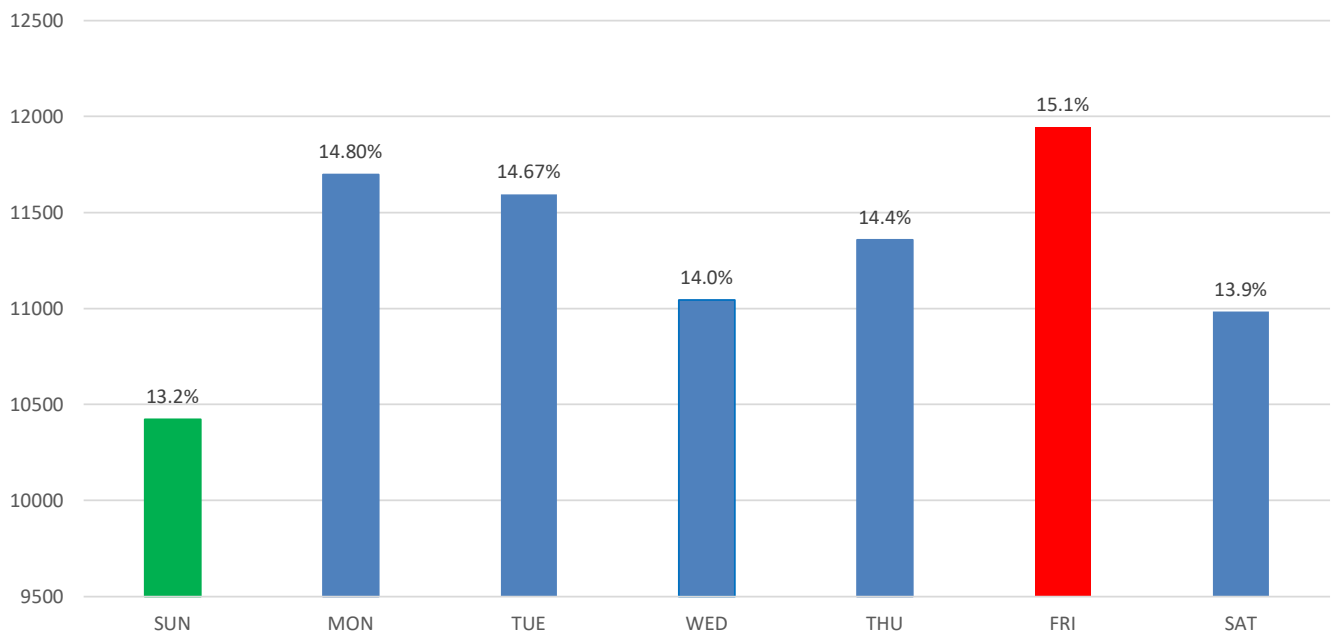
Number of calls answered within 20 seconds have decreased by 4.72% since 2015 but will increase 4.34% in 2022 based on annualized February numbers



Monthly Call Volumes by Year

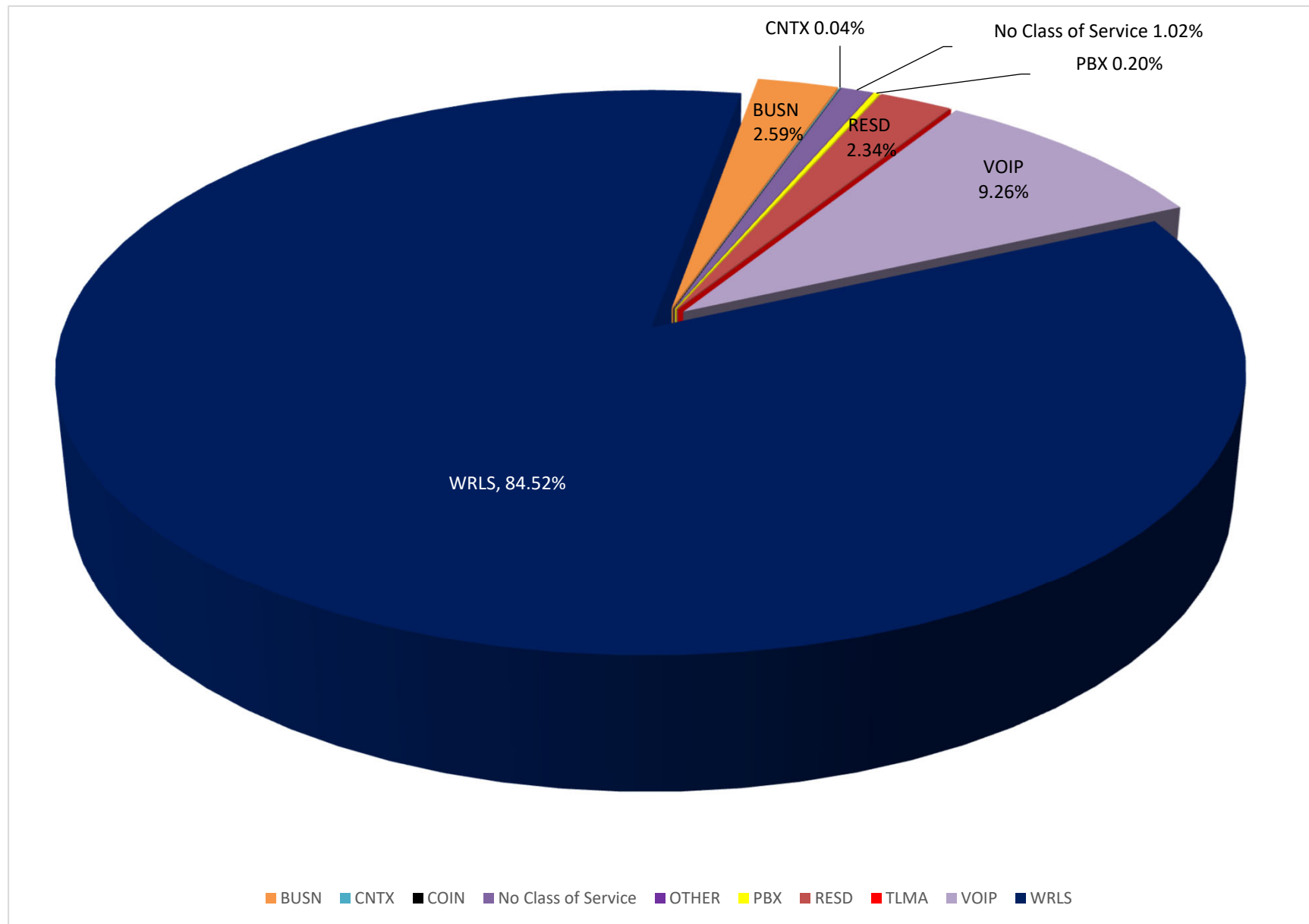


Volumes by Day of Week - February 2022



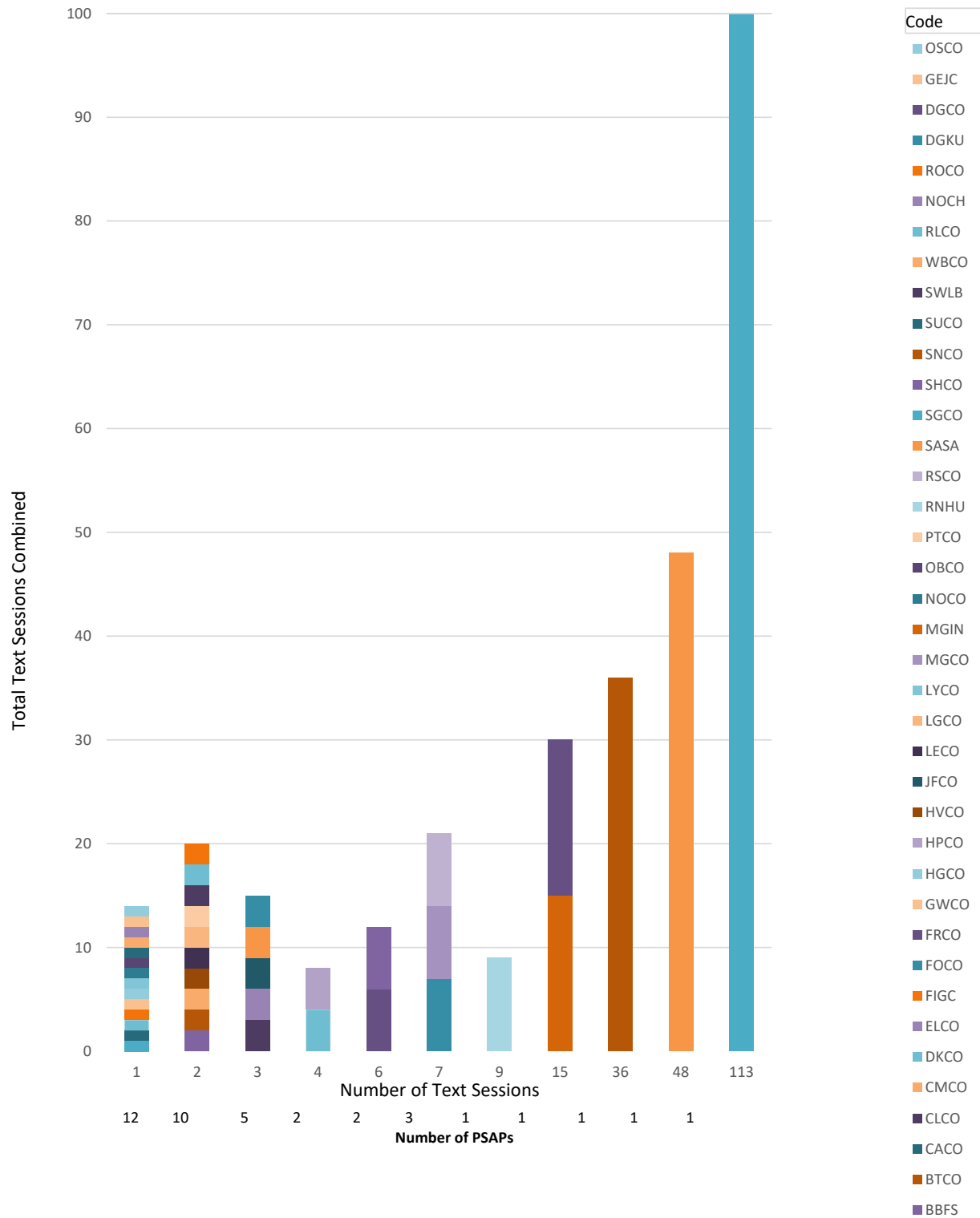
911 CALLS BY CLASS OF SERVICE - February, 2022

79,044 Total Calls Received



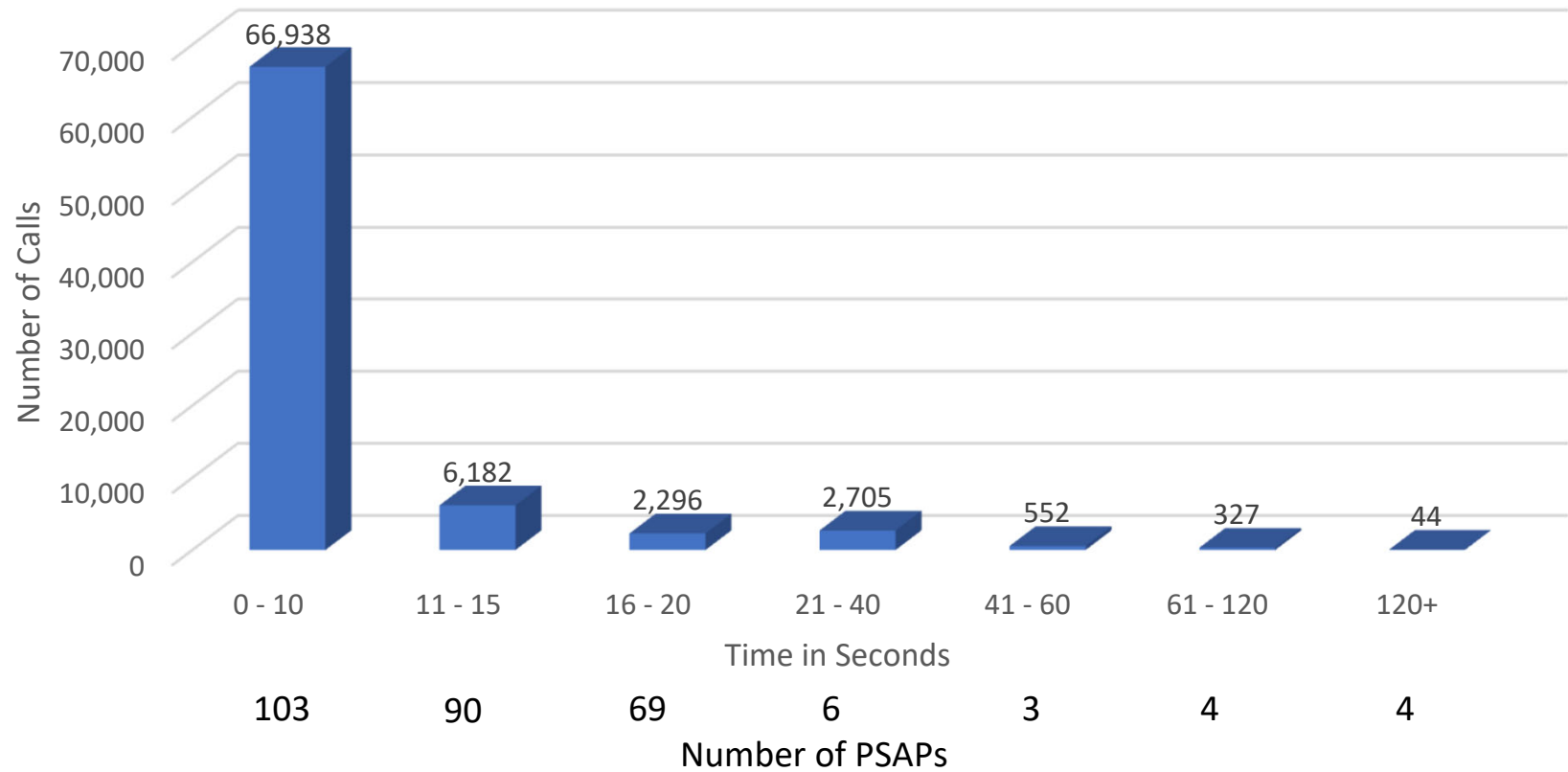
Total Text Sessions - February, 2022

326 Total Text Sessions 11.6/Day



Text Sessions

of Calls Answered Within Given Time - February, 2022



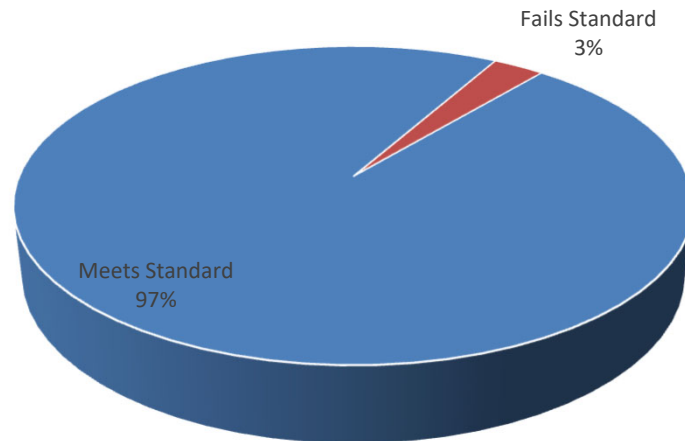
% of All PSAPs Answering Within NENA Standards - February, 2022

NENA Standard:

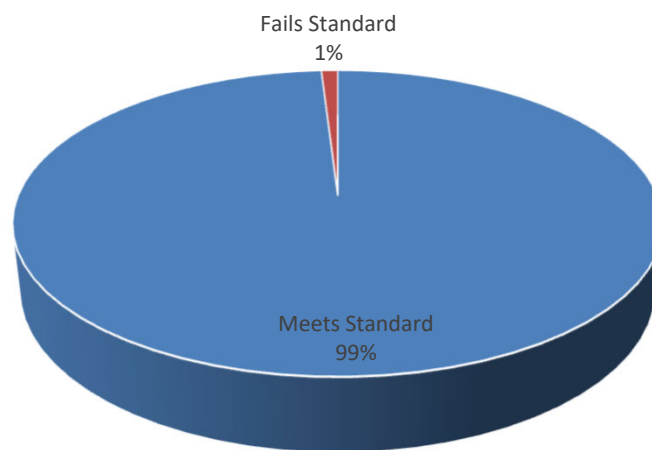
90% of all 9-1-1 calls arriving shall be answered within fifteen (15) seconds.

95% of all 9-1-1 calls arriving SHOULD be answered within twenty (20) seconds.

< 15 Seconds



< 20 Seconds



Statewide Call Statistics Comparison to Other States				
State	2020	% of Calls Answered within		
	Annual Total 911 Call Volume	10 Secs.	20 Secs.	60 Secs.
Kansas	1,058,540	84.68%	95.41%	99.53%
MARC	1,578,280	95.41%	98.59%	99.71%
Connecticut	2,172,495	91.31%		
Vermont	204,931	100%		
New Hampshire	412,318	98.51%	98.90%	99.79%
South Dakota	262,974	93.30%	98.90%	99.90%



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Communications | Training Coordinator Report Council Meeting – April 15th, 2022

Recognizing 10-year Anniversary

The Kansas 911 Coordinating Council was created by the Kansas 911 Act (K.S.A 12-5362 et seq) and is tasked with monitoring the delivery of 911 services, developing strategies for future enhancements to the 911 system.

Mission

To serve Kansas PSAPs by implementing a coordinated, sustainable, and comprehensive Next Generation 9-1-1 (NG911) service that responds anytime, anywhere, from any device in order to realize the full potential for 9-1-1 to provide public access to emergency services.

Vision

To enhance public safety in Kansas by providing statewide access to Next Generation 9-1-1 (NG911) services.

Thank you for all your support, time, and expertise that you have given to the success of KS Ng911.

High level review of activities since January 15th, 2022

- February 22, 2022 – software update RapidDeploy RadiusPlus R4. (104 Primary PSAPS)
- APCO retreat & site review for Fall APCO. A co-hosted conference with the KS 911 Council
- Continued implementation and course development in the KS Ng911 Learning Center. 30 courses available.
- 988 hearings (written testimony provided) (Rep. Brenda Landwehr, Rep. Blaine Finch)
- 911 Goes to Topeka - 911 professionals gathered and met with KS Legislators
- Ks County Day at Capitol
- Committee Support (Operations, Training, ERC, Technical/Security)
- Completion of PSA Contest (See Public-Education report)
- Training Tip (Resource) Tuesday
- 911 Goes-To-Washington Local/State/National Stakeholder meetings. Met with all KS Delegate offices. Senators Moran and Marshall. Congressman LaTurner, Estes, Mann. Congresswoman David's
- PSAP Security Policy review and distribution (Technical/Security Committee)

Save The Dates

Next Meetings:

- June 10, 2022 (Fri) (Web Conference)
- August 26, 2022 (Fri) (In person Topeka)



Lori Criqui



Statehouse Visit March 2022

North 911 Liaison Report Council Meeting – 4/15/2022 Information as of 3/30/2022

Statehouse Visit:

- **Visit with Appointments Office**
 - Discussion on unfilled positions
 - EMS
 - Kansas League of Municipalities
 - Discussion on positions expiring June 30, 2022
 - Robert Cooper – term limit
 - Several others – not at end of term limit

Expenditures

- **North 60 PSAPs**
 - 8 submitted report by 1/31/2022
 - 29 submitted report by 2/28/2022
 - 15 submitted report by 3/30/2022
 - 8 in process of submitting reports
- **Closed Reports**
 - 13 PSAPs closed in February
 - 20 PSAPs closed in March
- **Open Reports**
 - 11 PSAPs open pending follow-up
 - 8 PSAPs pending ERC review



Expenditures – Continued

Next Steps –

- **LCPA to send letters to delinquent PSAPs 3/31/2022**
- **ERC to continue to review expenditures**
- **Complete follow-up with PSAPs**



IMPORTANT DATES

- **MARCH 1ST - EXPENDITURE REPORT DUE EACH YEAR**
- **MARCH 31ST - LCPA EMAIL LETTER OF DELINQUENCY**
 - TO PSAP/EXPENDITURE REPORTER
 - IF NOT COMPLETE BY MAY 31ST, 10% OF PSAPs 911 FEES WITHHELD
- **MAY 31ST – LCPA CERTIFIED LETTER OF DELINQUENCY**
 - TO PSAP/EXPENDITURE REPORTER/GOVERNING BODY
 - IF NOT COMPLETE BY JUNE 15TH, (NEXT FEE DISPURSEMENT) 10% OF PSAPs 911 FEES WITHHELD
 - WITHHELD 911 FEES WILL BE REFUNDED TO PSAP ONCE REPORT IS COMPLETE
- **LCPA WILL SEND A LETTER TO PSAP/EXPENDITURE REPORTER/GOVERNING BODY – REPORT COMPLETE – REFUND COMPLETE**

PSAP VISITS

- **Prairie Band Pottawatomie Nation Tribal Police**
 - **Assist with Radius Mapping Questions**
- **Phillips County**
 - **Assist with Expenditure Report**
- **Smith County**
 - **Assist with Expenditure Report**
- **Kansas State University Police Dispatch**
 - **Visit 911 Center – review of map and call handling system**
 - **Discussed training**
- **Jewell County**
 - **Set map to Version 4**
- **Republic County**
 - **Discussed latest version of Radius**



SCHEDULED PSAP VISITS (APRIL):

- **Marshall County**
 - **Call Handling System Discussion**

Take Aways from PSAP Visits:

- **Greater understanding of needs/assistance often lost/misunderstood in email, phone calls and virtual conferences**
- **Discovered text translation not working correctly if less than 3 words**
- **PSAPs not using correct version of map**
- **PSAPs not using correct position number for map**

PSAP Roundtable Conference Calls:

- **Reworking schedule**
- **Topics of Interest**
- **Incorporating NG911 Learning Center**



Angie Murphy

Council Meeting – April 15, 2022

Recap of activity since the last meeting

- Regularly support, track, and followup with trouble tickets
- Orientation for new leadership
- Training on the expenditure review process
- Develop training content for the learning management system
- Currently, eight counties with no MOA
- Continue to provide a weekly bulletin to PSAPs to promote communication and awareness of 911 industry trends and Kansas program updates
- Support the Public Education and Technologies Policy Subcommittee
- Process expenditure reports for 56 PSAP (south host)
 - 45 PSAP were reviewed and closed within 30 days of the due date
 - Currently, all but 1 PSAP (on the south host) has submitted their report for review
- Infrastructure Workshop facilitation
- Serve as a conduit between the 911 Coordinating Council and other 911 partners
 - APCO
 - NENA
 - Homeland Security Council
 - Communications Unit (ESF 2)
 - Cybersecurity



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Operations Committee Report

Council Meeting – April 15th, 2022

Outreach:

Committee chairs have met twice to review committee interest and authorization forms. There has been such great response of interested people we needed to make sure they all served on at least one committee. If they were interested in multiple committees, we reached back out to them to let us know what their committee preferences were.

Worked with the KS APCO Board to review venues for the Fall Joint Conference, which will be held at the Drury Plaza Broadview Hotel in Wichita on SEP 19th – 21st, look for more information to follow.

Attended 9-1-1 Goes to Washington March 16th – 19th. We were able to meet with staff from the entire Kansas delegation. We were joined by representation from MARC and the KS Chapter of APCO.

Following were the talking points:

1. NG911 Transition Funding (H.R. 5673 Subtitle K) – Next Round of Grant Funding
2. Continuation of the National 911 Office
3. PROTECT 911 Act (H.R. 4319)

We had several meetings with our industry partners which included a meeting with Stacy Schwartz, AT&T VP of Global Public Safety & FirstNet Solutions.





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Meeting Dates:

- | | |
|------------------|----------|
| 1. APR 14, 2022, | 11:00 AM |
| 2. JUL 14, 2022, | 11:00 AM |
| 3. OCT 13, 2022, | 11:00 AM |

Deliverables:

- | | |
|---|--------------|
| 1. Facilitate Communication among Council & Stakeholders. | |
| a. Support quarterly newsletter development & distribution | Quarterly |
| b. Evaluate & socialize additional IoTs / Software / Hardware | Ongoing |
| c. Support Council in appeal hearings to KS DoA Hearings | As Needed |
| 2. Meetings for outreach & collaboration | |
| a. Fall Joint Conference | SEP 19 – 21 |
| b. MARC / Council Roadmap Meeting | MAR 31, 2022 |
| c. MARC / Council Roadmap Meeting | NOV 11, 2022 |



Expenditure Review Committee Report

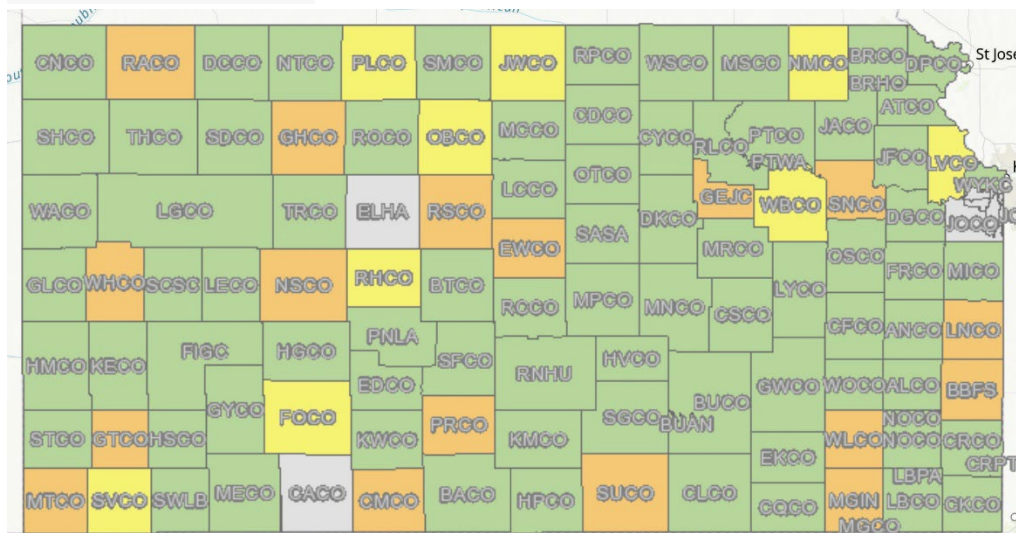
Council Meeting – 4/15/2022

Expenditure Status as of 4/1/2022

2021 Expenditure Status

Legend

- Not submitted
- Submitted
- Needs follow up
- Closed



PSAPs not submitted (11):

- Clark County Sheriff
- Ellis County/Hays
- Johnson County
- Leawood Police
- Lenexa Police
- Overland Park Police
- Prairie Village Police
- Shawnee Police Department

PSAPs Closed:

- North 38
- South 45

Follow Up:

- North: 15
- South: 11



EXPENDITURE TOTALS as of April 1, 2022

- Total Expenditures: \$20,614,018.36
- Not Allowed and Closed: \$714.58
- Not Allowed Partial Invoice: \$3323.00
- Allowed and Closed: \$19,295,818.39
- Link to the updated FAQ Expenditure List: [portal doc.cfm \(kansas911.org\)](https://portal.doc.cfm(kansas911.org))



Training Committee Report Council Meeting – April 15, 2022

Beginning in 2022, the Training Committee will meet quarterly. First meeting occurred February 22 with the following key highlights:

- Administrators Bi-weekly Calls – These calls are facilitated by Council staff as a networking opportunity for PSAP administrators. This call is a forum to keep Administrators updated on Council related topics such as technology. On occasion training may be presented/offered in this platform to keep administrators updated of upcoming enhancements, changes and or technology.
- Frontline Bi-monthly Calls – These calls serve the same goals as noted above but geared for the frontline dispatcher. Training that occurs on these calls will be focused on functionality that directly impacts the frontline dispatcher.
- Kansas NG911 Learning Center was formally rolled out on January 1st. Engagement through this platform continues to grow with PSAP frontline and administrators. We continue to engage MARC in how we can collaborate on shared training opportunities.

Key Focus areas for this year:

- Develop mandatory technology training curriculum for system, including delivery methods and development of training cadre.
- Develop regional, hands-on technology training utilizing cadre.
- Identify resources for outreach to PSAP's with a specific focus on 988 and Mental Health.
- Work in concert with the Operations Committee on a co-work plan deliverable for Council training at the APCO Fall conference.

Next meeting dates:

May 22nd

August 23rd

November 30th



Public Education & NG911 Tech. Report

Council Meeting – April 15th, 2022

The Public Education & NG911 Technology Committee has been restructured with an updated charter and new committee chair.

An introduction about the new committee chair, Becky Snook.

Becky Snook is the 911 Director of Mitchell County Communications, Beloit, KS. Becky has been in public safety as a 911 Telecommunicator or law enforcement officer for 25 years. Becky is the secretary for the KS APCO Chapter since 2016 and the KS NENA Secretary/Treasurer since 2018. Becky was appointed to the KS 911 Coordinating Council in June 2021 as the APCO member representative. Becky is a mother of 2 teenage kids and lives in her hometown of Osborne.

This committee is excited to have some new people with a lot of experience with public education media and NG911 technology. We are ready to hit the ground running, with a focus on working towards a new policy on video through 911 and media campaign for educating the public on Text-to-911, and other topics. The committees first meeting will be April 7th at 10 am.

The winner of the PSA contest was from the Leon Gibson from the Maize Career Academy in Maize, KS.



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GIS Committee Report

Council Meeting – April 15, 2022

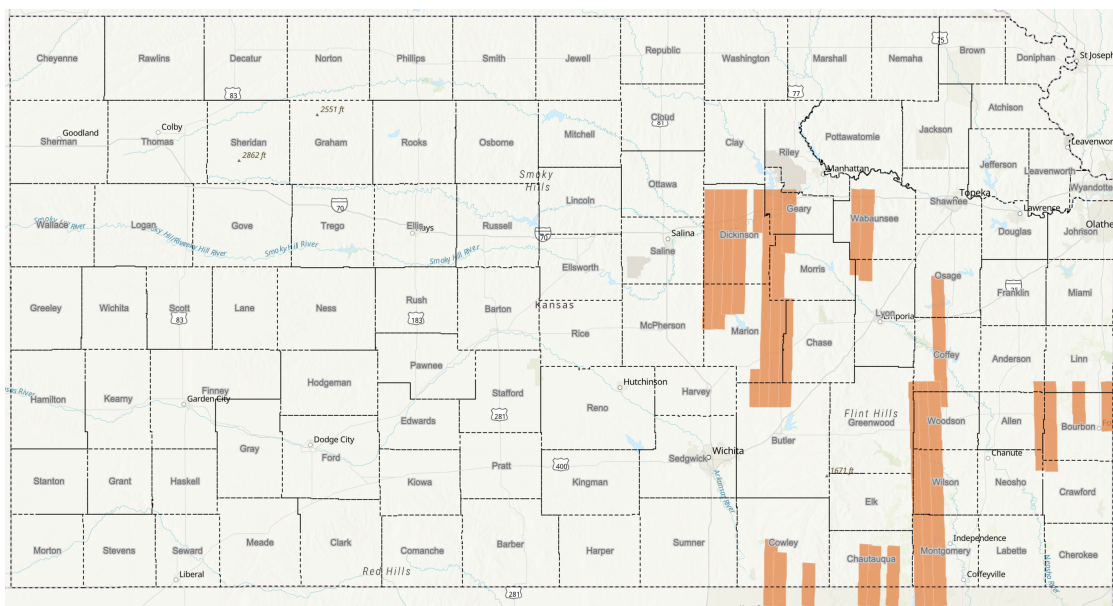


NG911 GIS Data Submission Summary by Quarter

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	97	N/A	N/A
Updates that have NOT passed QA	0	1	N/A	N/A
No Changes	12	7	N/A	N/A
No Reply	0	2	N/A	N/A

Orthoimagery Update:

- 2018 imagery now public domain
- 2021 imagery:
 - Statewide customer QA review is complete
 - Imagery scheduled for delivery to DASC in 2022 Q2 for public dissemination
 - DASC will publish a new 2021 NG911 imagery service which will replace the 2018 NG911 imagery service in the call handling mapping solution
 - As a result of the statewide customer QA, Surdex agreed to recapture the following areas marked in orange. This acquisition took place on March 15 & 16, 2022.





Call Handling Mapping Solution:

- RapidDeploy Radius Plus - KS and RD GIS meet monthly to discuss application enhancements and GIS data

NG911 Program Portal:

- Expenditures – administration enhancements to support PSAP reporting
- Monitor and assist with email communication by reporting undeliverable and incorrect email addresses
- Maintenance & hosting of the program portal

Outreach activities:

- Quarterly NG911 GIS User Group
 - Webinars and presentation materials are available at <https://www.kansas911.org>
- Training
 - GIS Data Steward – will be available to PSAP's through the Kansas NG911 Learning Center
 - GIS Data Maintainer – provided at the Kansas Mappers conference, will also be available on the Kansas NG911 Learning Center

GIS/MSAG Database Conversion:

- Working with AT&T on conversion to new database platform



Technical/Security Committee Report

Council Meeting – April 15, 2022

Hosted 911 System PSAP Deployments:

- Currently at 104 PSAP's deployed
(Plus, Yoder test center, Sedgwick backup, Shawnee backup, Saline backup and AMR)

Hosted systems in queue for deployment:

- Kansas State University, estimated deployment April/May 2022
- Chanute Backup, estimated deployment April/May 2022

Motorola Host Software & Hardware Status:

- Windows 10 installed on all workstations at the end of 2020
- Motorola Vesta Servers & Switches were upgraded Q4 of 2021
- Planning PSAP workstation refresh
 - Expect to start 3rd quarter 2022
 - Will start with older units first, then work the scheduled to the more recent

ASE Migration from AVPN in 2022

- Contracts signed & orders being placed
- Expect first circuits to be in place April/May 2022
- Expect entire replacement to take approximately 6 months
 - ASE Benefits include:
 - Higher bandwidth at much lower cost
 - ASE allows greater network diversity than AVPN
 - Configurations can be remotely managed
 - ASE has scalable bandwidth
 - ASE project will also allow for a third leg of PSAP redundancy with a Broadband connection
 - Allows PSAP's higher levels of survivability due event disruptions (such as cable cuts)
 - ASE project will allow Firstnet Band14 capability
 - Band 14, will allow access to greater bandwidth, network priority and preemption

Telephone Provider NG911 IP Rehomeing trunks from Tandems to ESInet Points of Interconnect (POI)

- Notification letters sent to 220 Kansas telephone providers 2/22/22
 - Notification request allows telephone companies 6 months to rehome to POI's
- POI Benefits include:
 - Removes legacy Tandem points of failure in the network
 - Will provide faster 911 call set up time for callers to the PSAP
 - End to End IP connectivity should allow for call routing based upon handset location



Technical/Security Committee

-1/19/22 Annual meeting held

-Reviewed previous years upgrades, AVPN conversion to ASE 2022 Plans & network design review



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Program Management Report

Council Meeting – April 15, 2022

Status and Accomplishments	Next Steps
Program JEOPARDY : none	Jeopardy : none
Program Escalation : none	Escalation : none
Local Collection Point Administrator (LCPA) On schedule, On budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> End-of-year audit for 2020 911 Federal Grant Report 	Kathy Becker , Mainstream Nonprofit Solutions Contract PoP: Jan 1, 2019, thru Dec 31, 2022, with option to renew one additional 24-mo extension <ul style="list-style-type: none"> End-of-year audit for 2021 911 Federal Grant financial audit Staff continuity planning
DASC Support On schedule, under budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> RadiusPlus v4 evaluation Portal module upgrades and additions 	Ken Nelson , GIO (Ken/Eileen have details) Purchase Order expires Dec 31, 2023 <ul style="list-style-type: none"> SURDEX new orthoimagery QA assessment Portal module upgrades and additions
Dickinson County Support On schedule, On budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> GIS User Group Training (Stewards / Maintainers) Federal 911 Grant annual report including equipment inventory 	Sherry Massey , GIS Director and Specialist Contract PoP: Jan 1, 2020, thru Dec 31, 2022 <ul style="list-style-type: none"> AT&T PSP Transition collaboration Federal 911 Grant request \$40k residual for GIS pilot LiDAR data (outline, elevation) Future 911 Federal Grant opportunities
Program Management On schedule, On budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> NG911 Infrastructure Project Plan updates RapidDeploy Project Plan rebaselining Strategic Plan 2022-2024 finalized 	Randall White Consulting LLC Contract PoP: Jan1, 2019, thru Dec 31, 2022 <ul style="list-style-type: none"> NG911 migrations and implementations NG911 Business Case updates Staff continuity planning
Infrastructure – Hosted Call Handling On Schedule, On budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> Resolution Center IcM Plan enhancements Contract amendment 3 AVPN network bandwidth expansion Event Task Force (ETF) final report VESTA® r7.7 software upgrade on all Hosts RapidDeploy: RadiusPlus v4 upgrade 	AT&T : Motorola-Airbus DS; WEST-ECaTS Contract PoP: Feb 5, 2015, to Sep 14, 2027, with option to renew for one additional 24-mo period <ul style="list-style-type: none"> Migration of NG911 from AVPN network to ASE Migrate from TDM tandems to POI connectivity Call Handling Third Host addition Automatic Abandoned Callback addition VESTA® r7.8 software upgrade on all Hosts StarLink connectivity feasibility study Nimbus Mapping



Implementation Technical Support Specialist On schedule, On budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> • Event Task Force (ETF) final report • AVPN network bandwidth expansion • Network security: PSAP / Infrastructure • Cybersecurity heightened awareness / vigilance 	Phillip Ryan, Pryan LLC Contract PoP: Jan1, 2019 thru Dec 31, 2022 <ul style="list-style-type: none"> • Migration of NG911 from AVPN network to ASE • Migrate from TDM tandems to POI connectivity • Call Handling Third Host addition • Automatic Abandoned Callback addition • VESTA® software upgrade on all Hosts • Nimbus Mapping • NG911 annual security review and assurance
Kansas 911 Learning Center On schedule, On budget (<i>LCPA report has details</i>) <ul style="list-style-type: none"> • NEOGOV LEARN contract expired Dec 31, 2021 • Transition from LEARN to TALENT platform • Cyber security awareness and vigilance all PSAPs 	TALENT LMS Joint agreement MARC-Council <ul style="list-style-type: none"> • Adding training content to Learning Center
Orthoimagery <ul style="list-style-type: none"> • Acquired new imagery for 2021 ahead of schedule 	Surdex Corp, PoP Aug 25, 2020, thru Sep 30, 2024 <ul style="list-style-type: none"> • Orthoimagery QA Assessment, refights
NG911 Broadband Interoperability <ul style="list-style-type: none"> • Participating in SIAC Working Groups 	Michele Abbott, State Interop Advisory Committee (SIAC) <ul style="list-style-type: none"> • State Interoperability Exec. Committee (SIEC)