Council Meeting, January 20, 2022

Web Conference

Call to Order, Chair

Roll Call, Gayle

Consent Agenda Items
- Meeting Minutes, December 9, 2022
- Financial Reports
- Council Member Handbook
- Staff and Committee Reports

Agenda Items
- Approve 2022 Legislative Report
- Update on RFP for Security Auditing – Ekberg
- Update on RFP for PM Services – Ekberg
- 2023 Strategic Plan - Ekberg
- Next Meeting Date Announcement – April 14, 2023
- Adjournment motion

Kansas NG9-1-1 Coordinating Council Meeting Minutes Draft

Friday, December 9, 2022 – Web Conference

1   Call To Order

The Kansas 911 Coordinating Council ("Council") general meeting was called to order at 9:05 a.m. by NG911 Administrator, Scott Ekberg. Scott reviewed the Kansas Open Meetings Act (KOMA) rules and guidelines for the meeting. The chat feature of this web conference was disabled.

Scott congratulated and thanked Liz Phillips and Phill Ryan on their retirement at the end of 2022. Liz has worked in public safety for 45 years. Liz joined the Council in 2019 to represent non-traditional PSAPs. Phill joined the Council in 2015 to provide technical support to the PSAPs when the call-handling system was rolled out.

2   Roll Call

Roll call attendance was taken by Gayle Schwarzrock. There were 11 voting members, and 8 non-voting members present at the start of the meeting. Two Council members joined the meeting after roll call.

Council Members in Attendance
Voting Members: Rick Billinger, Troy Briggs, Jac Brown, John Carmichael, Tony Foster, Marci Francisco, Jerry Harrison, Scott Hilbrink, Sherry Massey, Josh Michaelis, Becky Snook, Brooks Wederski, and Jonathan York.

Non-Voting Members: Terry Clark, Jerry Daniels, Mike Daniels, Patrick Fucik, Robert McDonald, Elizabeth Phillips, Michael Ruffin, Sara Spinks, and Mark Tucker.

Council Members Absent
Voting Members: Kyle Hoffman, and Catherine Macfee.

Non-Voting Members: Ken Nelson

Also in Attendance
Michele Abbott, Eileen Battles, Kathleen Becker, Scott Ekberg, Jarvis Larson (auditor), Angela Murphy, Braden Perry, Phill Ryan, Gayle Schwarzrock, Ellen Wernicke, and Randall White.

3   Consent Agenda

Scott Ekberg presented the Consent Agenda. No questions or issues were raised. **Motion to approve the Consent Agenda** made by Josh Michaelis; seconded by Jerry Harrison. A roll call vote was held with 10 yay and 1 abstain. **Motion carried.**

Voting Members (11)	Aye	Nay	Abstain
Troy Briggs, Kansas Sheriff Association	x		
Jac Brown, Govt IT	x		
Representative John Carmichael, House			x
Tony Foster, PSAPs over 75k	x		
Senator Marci Francisco, Senate	x		
Jerry Harrison, KACP	x		
Scott Hilbrink, Fire Chief	x		
Sherry Massey, PSAPs under 75k	x		
Josh Michaelis, PSAPs under 75k	x		
Becky Snook, KS APCO	x		
Brooks Wederski, Govt IT	x		
VOTE: Motion to approve Consent Agenda MOTION BY: Josh Michaelis SECONDED BY: Jerry Harrison PASSED: 10 aye, 1 abstain. **Motion carried.**			

4   2020-2021 LCPA Audit Report

Kathleen Becker presented the 2020-2021 LCPA Audit Report and introduced Jarvis Larson from Cummins, Coffman & Schmidtlein, Certified Public Accountants, who presented the Audit Reports.

- Auditor's opinion and responsibilities. As stated in the report, the audit is in good standing and there were no issues. The audit was filed on time in September 2022.

- Statement of Cash Receipts and Disbursements.
    - Receipts: Interest decreased between 2020 and 2021 by $89,000 due to decreases in related account rates. Fees and other income were slightly higher causing an increase of $866,000 in total receipts.

    - Disbursements: AT&T payments increased by $1.6 million, associated with the amount of phone usage dependent on number of participating counties. Administrative fees decreased by $1.1 million due to a decrease in grant spending from the AT&T RapidDeploy federal grant. Overall disbursements decreased by $157,000.

    This leaves cash with an overall increase of $8 million.

Representative John Carmichael inquired what the average rate of return is on the investment funds as well as the idle funds account. Jarvis advised he does not have that information, but he would get that

information and send it to Kathleen Becker. Representative Carmichael also requested the data in comparison with the prior period. Representative Carmichael pointed out that Jarvis had advised that income was down due to changes in the interest rates, and he would like to know what they were and what they are now, and the Council's current rate of return is. Jarvis advised he would get that information gathered and sent to Kathleen.

- Notes to Financial Statements.
  - Note 3 – Administrative Fees. LCPA service payments increased by $12,000. Jarvis advised this is only a small portion of the total administrative fees and reiterated that total administrative fees did decrease.

  - Note 5 – Deposits and credit risk including cash balance breakdown. The activity within each account stayed consistent with the prior year except for the aforementioned interest. Both deposits and withdrawals for the accounts were comparable. Jarvis pointed out the notation that the bank balance is secured by pledged securities.

Overall, the audit went smoothly with minimal changes.

Kathleen Becker stated she had no questions or issues with the audit.

Motion to approve the 2020-2021 LCPA Audit made by Sherry Massey; seconded by Senator Marci Francisco. A roll call vote was held with 10 yay and 1 abstain. **Motion carried.**

Voting Members (11)	Aye	Nay	Abstain
Troy Briggs, Kansas Sheriff Association	x		
Jac Brown, Govt IT	x		
Representative John Carmichael, House		x	
Tony Foster, PSAPs over 75k	x		
Senator Marci Francisco, Senate	x		
Jerry Harrison, KACP	x		
Scott Hilbrink, Fire Chief	x		
Sherry Massey, PSAPs under 75k	x		
Josh Michaelis, PSAPs under 75k	x		
Becky Snook, KS APCO	x		
Brooks Wederski, Govt IT	x		
VOTE: Motion to approve the 2020-2021 LCPA Audit Report. MOTION BY: Sherry Massey SECONDED BY: Senator Marci Francisco PASSED: 10 aye, 1 nay. **Motion carried.**			

5 2023 Work Plan

Scott Ekberg presented the 2023 Work Plan for approval. No questions or issues were raised.

Motion to approve the 2023 Workplan made by Josh Michaelis; seconded by Jac Brown.

Voting Members (11)	Aye	Nay	Abstain
Troy Briggs, Kansas Sheriff Association	x		
Jac Brown, Govt IT	x		
Representative John Carmichael, House			x
Tony Foster, PSAPs over 75k	x		
Senator Marci Francisco, Senate	x		
Jerry Harrison, KACP	x		
Scott Hilbrink, Fire Chief	x		
Sherry Massey, PSAPs under 75k	x		
Josh Michaelis, PSAPs under 75k	x		
Becky Snook, KS APCO	x		
Brooks Wederski, Govt IT	x		
VOTE: Motion to approve the 2023 Work Plan MOTION BY: Josh Michaelis SECONDED BY: Jac Brown PASSED: 10 aye, 1 abstain. **Motion carried.**			

6 2023 Budget

Scott Ekberg presented the 2023 Budget for approval.

Josh Michaelis inquired if there is a standard line item for federal grant funds. Scott confirmed there is.

Motion to approve the 2023 Budget made by Tony Foster; seconded by Brooks Wederski.

Voting Members (11)	Aye	Nay	Abstain
Troy Briggs, Kansas Sheriff Association	x		
Jac Brown, Govt IT	x		
Representative John Carmichael, House	x		
Tony Foster, PSAPs over 75k	x		
Senator Marci Francisco, Senate	x		
Jerry Harrison, KACP	x		
Scott Hilbrink, Fire Chief	x		
Sherry Massey, PSAPs under 75k	x		
Josh Michaelis, PSAPs under 75k	x		
Becky Snook, KS APCO	x		
Brooks Wederski, Govt IT	x		
VOTE: Motion to approve the 2023 Budget MOTION BY: Tony Foster SECONDED BY: Brooks Wederski PASSED: Unanimous vote. **Motion carried.**			

7 RFP For Administrative Services

Kathleen Becker presented an update on the Request for Proposal (RFP) for NG911 Administrator Services. Kathleen advised two responses were received: KES Enterprise LLC and Mission Critical Partners (MCP). The evaluation committee thoroughly reviewed both bids. The MCP bid was considerably higher in cost and outside of the competitive range. In addition, they did not meet all of the requirements of the statement of work, and they did not provide two letters of reference. Therefore, the contact was awarded to KES Enterprise LLC. The new contract will begin January 1, 2023, for one (1) year with a 3-year option.

Representative Carmichael requested an overview of the responsibilities under this NG911 Administrator contract. Kathleen shared that the Administrator oversees the NG911 Budget and Work Plan. She offered to send the RFP statement of work to Representative Carmichael; he advised that he has access to the RFP. Scott Ekberg advised that he oversees all the program financial administration, technical administration of the NG911 system including Day-2 support and any technical refreshes of the network and call handling equipment. Additionally, he participates in Council meetings and committee meetings.

Representative Carmichael clarified this is Scott's contract and Scott confirmed. Representative Carmichael further clarified about it being in the name of a LLC, corporation, or other business entity. Scott confirmed that KES Enterprise LLC is his LLC. Representative Carmichael further inquired if that is in response to the change made several years ago whereby rather than having the Administrator as an employee of the State of Kansas through the Division of Emergency Management, we now hire an LLC which is responsible for employing an individual to act as the Administrator. Scott confirmed.

Randall White commented that Scott represents Kansas NG911 in several national 911 organizations. Scott confirmed that is correct, as well as at the state level. Representative Carmichael inquired if it is the LLC that is a member of the national organizations or Scott Ekberg as an individual. Scott advised that the membership and association is typically the Coordinating Council's position which he fills. He advised that he has a membership to APCO and NENA as well. When he represents the Council for those events it is as himself with the understanding that he is representing the Council.

Representative Carmichael expressed concern that the Council is hiring an LLC for this job, and that LLC could hire anyone they want to be our representative in these national organizations as well as to run the day-to-day affairs of the Council. Scott advised that the RFP specifically requires that a single resource be assigned, which is identified in his response to the RFP. Scott mentioned that he believed there is a prohibition against sub-contracting. Both Senator Marci Francisco and Kathleen Becker confirmed there is such a prohibition.

Representative Carmichael expressed his displeasure with the decision that had been made to contract out what are important governmental and public safety responsibilities. Sheriff Troy Briggs stated he believes that statutorily it is not to be underneath the State of Kansas but under the LCPA. Scott confirmed that is correct. Part of the LCPA's responsibility to provide staffing to the Council as needed. Representative Carmichael inquired if it is the LCPA's responsibility, why is the Council making the call. Scott clarified that the award of the Administrator contract is not a decision of the Council; Kathy was simply reporting on the decision of the LCPA regarding that position. Kathy advised no vote of the Council needed. Representative Carmichael requested confirmation that there would be no vote by the

Council for the Administrator contract, and if the Council did not agree with the LCPA's decision, that situation would be handled by other means; Scott confirmed.

8   2022 Legislative Report Draft

Scott Ekberg presented a draft of the 2022 Legislative Report. Scott requested any edits, comments, or suggestions on the report. He advised it will be finalized and presented at the January 2023 meeting for approval and then it will be sent over to the House and Senate Utilities Committees, as is done annually.

Senator Marci Francisco inquired on page 3, Operations and Sustainment. The second sentence states that only Brown and Marshall Counties remain undecided to join our statewide service. She suggested it might be clearer to include that some counties are still part of MARC. She further inquired on the statement "remain undecided." Does that mean they are still acting independently or are they considering a move to the statewide system. Scott advised that Marshall County has expressed interest in coming on to the system. Brown County has requested information. Scott will update that section of the Legislative Report to clarify that they remain as standalone legacy 911 systems. Senator Francisco clarified there is no deadline for their decisions; Scott confirmed.

Senator Francisco then inquired on page 5 in the section about the United State Congress, where it explains that Michele meets with U.S. Senators and Representatives. The second sentence states "In addition she coaches them…" Senator Francisco stated that she didn't feel it is appropriate to use that language and suggested instead stating "She provides them information on 9-1-1 issues to assist them with any relevant bills." Scott agreed and noted the requested change.

Senator Francisco then inquired on the section regarding the 988 Suicide and Crisis Lifeline. The first sentence states, "The 988 call centers are already in service and rather than calling the full 10-digit number, they use 988." Senator Francisco pointed out that it is the people calling the call center that are using 988. Scott agreed and noted the correction. She suggested changing that sentence to say, "The call centers are in service and individuals, rather than calling the full 10-digit number, may use 988." She also pointed out that there are areas, such as Lawrence, Kansas, where they are still publicizing the 10-digit number.

Representative Carmichael thanked Senator Francisco for being so well informed.

Braden Perry advised that on page 2 under the DoA Contractors, it should reflect the Kennyhertz Perry Law Firm as the legal representative. Scott agreed.

9   SecuLore Security Solution Presentation

Scott Ekberg presented on SecuLore Security Solution. The budget includes money for engaging SecuLore Security Solution.

The Council has a contract with AT&T that requires them to provide a secure network solution, which they do. They have a large security program company-wide that is applied to our call-handling network, as with their other networks. That security platform is called AT&T Security Policy and Requirements (ASPR). AT&T has thoroughly explained the ASPR framework with our Security Committee and how it "maps" to the various security standards. The Security Committee is very pleased with the work that AT&T does.

However, the National Institute of Standards and Technology (NIST) security framework recommends that third-party verification be conducted on the efforts that AT&T is making to secure the solution. In 2017 the Council contracted with AT&T security services, an independent division of AT&T, for a security audit to provide that verification. The Technical/Security Committee recommended finding a non-AT&T third party to conduct that verification. In working to identify a third-party solution, we located SecuLore. SecuLore is a 911-centric, third-party security service currently utilized by the MARC region. They are very pleased with the work they do for them.

Discussions with SecuLore revealed that they can provide a risk assessment and verification of the steps that AT&T is taking to secure network infrastructure, cyber benchmarking, and they can provide real-time continuous monitoring of all our network traffic. Based on that monitoring, they can identify any anomalies from normal traffic patterns on the network nearly instantaneously and would then contact the Administrator and AT&T. AT&T has agreed that they will work with SecuLore and allow them to put their devices within the network to capture the network traffic so they can develop the normal pattern and continue to monitor it for changes from the norm.

The benefits of this security solution are that it:

- improves our ability to validate AT&T security practices
- provides full-time, trained security professionals to handle security monitoring and management
- provides continuous monitoring of network traffic and immediate identification of any change from the norm, allowing the opportunity to detect and respond to anomalies quickly
- meets the best practice guidance from the State Chief Information Security Officer (CISO), who is a member of our Technical/Security Committee.

The cost for this third-party security solution is $215,400.00 including a one-time charge for benchmarking, risk assessment, network sensor deployment and includes a report of the findings. The 24x7x365 monitoring of network traffic would be $36,000 annually (or $180,000 over 5 years), which includes weekly report of findings. Those findings would be summarized monthly and be made available to the Council in an executive session due to security concerns. The five-year total cost would be $395,400.

Representative John Carmichael commented that he is very pleased we are doing this. He reminded the Council that years back a vote was held about whether we would allow a security company to ping our system to see if they could break in. This is exactly what we need to be doing. It is what organizations like this need to be doing and it needs to be an independent security evaluation. He feels this is a good expenditure of 911 funds.

Representative Carmichael inquired if this is a contract with and through the LCPA or contracting directly with the Council. Scott advised that SecuLore has a contractual agreement with Intrado, who provides our ESInet services, so we can do an expansion of our contract with AT&T to pay SecuLore, but it would be independent from AT&T. There is a mechanism for paying SecuLore through AT&T without having to do a separate RFP for these services.

Representative Carmichael inquired if SecuLore would be paid by AT&T. Scott advised that SecuLore would send their bill to Intrado and Intrado would then send their bill to AT&T and AT&T would pay it and then bill us.

Representative Carmichael inquired who is making the decision to hire SecuLore as opposed to another security company. He also commented that it looks like we may be circumventing the usual RFP practice. Scott advised the contract with AT&T provides the ability to expand or enhance that contract to add additional services. That is how we have handled ESInet and Text-To-911 and those services that we procure from AT&T through Intrado. These contract expansions have been approved by the Kansas Department of Administration Office of Procurements and Contracts. Scott originally thought there would need to be an RFP until he learned the contract could be expanded. Expanded the existing contract is more streamlined, and SecuLore could be monitoring traffic as early as mid-January 2023.

Rob McDonald inquired if it would be possible to get a list of some of SecuLore's other clients to be able to see if they are providing this service for Verizon, T-Mobile, CenturyLink; or if AT&T is their only client. If they are, that would help assure the Council that SecuLore and AT&T are not approving each other's networks. Scott agreed to get a list of SecuLore's clients. Scott advised that most of the clients will be individual PSAPs. The MARC region is one. They also have customers in Maryland where they are monitoring both their 911 network and their CAD network. Scott also added that SecuLore has been hired by the Homeland Security Regions to do the security risk assessments on CAD networks in PSAPs around Kansas.

Representative Carmichael clarified this is the same company that Homeland Security is using to do independent monitoring of PSAPs in Kansas. Scott confirmed. Michele Abbott advised that 3-4 years ago with South Central Homeland Security, she submitted a cyber project for the south-central region. The project was to have oversight into the networks that are not necessarily the radio network or 911 network, but rather the other networks that come into a 911 center that could cause service impacting events. That could be the CAD network, the network between the PSAP and the county or city they work for, or any networks that attach to the city or county network that could have a service impacting event that could cause service interruption on that side of the 911 services. That project was approved for the South-Central Region. Other regions did projects as well. Those combined for a large RFP with five of the seven regions. One of the components of the project was to look at a small, medium, and large PSAP in each of the regions and come back with any known issues immediately. Also included was a report for the local jurisdictions to be able to digest and determine if they needed to take any steps in improving their network connectivity and policies. It also included a stand-alone best practices training document with training opportunity statewide to 911 centers and their network providers. It does not touch the 800 MHz radio system, or Customer Premise Equipment, or hosted solution technology. The top five RFP responders were interviewed and SecuLore won the bid. This took place within the last 60 days.

Josh Michaelis inquired since the Homeland Security regions went out for RFPs for this service, would it be an open contract through the Department of Administration for other governmental entities. Michele advised she believes it went out through the North Central Planning Commission and she does not have the answer to his question. She advised she does know that it was vetted through the State Administrative Agency (SAA) through Homeland Security and approved through them. It was a collaboration between the Grant Administrator in the North Central Planning Commission that is the fiscal agent for all the regions in the state.

Representative Carmichael expressed his concerns that as a general proposition, consolidation of independent auditing or security evaluation in the hands of a provider that is already responsible for a

large portion of related services in Kansas doesn't bode well as an overall concept. The objective is to have more independent eyes, not consolidate these types of responsibilities and services. The other concern he expressed is that if AT&T is SecuLore's pay master, then it is not independent. He advised that he does not like the structure.

Randall White suggested Braden Perry's perspective. Braden Perry advised he has not seen the contract but would be happy to look at it and see what provisions are included to ensure it is truly an independent monitoring service. Scott believes there are two viable alternatives:

- Braden's suggestion of creating a well-defined contractual separation between AT&T and SecuLore, or
- Issue an RFP through the State. The disadvantage of issuing an RFP is time. It takes 3-6 months to issue and award an RFP. The negative impact is six months without these security services.

Senator Francisco stated she favors an RFP since it provides independence and provides competition.

Josh Michaelis inquired if the State CISO had any concerns with it being within AT&T. Scott advised the State CISO was aware of SecuLore as an independent company. However, the topic of contractual mechanisms was never discussed with him.

Phill Ryan stated that the setting of the devices takes AT&T cooperation. If an RFP is issued, there will have to be a mechanism for AT&T to recover their costs for allowing whatever company to install security monitoring devices in alignment with our 911 network that AT&T provides. That is, in the case of an RFP there are two factors to deal with: (1) getting a security company involved and (2) getting AT&T's cooperation with their technical support to align the security gear.

Tony Foster advised that for the Homeland Security project, SecuLore is partnering with another company, Zetron, to do work inside the PSAP. SecuLore itself is a smaller company that uses other agencies or companies to help do the work inside the actual locations. That could be why they are using AT&T because it is their network. Through conversations with the Homeland Security project, they partnered with Zetron but they are not a part of Zetron, they are just using them as a facilitator. Scott added that Zetron is supplying the manpower to put the devices on the individual PSAP networks. Tony confirmed that is correct and added that SecuLore is doing the work as the cyber security company.

Senator Francisco was concerned that AT&T would include cost factor; that AT&T should be just as concerned that the network is not being compromised. Scott explained that the additional cost for AT&T is escorting SecuLore's personnel through the data centers and supervising them as SecuLore installs devices on the networks. Scott believes that is the additional cost Phill mentioned earlier. Phill confirmed and advised they would be escorting them into the centers, showing them where equipment terminates, advising what is happening in the network, and sharing network design so they can understand what is happening to place the security devices. Once SecuLore gets the devices in place, they see all the network traffic and they can assess whatever is happening in the network, but they must be put in the right places and for that they need AT&T support and assistance.

Representative Carmichael inquired if there is an additional charge to AT&T for facilitating the interface between the AT&T network and SecuLore's monitoring systems. If so, is that part of the $395,400 over five years or is there an additional amount. Scott advised that the quote he provided is from AT&T to cover those additional costs. That is, they have marked up SecuLore's price to cover their additional

costs. Scott advised that if an RFP is issued, he would expect SecuLore's bid to be less than what is shown in the quote, but then, AT&T's costs would come back to about the same numbers - just paying it in two different directions.

Rob McDonald advised that within the telecom industry, if a company like his was to do dark fiber leasing for cell towers or government communication and an RFP goes out, it would be up to that company when they respond to that RFP to include the costs that the company will incur to connect with the technician to get access to their facility. The costs would need to be included in the bid for the RFP and not expected to pass that as a third-party invoice. Scott advised that may be the case here as well.

Jac Brown advised she would support an RFP process, not necessarily because of any concern she has regarding the SecuLore and AT&T proposal presented, but rather as a good process to do our due diligence and make sure we are providing the best possible solution at the best possible cost. She commented as a network person she is concerned anytime someone is placing devices inside her network. It is her guess that as with the Homeland Security project, AT&T will not have management control of the devices.

Representative Carmichael inquired if we are paying $395,400 to AT&T and if so, how much goes to AT&T and how much goes to the independent security auditing company. Scott advised he does not know the answer to that. AT&T did the markup on the pricing they were provided through Intrado. Representative Carmichael expressed it is hard to view this as an independent security auditing contract if an unknown portion of the money is going to AT&T, and the selected independent company, SecuLore, goes to AT&T asking to be paid, but AT&T takes a markup as well. He feels we need additional information and better understanding of both cost and controls.

Scott inquired if any of the voting members are opposed to doing an RFP. Josh Michaelis advised he is not opposed but would be interested to know if there is an existing RFP that is available through the State Procurement Office that would streamline and meet the needs of what we are trying to accomplish. Scott advised the State's CISO office has been doing some bulk RFPs and he will check into it. Phill Ryan advised he has a concern with the RFP. If XYZ security company responds and they are the low bid, how do we reach agreement with AT&T to allow them to hook their equipment into an AT&T network unless they are pre-qualified with AT&T. He added that AT&T is of the opinion that they already manage their network to the highest level of security. This is an oversight activity we are looking to put in place to ensure everything is done to standards according to NIST and the like. Phill asked if there are numerous RFP bidders, how do we verify ahead of time that AT&T is comfortable working with the bidders, and whether they have been vetted for access to an AT&T network. Scott advised we would need to put a provision in the RFP statement of work that the bidder certifies they have contacted AT&T and are approved to provide these services through the network as a part of their qualifications.

Phill inquired if they will then be requested to secure whatever charges AT&T might charge for their network access and technician time to make the bid be fully comprehensive. Scott confirmed, that based on what Rob said earlier, that would be the best way to stipulate in the RFP. It would be all-inclusive of any charges incurred with AT&T in their bid.

Senator Francisco inquired if a Motion is needed to proceed with an RFP for security verification services.

Motion for the Council to issue an RFP for security verification services made by Senator Marci Francisco; seconded by Representative Carmichael. Unanimous vote. **Motion carried.**

Voting Members (11)	Aye	Nay	Abstain
Troy Briggs, Kansas Sheriff Association	x		
Jac Brown, Govt IT	x		
Representative John Carmichael, House	x		
Tony Foster, PSAPs over 75k	x		
Senator Marci Francisco, Senate	x		
Jerry Harrison, KACP	x		
Scott Hilbrink, Fire Chief	x		
Sherry Massey, PSAPs under 75k	x		
Josh Michaelis, PSAPs under 75k	x		
Becky Snook, KS APCO	x		
Brooks Wederski, Govt IT	x		
VOTE: Motion to approve the Council to issue an RFP for security verification services MOTION BY: Senator Marci Francisco SECONDED BY: Representative John Carmichael PASSED: Unanimous vote. **Motion carried.**			

10 North Liaison Report

Ellen Wernicke presented the North Liaison report. She highlighted a few of the responsibilities that the Liaison position does in general, regardless of area:

- Providing support to PSAPs. Liaisons routinely connect virtually and in-person to provide support, answer questions, walk them through the trouble ticket process, and identify any needs they have.

- On-site support for system cutovers. Liaisons work directly real-time with PSAP leadership, front-line staff, AT&T, and RapidDeploy. During the last few months, the Liaisons have been on-site for live cutovers at K-State, Pittsburg, and Crawford County.

- Memorandum of Agreement (MOA) support. Liaisons work directly with PSAP leadership regarding the MOA process in reviewing and monitoring, drafting new MOA's, and editing any existing MOA's.

- Communication with PSAPs on issues and enhancements to the system. Currently, there is discussion regarding the migration to ASE and RapidVideo. Liaisons are working closely with the PSAPs to ensure they are meeting all their requirements and are prepare for the migration schedule for cutover to ASE and turning on RapidVideo if they desire.

- Identify and enhance the methods by which Liaisons collaborate with the PSAPs, working to ensuring the PSAPs have the information they need at their fingertips and know where to get that information.

- Bi-weekly PSAP Administrative calls with PSAP leadership from across the state. They receive real-time updates with the system and engage in discussions with others across the state.

- Building partnerships with contacts and vendors on a local, state, and national level, including participating on several committees, councils, and boards, and identify how they intersect with 911 in Kansas.

- Annual PSAP expenditure report process. Liaisons work with PSAPs on getting reports completed, answer questions and guide through the process, and review reports in preparation for the Expenditure Review Committee's work.

- Support committees of the Council and assist them in their work.

11 Implementation Technical Support Specialist Report

Phill Ryan presented the ITSS Report.

- **Hosted System Status.** There are currently 107 PSAPs deployed across the hosted system.
    - KSU came on 10/18/22
    - Pittsburg came on 11/7/22
    - Crawford County came on 11/10/22
    - Also includes the Yoder test center, Sedgwick County back-up, Shawnee County back-up and American Medical Response (AMR), Saline County back-up, Cowley County back-up, and Chanute back-up sites.

- **Hosted System Installation Queue.** There are currently no counties in queue for installations. Marshall and Brown Counties have not yet made the decision whether they want to switch to the hosted system. Marshall County has indicated interest and has questions that the Liaisons are working on. Brown County has not indicated a future direction for their call handling. Phill is confident that both counties will eventually switch over to the hosted system.

- **Motorola Host Software & Hardware Status.**
    - Windows 10 was installed on all workstations at the end of 2020
    - Motorola Vesta servers and switches were upgraded at the end of 2021
    - PSAP workstation refreshing takes place as the Tiger Team visits PSAPs. Workstations are shipped and received in AT&T's storerooms. Large-scale upgrading is expected to start early 2023.
    - Vesta Software upgrade to 8.0 is planned for the first half of 2023. This allows Telephone Service Providers to connect directly to ESInet rather than tandems. Direct connection to ESInets removes tandems as a point of failure. We also expect a decrease in 9-1-1 call processing time.

- **ASE Migration.** PSAPs have been going live on AT&T Switched Ethernet (ASE) starting with K-State on their original hosted installation on 10/18/22. As of 12/9/22 there are 26 PSAPs on this new ASE

system, and it's anticipated to have the project completed by the end of April 2023. The benefits of this network are:

- o Higher bandwidth at lower cost
- o RapidVideo (optional on-scene video capability)
- o Greater network diversity than existing AVPN
- o Configurations can be remotely managed
- o Scalable bandwidth
- o Broadband connection for a third leg of PSAP redundancy.
- o Higher levels of survivability in the event of disruptions such as cable cuts or network equipment failure
- o FirstNet Band14 capability which allows greater bandwidth and network priority and preemption.

- **TSP NG911 IP Rehoming Trunks from Tandems To ESInet POI.** Notification letters were sent to 220 Kansas telephone providers on 2/22/22, giving them the option to connect with traditional TDM trunks or IP trunking through SIP (session-initiated protocol). It appears most TSP's prefer IP trunking. SIP Vesta Software (v8.0) will be available in 2023. Some TDM trunking to POI's will be done in 2022, but most in 2023. Notification letters will go out end of December 2022 with timelines and allow TSPs to place circuit orders for this project. The benefits are:
  - o Removing legacy tandems as a point of failure
  - o Faster 911 call set-up time for wireless callers to the PSAP
  - o End-to-end IP connectivity allowing call routing based upon handset location.

- **Technical/Security Committee.** The next annual security meeting is planned for 1Q2023. The last meeting was held 1/19/22. Major accomplishments and achievements include:
  - o Review of the previous year's upgrades
  - o Review of plans to move from AVPN to ASE
  - o Discussed ASE network design to include additional network redundancy
  - o Completed 911 system design with the state of Kansas Risk Register assessment tool
  - o Completed the state of Kansas Information Self-Assessment in early 2022.

  The committee's primary focus is to evaluate all requests, enhancements, and maintenance upgrades to the 911 system for potential security impact of the 911 overall service platform.

Representative John Carmichael expressed his appreciation for Phill Ryan's expertise and knowledge.

12 New Business

The next Council meeting is scheduled for January 20, 2023, via web conference.

Scott thanked the members of the Council for their involvement.

Jerry Harrison commented that he is sorry Phill won't be here for their move next year. Jerry thanked Sherry Massey and Angie Murphy for support provided this week. He expressed gratitude for the Liaisons and Council staff responsiveness to local needs.

Patrick Fucik inquired if the 988 Task Force is the same as the 988 Advisory Council. Angie Murphy advised that they are separate. The 988 Advisory Council members are appointed by the Governor. The 988 Task Force is a work group of individuals from various PSAPs and public safety. Patrick advised he was appointed to the new 988 Advisory Council, so he will have more information about 988 developments during future 911 Council meetings.

Michele Abbott commented on the legislative request for collaboration with 988. The Council has taken a couple of meetings with 988 from a technical aspect and there is interest from them in using our platform from the mapping side, as well as some data that can be shared between 911 and 988. Future meetings are planned for the new year. Michele advised Patrick that she can get him included in the correspondence, if desired. He accepted her invitation.

Representative Carmichael advised there are new House of Representatives leadership elections:

- Speaker of the House, Representative Dan Hawkins
- Chair of the House Energy, Utilities and Telecommunications Committee, Representative Leo Delperdang
- Vice Chair, Representative Carl Maughan.

Representative Carmichael also advised that Annie Kuether announced her retirement. And, within the next few days, he expects an appointment for the ranking democrat on the House Energy, Utilities and Telecommunications Committee.

Scott asked about the Kansas Senate Committee on Utilities. Senator Francisco advised that the House utilities members are elected every two years, and the Senate utilities members are elected every four years. So, there is no change to the Senate Committee on Utilities for another two years. Senator Francisco expressed her thanks to Phill for all that he has done for the Council.

13 Adjournment

Motion to adjourn made by Sheriff Troy Briggs; seconded by Jerry Harrison. A voice vote was held. Unanimous vote. The meeting adjourned at 10:57 AM.

Submitted by:

Scott Ekberg, NG911 Administrator

KANSAS 911 COORDINATING COUNCIL
Balance Sheet
Wednesday, November 30, 2022

	Current YTD
Assets:	
Cash	
911 State Fund	$8,526,881.31
911 Operations Fund	17,228,414.48
911 State Grant Fund	1,172,234.19
911 State Money Market	399,608.61
911 Operations Money Market	1,226,013.90
Total Cash	28,553,152.49
Investments	
911 State Fund Investments	1,631,044.33
911 Operations Fund Investments	5,826,331.65
Total Investments	7,457,375.98
Accounts Receivable	262,796.49
Prepaid Expenses	269,928.61
Total Assets	**36,543,253.57**
Liabilities	
Accounts Payable	2,499,791.72
Accrued Expenses	
Accrued Accounts Payable - PSAP Minimum Payments	192,883.72
Accrued Accounts Payable - PSAP Withholding	(3,204.60)
Accrued Accounts Payable	
Total Accrued Expenses	189,679.12
Deferred Revenue	403,966.91
Total Liabilities	3,093,437.75
Equity	
Fund Balance - Unrestricted	33,449,815.82
Total Liabilities and Equity	**36,543,253.57**

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Kansas 911 Coordinating Council
Summary
For the Eleven Months Ending Wednesday, November 30, 2022

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	$0.00	$2,634,333.33	$27,488,009.52	$28,977,666.63	$4,123,990.48
Prepay Fee Income	0.00	188,584.50	2,039,940.82	2,074,429.50	223,073.18
PSAP 911 Services Payments	391,466.94	391,666.67	4,359,007.07	4,308,333.37	340,992.93
Grant Income	0.00	0.00	40,986.57	0.00	(40,986.57)
Interest Income	63,615.17	1,250.00	271,057.99	13,750.00	(256,057.99)
Total Revenue	**$455,082.11**	**$3,215,834.50**	**$34,199,001.97**	**$35,374,179.50**	**$4,391,012.03**
PSAP Expenses					
PSAP Payments	0.00	1,708,333.33	17,554,204.98	18,791,666.63	2,945,795.02
PSAP Minimum Quarterly Payments	95,000.00	137,500.00	1,130,366.25	1,512,500.00	519,633.75
Total PSAP Expenses	**$95,000.00**	**$1,845,833.33**	**$18,684,571.23**	**$20,304,166.63**	**$3,465,428.77**
Operating Expenses					
Personnel Contracts	12,718.32	14,469.92	144,805.78	159,169.12	28,833.22
Council Meeting Expenses	0.00	1,300.01	8,884.64	14,300.11	6,715.36
Committee Meeting Expenses	0.00	333.32	4,287.17	3,666.52	(287.17)
Other Administrative Costs	564.84	7,082.50	69,075.94	77,907.50	15,914.06
Total Operating Expenses	**$13,283.16**	**$23,185.75**	**$227,053.53**	**$255,043.25**	**$51,175.47**
Contractual Costs					
AT&T Service Contracts	735,282.15	821,420.83	8,097,233.47	9,035,629.13	1,759,816.53
LCPA Contract	12,280.17	12,280.17	135,064.08	135,081.87	12,297.92
Non-Admin. Contract Staff					
Non-Admin. Contract Staff Expenses	28,214.34	33,233.34	318,592.82	365,566.74	80,207.18
Other Contract Costs	22,760.00	83,523.39	796,209.15	918,757.29	206,071.85
Grant Expenses	0.00	0.00	50,966.97	0.00	(50,966.97)
Total Contractual Costs	**$798,536.66**	**$950,457.73**	**$9,398,066.49**	**$10,455,035.03**	**$2,007,426.51**
Total Expenses	**906,819.82**	**2,819,476.81**	**28,309,691.25**	**31,014,244.91**	**5,524,030.75**
Other Income					
Investment Interest/Dividends	28,952.83	0.00	238,676.12	0.00	(238,676.12)
Gain/Loss on Investment	116,095.97	0.00	(696,077.83)	0.00	696,077.83

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Total Other Income	**$145,048.80**	**$0.00**	**($457,401.71)**	**$0.00**	**$457,401.71**
Other Expense					
Investment Fees	3,559.50	0.00	53,592.85	0.00	(53,592.85)
Total Other Expense	**$3,559.50**	**$0.00**	**$53,592.85**	**$0.00**	**($53,592.85)**
Net Other Income and Expense	**$141,489.30**	**$0.00**	**($510,994.56)**	**$0.00**	**$510,994.56**
Net Change in Net Assets	**($310,248.41)**	**$396,357.69**	**$5,378,316.16**	**$4,359,934.59**	**($622,024.16)**
Operating Expense Percentage			**0.66%**		

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Kansas 911 Coordinating Council
911 State Fund
For the Eleven Months Ending Wednesday, November 30, 2022

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	$0.00	$2,634,333.33	$20,163,054.18	$28,977,666.63	$11,448,945.82
Interest Income	18,836.01	625.00	81,350.84	6,875.00	(73,850.84)
Total Revenue	**$18,836.01**	**$2,634,958.33**	**$20,244,405.02**	**$28,984,541.63**	**$11,375,094.98**
PSAP Expenses					
PSAP Payments	0.00	1,708,333.33	17,554,204.98	18,791,666.63	2,945,795.02
PSAP Minimum Quarterly Payments	95,000.00	137,500.00	1,130,366.25	1,512,500.00	519,633.75
Total PSAP Expenses	**$95,000.00**	**$1,845,833.33**	**$18,684,571.23**	**$20,304,166.63**	**$3,465,428.77**
Operating Expenses					
Other Administrative Costs	264.84	175.00	2,861.17	1,925.00	(761.17)
Total Operating Expenses	**$264.84**	**$175.00**	**$2,861.17**	**$1,925.00**	**($761.17)**
Total Expenses	**95,264.84**	**1,846,008.33**	**18,687,432.40**	**20,306,091.63**	**3,464,667.60**
Other Income					
Investment Interest/Dividends	7,370.53	0.00	52,917.89	0.00	(52,917.89)
Gain/Loss on Investment	26,604.44	0.00	(157,681.31)	0.00	157,681.31
Total Other Income	**$33,974.97**	**$0.00**	**($104,763.42)**	**$0.00**	**$104,763.42**
Other Expense					
Investment Fees	889.15	0.00	12,730.58	0.00	(12,730.58)
Total Other Expense	**$889.15**	**$0.00**	**$12,730.58**	**$0.00**	**($12,730.58)**
Net Other Income and Expense	**$33,085.82**	**$0.00**	**($117,494.00)**	**$0.00**	**$117,494.00**
Net Change in Net Assets	**($43,343.01)**	**$788,950.00**	**$1,439,478.62**	**$8,678,450.00**	**$8,027,921.38**

Kansas 911 Coordinating Council
911 Operations Fund
For the Eleven Months Ending Wednesday, November 30, 2022

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	$0.00	$0.00	$7,020,556.79	$0.00	($7,020,556.79)
Prepay Fee Income	0.00	188,584.50	2,039,940.82	2,074,429.50	223,073.18
PSAP 911 Services Payments	391,466.94	391,666.67	4,359,007.07	4,308,333.37	340,992.93
Grant Income	0.00	0.00	40,986.57	0.00	(40,986.57)
Interest Income	41,948.69	625.00	178,294.32	6,875.00	(170,794.32)
Total Revenue	**$433,415.63**	**$580,876.17**	**$13,638,785.57**	**$6,389,637.87**	**($6,668,271.57)**
Operating Expenses					
Personnel Contracts	12,718.32	14,469.92	144,805.78	159,169.12	28,833.22
Council Meeting Expenses	0.00	1,300.01	8,884.64	14,300.11	6,715.36
Committee Meeting Expenses	0.00	333.32	4,287.17	3,666.52	(287.17)
Other Administrative Costs	300.00	6,907.50	66,214.77	75,982.50	16,675.23
Total Operating Expenses	**$13,018.32**	**$23,010.75**	**$224,192.36**	**$253,118.25**	**$51,936.64**
Contractual Costs					
AT&T Service Contracts	735,282.15	821,420.83	8,097,233.47	9,035,629.13	1,759,816.53
LCPA Contract	12,280.17	12,280.17	135,064.08	135,081.87	12,297.92
Non-Admin. Contract Staff					
Non-Admin. Contract Staff Expenses	28,214.34	33,233.34	318,592.82	365,566.74	80,207.18
Other Contract Costs	22,760.00	83,523.39	796,209.15	918,757.29	206,071.85
Grant Expenses	0.00	0.00	50,966.97	0.00	(50,966.97)
Total Contractual Costs	**$798,536.66**	**$950,457.73**	**$9,398,066.49**	**$10,455,035.03**	**$2,007,426.51**
Total Expenses	**811,554.98**	**973,468.48**	**9,622,258.85**	**10,708,153.28**	**2,059,363.15**
Other Income					
Investment Interest/Dividends	21,582.30	0.00	185,758.23	0.00	(185,758.23)
Gain/Loss on Investment	89,491.53	0.00	(538,396.52)	0.00	538,396.52
Total Other Income	**$111,073.83**	**$0.00**	**($352,638.29)**	**$0.00**	**$352,638.29**
Other Expense					
Investment Fees	2,670.35	0.00	40,862.27	0.00	(40,862.27)
Total Other Expense	**$2,670.35**	**$0.00**	**$40,862.27**	**$0.00**	**($40,862.27)**

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Net Other Income and Expense	$108,403.48	$0.00	($393,500.56)	$0.00	$393,500.56
Net Change in Net Assets	($269,735.87)	($392,592.31)	$3,623,026.16	($4,318,515.41)	($8,334,134.16)

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Kansas 911 Coordinating Council
911 State Grant Fund
For the Eleven Months Ending Wednesday, November 30, 2022

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 22 Budget Remaining
Revenue					
Telcom Income	$0.00	$0.00	$304,398.55	$0.00	($304,398.55)
Interest Income	2,830.47	0.00	11,412.83	0.00	(11,412.83)
Total Revenue	**$2,830.47**	**$0.00**	**$315,811.38**	**$0.00**	**($315,811.38)**
Net Change in Net Assets	**$2,830.47**	**$0.00**	**$315,811.38**	**$0.00**	**($315,811.38)**

Council Meeting 01/20/2023

Michele Abbott
Communications | Training Coordinator

- Standing Committee Support
  - Operations –
  - Training –
  - Public Education/Technology Policy/Training – Primary
  - ERC—
    - All other committee's Quarterly
      - GIS
      - Technology
- Appointments Secretary Office
  - Communications regarding vacancies
    - Retirements
    - Resignations
    - Term limits
- Stakeholder engagement
  - Local (PSAPS)
  - State (agencies, organizations, councils, associations, state departments, legislative representation, etc.)
  - National (other states, national offices & associations

The Kansas 911 Coordinating Council has experienced fast paced growth and change in the first 10 years. The council's hosted solution implementation is almost complete and has primarily moved into continued sustainment, enhancement and a managed services phase.

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

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

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

We are proud to utilize a robust, resilient map that is a powerful integrator of data. We continue to communicate our ability to enhance these services and bring in additional layers of data not only to KS 911 Centers but other local and state agencies as well. We have heard our legislators desire for us to collaborate and utilize this platform with other agencies throughout the state if possible. We are currently working on several pilots that could prove to share real time data which would enhance services statewide, if implemented in the future. (See list)

Pilot projects:

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

Council Meeting – January 20, 2023
Liaison Report
Angie Murphy and Ellen Wernicke

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

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

The expenditure review process ended much earlier in 2022 than in years past. 117 PSAPs had their reports completed and expenses reviewed within the year's first six months. The enhancements to the portal paid off, making accounting for FY21 funds much more manageable for the council this year. With over 20 million dollars spent by PSAPs in 2021 in, 85% of it was allocated to reoccurring costs for monthly charges billed by service suppliers and maintenance fees for 911 equipment, with 10% being spent on equipment. A current list of the 911 allowable expenditures can always be found on our website under the FAQ.

As travel restrictions were relaxed and some things returned to normal in 2022, we attended regional PSAP meetings to share program updates and discuss 911 industry trends. This has allowed us to garner valuable input from 911 leadership to help drive the direction of the 911 Coordinating Council. Thank you for the beneficial feedback you gave us, which resulted in the ongoing success of Kansas 911.

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

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

Operations Committee Report

Council Meeting – 01/20/2022

Greetings Kansas 9-1-1 Coordinating Members,

The Operations Committee is looking forward to another outstanding year for Kansas NG911. We expect to continue being a national leader in NG911 implementation and deployment. Below is a snapshot of the 2023 Operations Committee workplan deliverables & meeting dates. I look forward to providing updates throughout year on our progress. As you're all aware the success of the Kansas NG911 Hosted wouldn't be possible without every volunteer committee member working in conjunction with council contract staff. It is a collaborative team effort.

2023 Quarterly Meeting Dates
- **January 26th @ 11:00**
- **April 27th @ 11:00**
- **July 27th @ 11:00**
- **October 26th @ 11:00**

2023 Work Plan Deliverables
- **Respond & Review to Stakeholder Requests – On Going**
  - **9-1-1 Specific Applications (IoTs)**
  - **Additional i3 Service on the NG911 Ecosystem**
- **Facilitate Communication between Stakeholders & Council – On Going**
  - **Admin Day – Tentative May 2023**
    - **Legislative Roundtable**
  - **Continue Migration of Final two PSAPs on the NG911 Hosted Solution**
  - **Engagement opportunities (local, state, national)**
  - **Support bi-annual newsletter**
- **Support Council in KDOA Appeal Hearings – As Needed**
- **Support the Expenditure Review Committee (ERC)**
  - **PSAP Financial Expenditure Reports Due – 03/01/2023**
  - **Review 9-1-1 expenditures for Statutory Compliance – 08/31/2023**
- **Support the NG911 Policy and Education Committee – As Needed**

GIS Committee Report

Council Meeting – 01/20/2023

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)
	Number of Jurisdictions			
Updates that passed QA	95	100	95	95
Updates that have NOT passed QA	0	0	0	0
No Changes	12	7	12	12
No Reply	0	2	0	0

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

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

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

NG911 Program Portal:

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

NG911 GIS Toolbox:

- On the agenda for 2023 toolbox updates; Bug fixes and validation test adjustments as needed, modifications to comply with data model revisions, and an ArcGIS Pro compatible toolbox version.
- Toolbox v2.2.97 was released in Q4 2022. Details available at: **https://arcg.is/1HHDKS0**

Outreach activities:

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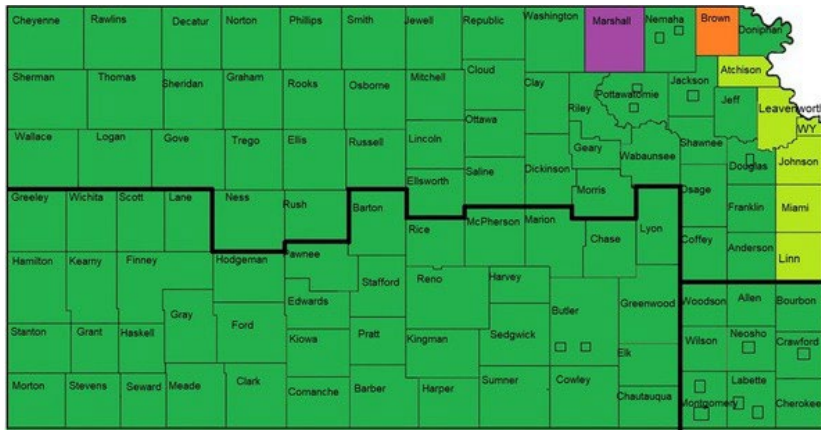
- Two PSAPs utilize other systems
  - Stand-alone
- Marshall has indicated interest

Council Meeting – 12/09/2022

Public Education/Tech Policy/Training Committee
Becky Snook- Chair

We start 2023 with the combined deliverables of both committees per the adopted Charter in the December 2022 full council meeting. We are excited to get to work.

One of our primary responsibilities is the development of technology training for the system. In the first quarter of 2023 will see an update of Radius, our mapping platform. We will work with staff to ensure that training, as well as any sample policy and procedure language, is developed and provided.

A goal of the committee is to continue to produce public service announcements as needed, as the system changes and new technologies are implemented.

We are tasked with updating the training video on Text to 911 with a deliverable early July. We will start work on that early first quarter of 2023 to meet that timeline.

We will continue to support the Administrators call, Council's newsletter, social media platform and landing page with real time content as needed.

This committee will support staff in the development of training curriculum for the system, to include delivery methods and development of the training cadre.

Program Management Report

Status and Accomplishments	Next Steps
Program **JEOPARDY**: none	**Jeopardy**: none
Program **Escalation**: none	**Escalation**: none
Local Collection Point Administrator (LCPA) On schedule, On budget • Awarded contract for NG911 Administrator • End-of-year Audits for 2020/2021	**Kathy Becker**, Mainstream Nonprofit Solutions Contract PoP: Jan 1, 2019, thru Dec 31, 2024 • Staff continuity / succession planning (on going) • Compare Return on Investment (ROI) for investment funds and idle accounts
Technical Support On schedule, On budget (Phill Ryan retired 12/31/22) • Monitor Infrastructure progress: ASE, 3rd host, AAC • Council Member Handbook revisions (as required)	**Scott Ekberg and Sherry Massey** • AT&T PSP Transition collaboration • Develop RFP for NG911 Network Security • EMDTC review
DASC Support On schedule, under budget • SURDEX new orthoimagery QA assessment • Review Building Footprints	**Ken Nelson**, GIO (Ken/Eileen/Sherry have details) Purchase Order expires Dec 31, 2023 • GIS User Group Training (Stewards/Maintainers) • Portal module upgrades and additions
Program Management On schedule, On budget • Re-baseline Program Plan: ASE, 3rd Host, AAC • NG911 Strategic Plan for 2023-2025	**Randall White** Consulting LLC Contract PoP: Jan 1, 2023, thru Dec 31, 2023 Option to renew for two additional 12-mo periods • NG911 Business Case updates • Monitor Budget and Work Plan deliverables
Orthoimagery • Orthoimagery QA Assessment • Building Footprint for Dickinson Saline Rice	**Surdex** Corp, PoP Aug 25, 2020, thru Sep 30, 2024 • Schedule reflights • Review Building Footprint feedback
Infrastructure – Hosted Call Handling On Schedule, On budget • PSAPs on hosted solution = 107 plus backup sites • Call Handling 3rd Host Implementation • Automatic Abandoned Callback (AAC)	**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 • Migration of NG911 from AVPN network to ASE • Migrate from TDM tandems to POI connectivity • VESTA® r8.0 software upgrade on all Hosts
Kansas 911 Learning Center On schedule, On budget • Monitor training content	**Learning Management System (LMS)** Joint agreement MARC-Council • New training content
NG911 Broadband Interoperability • Participated in SIAC Working Groups	**Michele Abbott,** State Interop Advisory Committee (SIAC), State Interoperability Exec. Committee (SIEC)

Color code: GREEN: on sched, in budget, system functional YELLOW: escalation RED: jeopardy status

Reports from Communication and Training Coordinator, Liaison-North, Liaison-South provided separately.

Kansas NG911

Legislative Report 2022

Initial release   October 1, 2022
Last revised   November 7, 2022

Prepared by   Scott Ekberg, NG911 Administrator

Prepared for:

    Senate Committee on Utilities, and

    House Committee on Energy, Utilities and Telecommunications, and

    Members of the Committees

Executive Summary

Kansas continues to lead the nation in Next-Generation 9-1-1 (NG911) services. This leadership provides our residents and visitors with the most advanced 9-1-1 public safety platform available. Our 3-year strategic plan ensures that Kansas retains that 9-1-1 leadership. We are grateful to the Kansas 911 Coordinating Council ("Council") for their foresight and vision. We are indebted to Local Collection Point Administrator (LCPA) for providing the extraordinary staff that relentlessly makes Kansas NG911 the daily success that it is. Our NG911 achievement would not be possible without the many Public Safety Answering Points (PSAP) volunteers that serve on our committees. Our primary platform provider AT&T provides state-of-the-art ingenuity for our statewide NG911 services. Finally, we look forward to collaborating with the Division of Post Audit in 2023 to further improve Kansas NG911. Together, our team of public safety professionals makes Kansas NG911 exceptional, and it is a pleasure for me to serve with them.

Chief Dick Heitschmidt, Chair

Mission and Vision

The 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 NG911 service that responds anytime, anywhere, from any device 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.

Our 911 website has additional information https://www.kansas911.org.

Leadership and Governance

The Kansas 911 Act (K.S.A. 12-5364) stipulates that the Council shall be comprised of 26 members (17 voting members and 9 non-voting) who each serve a 3-year term. The Council is an ~~elite~~ experienced team of hand-picked volunteers appointed by the governor. Each member is a subject matter expert having special background and experience with each critical element of 911 public safety. Change to not make all members SME's in 911

Direct Support

The Kansas 911 Act (K.S.A. 12-5364(d)) stipulates that the Local Collection Point Administrator (LCPA) "shall provide the council with any staffing necessary in carrying out the business of the council or effectuating the provisions of this act." The Council Chair serves as the liaison between the Council and the LCPA. Currently, Mainstream Nonprofit Solutions is under contract to provide LCPA services and staffing. The Council is also served by two specialists through Kansas Department of Administration (DoA) contracts.

LCPA Employees Assigned	Independent Contractors	DoA Contractors
Kathy Becker, Project Director	Scott Ekberg, Administrator	Phill Ryan, Implementation Technical Support Specialist
Angela Wescott, Finance Manager	Michele Abbott, Communication and Training Coordinator	Randall White, Program Manager
Melisa Sparks, Finance Specialist	Angie Murphy, PSAP Liaison	Kennyhertz Perry, LLC Attorneys at Law
Gayle Schwarzrock, Admin Assistant	Ellen Wernicke, PSAP Liaison	

Lori Criqui left our program this past year. We are grateful for her many contributions to Kansas NG911. We are fortunate that Ellen Wernicke, formerly Director of Johnson County Emergency Management and Communications, is now our Public Safety Answering Point (PSAP) Liaison for Northern Kansas.

Council Committees

- Executive Committee focuses on programmatic and administrative leadership issues relative to Kansas NG911.

- Operations Committee focuses on strategies and guidance to ensure Kansas PSAPs fully understand and utilize the NG911 technology provided by the statewide, hosted solution.

- Expenditure Review Committee (ERC) focuses on expenditure review policy and process to ensure that 911 funds are properly expended in accordance with the Kansas 911 Act. Angie Murphy supports the ERC. Her focus has greatly improved PSAP expenditure reporting and resolution. For example, all but one county's annual expenditure report is closed for 2021. All but two of these reports have been closed since June. This is a significant improvement over years past. The PSAPs have adjusted well to the changes made to our team portal to streamline the reporting process. Total expenditures equaled $20,512.283.21, and unallowable expenses, that were required to be reimbursed, were very low this year.

- GIS Committee focuses on constantly maintaining and consistently ensuring the integrity of county GIS data that is stored in the geographical Master Street Address Guide (MSAG).

- Technical and Security Committee focuses on the technical NG911 baseline including cybersecurity.

- Training Committee focuses on training relevant to technology and operation of the Kansas NG911 hosted solution.

- Public Education and NG911 Technologies Policy Group focuses on the development of NG911 public education plan, and best practices policies for NG911 technologies.

Policy and Education Plan

Becky Snook, Public Education and Technology Policy Chair, meets regularly with her team members to develop Public Service Announcements (PSAs).

Text-To-911 Review and Communication. In 2019 the definition of a 911 call was expanded to include text, video, picture, or any other form of communication conveyed to 911. K.S.A. 12-5380 requires that every city and county provide, or contract for, 24-hour answering of 911 calls. With the change to the statute, text calls are now covered by K.S.A. 12-5380. An internal review was conducted by Scott Ekberg of the status of all counties regarding Text-to-911. Marshall and Brown Counties do not provide Text-to-911 service. As a proactive measure, the Council drafted correspondence with these two counties pointing out that state statute requires that they either contract with someone to take Text-to-911 or they take Text-to-911 themselves. They were also reminded of the federal Americans with Disabilities Act (ADA) legislation and how they are at risk of a lawsuit because of that legislation. This communication was strictly intended to be helpful to ensure they were aware that they are neither in compliance with Kansas statute nor ADA legislation which requires the equal access of everyone to 911. Brown County has responded and appears to be moving toward compliance. They are investigating various options and we will work with them on whatever they decide to do. We have not heard back from Marshall County at this time.

As an example of the importance of Text-to-911, Josh Michaelis, Operations Committee Chair, shared a story regarding Text-to-911 in Rice County, wherein an individual texted his PSAP and advised them that they had fallen and thought they had broken their ankle. The Public Safety Telecommunicator (PST) on duty did an exceptional job of getting information from the person that fell. The individual was taken by EMS to the hospital. It was later learned from the EMS staff that the person had a cochlear implant and was part of the deaf and hard of hearing community. This is a great example of the importance of Text-to-911 and how we can provide direct access to 911 to every member of the community, including those people who are within the deaf and hard of hearing or speech impaired community. Josh also added that the same person fell again recently and was again successfully able to use Text-to-911 for assistance.

Operations and Sustainment

Kansas NG911 formal implementation is complete, and the program is now in the operational phase of deployment. Only Brown and Marshall counties remain independent, standalone, legacy PSAPs.

Communication Plan

Real-time communication and collaboration is vital to the success of NG911 and 9-1-1 responsiveness. Our staff continually offers late-breaking news, new training, and refresher training. Our stakeholder communication strategy is purposeful, intentional and has produced recognized results and outcomes. In fact, folks from other states visit our website to glean ideas of how they too can move into NG911.

For example, the Kansas Association of Mappers (KAM) requested a GIS Day 2022, which is November 16,

2022. The request was approved by the Governor's Office, and a signing ceremony was held on October 18, 2022. In addition to members of the KAM Board of Directors, Earl Lewis, Chief Engineer, Kansas Department of Agriculture, Scott Ekberg, NG911 Administrator, Kansas 911 Coordinating Council, and Ken Nelson, Geographic Information Officer, Kansas Geological Survey, attended the signing ceremony. After the signing ceremony, attendees had a few minutes to talk with Governor Laura Kelly about how GIS technology supports the Kansas Next Generation 911 (NG911) system.

Our Communication and Training Coordinator, Michael Abbott, coordinates our communication plan and develops communication channels. Here are a few of our outreach channels:

- Local Communications
  - o **PSAPs** receive our weekly PSAP bulletin and newsletters.
  - o **PSAPs participate in a virtual** bi-weekly PSAP Administrator Roundtable notifications from our Liaisons, Angie Murphy, and Ellen Wernicke.
  - o **Council Website**. Michele updates our website daily to make important NG911 announcements and provide an archive of general information.
  - o **Press conferences**. Staff and committee members have participated in local press conferences addressing the accolades of Kansas NG911 such as Text-to-911.
  - o **Learning Management System**. Our learning management system provides on-demand training for PSAP Administrators and front-line PSTs.
- State Communications
  - o **Kansas Governor's Office**. Michele meets monthly with the Governor's office to share information on NG911 for their awareness, check on Council member appointments, and cultivate synergistic relationships with other state programs.
  - o **State Legislature**. Scott and Michele provide periodic NG911 awareness briefings to state legislators to share information on NG911 for their awareness, check on Council member appointments, and cultivate synergistic relationships with other state programs.
  - o **Admin Day**. Admin Day was a huge success again this year. With our Council Legislator Roundtable, webinars, classes, our PSAP administrators gain valuable insight in NG911. And we gain their perspective. It is a win-win interchange.
  - o **Kansas APCO** informational briefings and hands-on NG911 training was offered.
  - o **MARC** (Mid-America Regional Council) regional 9-1-1 emergency services
- National Communications
  - o **NASNA** bi-annual meeting attended by Scott Ekberg, Administrator, and staff. The National Association of State 911 Administrators (NASNA) is "the voice of the states on public policy issues impacting 911. State 911 leaders' expertise can assist industry associations, public policymakers, the private sector, and emergency communications professionals at all levels of government as they address complex issues surrounding the evolution of emergency communications."
  - o **APCO** (Association of Public-Safety Communications Officials) **International** annual meeting. Select staff attended to collect the latest information on NG911 standards, best practices, technology, and training, and to network with other states.

- o **NENA** (National Emergency Number Association) annual meeting. Select staff attended to collect the latest information on NG911 standards, best practices, technology, and training, and to network with other states.
- o **9-1-1 Early Adopters Summit** (EAS). We are intentionally growing our involvement in this national informational exchange program. For example, Scott Ekberg presented Kansas NG911 developments, November 14, 2022.
- o **United States Congress.** Michele meets annually with our U.S. Senators and Representatives to inform them on the latest accomplishments of Kansas NG911. In addition, she provides them information on national 9-1-1 issues to assist them with any relevant bills.
- o **National 911 Program Office.** Michele meets and confers regularly with the National 911 program office. In fact, the Office frequently reaches out to Michele, Scott, and Sherry Massey for our Kansas NG911 perspective.
- o **Federal Communications Commission (FCC).** Scott Ekberg and Michele reach out to the FCC with our annual report on the collection and use of 9-1-1 fees, Text-to-911 readiness and public safety.
- o **Social Media.** Michele provides local, state and national updates through our Facebook and LinkedIn sites.

Council Member Handbook. Scott Ekberg, Administrator, maintains the Council Member Handbook as an orientation and training aid for our new and existing Council Members. Because we have a turnover in membership due to overlapping terms, this Handbook is an invaluable, living document.

User Portal. Our User Portal saves countless hours of labor while safely archiving important program document. For more information, please visit the Portal, https://portal.kansas911.org.

Council Website. Our website is a powerful communication tool. Not only are recent announcements posted on our website, but also historical information is archived for reference. For more information, please visit the website https://www.kansas911.org/

The benefit and purpose of wide and varied communication channels above is to ensure that we have "closed the loop" with our customers. We have provided an opportunity to have access to program updates and details as well the ability to give real time candid feedback and input.

Technology Training

NG911 training is, and will remain, a big deal for several reasons. First, turnover in our PSAPs remains high. In most cases, new personnel require extensive initial training. Second, veteran Public Safety Telecommunicators (PSTs), formerly referred to as "911 dispatchers," need refresher training to stay proficient in their work. Third, NG911 is an ever-emerging technology with new applications that significantly enhance first response. As new features emerge, our PSAP administrators and frontline personnel need training in the new capabilities.

Since training is crucial, Council staff has developed a multi-penetration approach to NG911 training. And the approach is constantly being reviewed and revised to effectuate sufficient and adequate training on the NG911 system. Here are a few examples:

- PSAP Bulletin, weekly

- PSAP Administrator Calls, bi-weekly
- Website notification
- Social media outreach (Facebook, LinkedIn, etc.)
- PSAP migration training, as required
- Kansas APCO training, bi-annual

Learning Management System. Our Learning Management System (LMS) providers our PSAPs with all the training needed for NG911.

PSAP Director's Handbook. A comprehensive manual of Council policies and procedures governing the use and capabilities of the statewide call handling system along with best practices guidelines for PSAP operations has been developed. This living document gives new PSAP administrators good information and guidance and serves as a reference document for existing PSAP administrators.

Council Membership Training. Scott Ekberg, NG911 Administrator, updates our Council member handbook at every Council meeting. This handbook quickly orients new Council members about Kansas NG911 and their role and responsibilities. It is also serves as a great refresher for veteran Council members.

Federal and State Grants

We continually monitor the availability of Federal and State grants to augment our NG911 business plan. Currently, we have submitted state grant applications SPARK and Department of Commerce. The applications are for a much-needed Emergency Mobile Training and Dispatch Center (EMDTC). We hope to hear good news before ethe end of 2022.

988 Suicide and Crisis Lifeline

The 988 call centers are in service and rather than calling the full 10-digit number, callers may use 988. A recent report indicates that in one day 988 calls increased by 40,000 calls. Since mental health is a priority for Kansans, we meet regularly with the Kansas 988 Task Force to orchestrate a method to easily transfer mental health 9-1-1 calls to the 9-8-8 hotline. To accomplish this integration of services, we programmed 911 center phone speed dials to 988. That is, 988 is simply a speed dial transfer from the 911 center to the appropriate 988 center for anyone calling 988 that needs assistance in the mental health arena. Scott believes that the number of calls for mental health help will increase with the implementation of the national 988 number.

Council staff is actively working on the proper 988-911 messaging through collaboration with our PSAPs, law enforcement, fire, and EMS. Within this work group, proper messaging as well as proper protocol will be developed for the interaction between 988 and 911. Angie, Michele, and Ellen have regular calls with the Kansas 988 Task Force to ensure continuity of public messages.

Cross-border 911 Collaboration

Collaboration is the key to success for the transfer of 9-1-1 calls across Kansas borders with our neighboring states as shown in the figure below. Each of our neighbors are at different levels of NG911 implementation. Since Kansas is well established in NG911, we are uniquely positioned to assist our neighbors. At the same time, we benefit because compatibility with our established policies is ensured. This year, we worked with Missouri and Oklahoma border PSAPs to ensure 911 calls can transfer with

automatic number and location information (ANI/ALI) seamlessly. We have also initiated contact with Colorado to begin interconnection capabilities with their Lumen/Intrado ESInet. As ESInet footprints expand, such as in Nebraska, interconnections to provide call transfers and other data sharing will be realized. These same capabilities will be possible with non-bordering states as well.
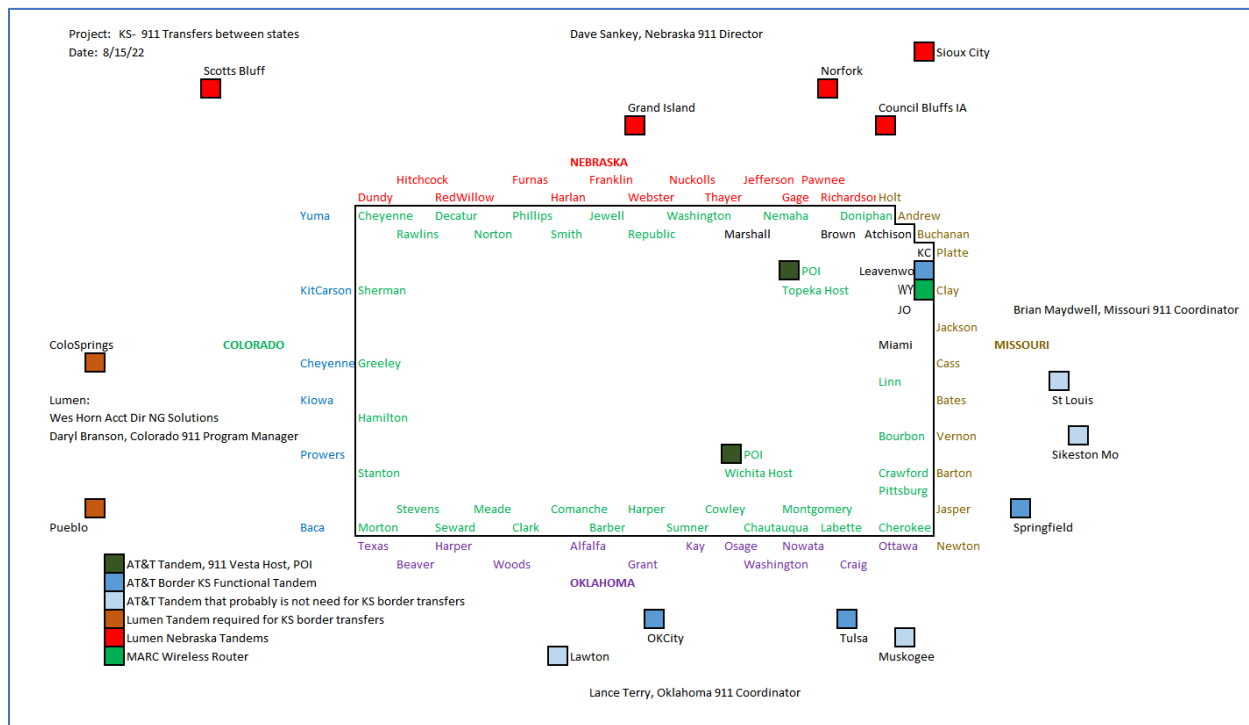
Infrastructure and Technology

The Kansas NG911 infrastructure includes all hardware and software necessary for providing Kansas with Next-Generation 9-1-1 (NG911) services and those supporting functions such as technical oversight and associated training.

Product Design workflow:

1. Phase 1 – Concept and Requirements Definition
2. Phrase 2 - Design and Development, Scalability
3. Phase 3 – Test and Evaluation
4. Phrase 3 - Production
5. Phase 4 – Operation including Day-2 Support
6. Phase 5 – Future Enhancement

Here are some of the partners and contributors to the Kansas NG911 Strategic Plan:

Council	Prime Contractors	Subcontractors
Council Members	AT&T Public Safety	Motorola
PSAPs	SURDEX	RapidDeploy (RD)
LCPA	Local Leap Marketing	ECaTS

LCPA Contractors	Point-Productions	
INTRUST Bank Investments	Kansas APCO	
DoA Contractors	MARC Learning Mgt System	

AT&T Switched Ethernet

AT&T Switched Ethernet (ASE) is replacing our legacy AT&T Virtual Private Network (AVPN). ASE provides increased bandwidth and a broadband connection and FirstNet Band 14 alternate connections for host connectivity, at about the same price as AVPN. Our PSAPs need this additional bandwidth to ensure that the digital data NG911 applications transfer seamlessly across our network without latency susceptibility. In addition, ASE is far more scalable, flexible, cost efficient, and secure than our legacy platform. The addition of the broadband alternative connectivity should increase sustainability of individual PSAPs due to fiber cuts in the last mile of connectivity.

Call Handling Third Host

Our NG911 hosted solution has grown with the number of PSAP users and addition of NG911 features. This year, our system was approaching maximum capacity. Therefore, the Council decided to add a third host to add system capacity and redistribution of users. The previous two Host Situation:

- North Host had 48 agencies, 116 workstations, and 64 softphones

- South Host had 55 agencies, 146 workstations, and 83 softphones

Scott Ekberg suggested that a system design having 50 PSAPs would be reasonable and AT&T concurred. Formerly, the South Host had 55 PSAPs, putting the South Host right up against capacity. To keep the system reliable and functioning as we want, we need to decrease that number to 50 PSAPs. This will also allow sufficient capacity for South Host PSAP growth. Addition of a 3rd host also offers the opportunity for additional redundancy, for our large PSAPs. The third host cost is $360,000.00 which is paid by the Council and fits into our 5-year business case.

Our new solution leaves the North Host as is, reduces the South Host agency count to 39, and adds the Third Host. By migrating 14 existing agencies and adding two new PSAPs (Crawford County Sheriff and Pittsburg Police Department) to the Third Host our NG911 system is better balanced and ready for any future growth. Additionally, this Third Host as a primary host with only 16 agencies adds capacity to allow any interested PSAPs, with 3 or more positions, to join the redundancy program. Presently, only Riley and Shawnee counties have indicated an interest in this host redundancy program. Greater redundancy is a decision to be made by the individual PSAPs; whether having that redundant call handling host is worth the cost of the software licensing. The host redundancy program is an annual flat fee to the PSAP of $1,000.00 per primary workstation on the system. For example, Sedgwick County with 24 primary seats, they would pay $24,000.00 per year for host redundancy to recover the cost of the software license that allows them to make the change between their primary system and the host system. The software licensing is an annual renewal and would cover the licensing for the PSAPs primary positions and backup center. The Council will incur some additional cost for the backup center coverage.

This migration of PSAPs frees up capacity of the South Host to ensure no degradation in performance. Absent a failure of that host equipment, this third host as a redundancy would never be used. As long as the primary host is operational, the redundant connections to that host continue to function. The third host provides redundancy to the host equipment. Adequate and sufficient capacity is essential because

NG911 standards continue to emerge. These standards usher in more advanced applications for public safety.

Automatic Abandoned Callback

Automatic Abandoned Callback (AAC) is installed and configured and undergoing test and evaluation. It will be ready for PSAP customers early 2023. AAC is particularly attractive for our larger PSAPs especially during surge and overflow situations. This software feature rides on our Motorola VESTA® call handling system. If a 911 caller hangs up before the Public Safety Telecommunicator (PST formerly *dispatcher*) answers, AAC automatically and quickly returns the 911 call. This greatly reduces the workload of PSAP call takers during peak 911 events since they are not having to call people back. There is an annual subscription fee for PSAPs desiring this feature, to cover the initial cost and the on-going cost of outbound telephone trunks to facilitate the callbacks.

Emergency Mobile Dispatch and Training Center

An Emergency Mobile Dispatch and Training Center (EMDTC) would provide a mobile training platform capable of taking functional training to the PSAPs. It would also be taken to the Kansas APCO Conference each year to provide manufacturer approved training to people who have been hired since the PSAP went live. This same type of training is currently offered at Kansas APCO Conferences in a lab environment which requires us to bring in the equipment, set it up, perform the training, and then tear down and haul out. With the mobile EMDTC setup, we could just pull it up to the location and be ready for training. The EMDTC also provides the ability to replace a PSAP that must be evacuated, or has been destroyed by a disaster, or to allow additional seats for a PSAP during a large volume 911 event.

 The EMDTC serves two purposes. First, it provides a mobile NG911 emergency response suite. If a PSAP is not able to function due to a pandemic or catastrophic disaster, the EMDTC can be on site within hours to resume 911 services. Second, the EMDTC is a mobile training platform. Due to the high turnover in PSTs, we need a training platform that can be on site to provide hands-on, functional NG911 training on the equipment and software used in the statewide system. We applied for a Strengthening People and Revitalizing Kansas (*SPARK*) grant to offset initial cost of the EMDTC since it is intended to provide critical 911 communication during pandemics when a PSAP is overrun with illness. However, our application was denied. The Council is continuing to look for grant funding for this project, however the 2023 budget will include full funding for purchase of this much needed resource.

The EMDTC will be a fully equipped mobile dispatch center, with 911 and administrative telephony, radio console capabilities operating on the statewide radio system, logging recording of all radio and telephone traffic, and local area network and internet capabilities. The EMDTC will be built on a straight truck frame and will be self-sustaining with generated power and climate control. The following figure is a conceptual depiction of the EMDTC.

Cybersecurity

Cybersecurity is essential to public safety NG911 solution in two areas. First, our end users receive initial and refresher PSAP Cybersecurity Awareness Training. This training incorporates the latest end-user best practices to ensure the secure use of NG911 in daily operations. For example, on October 18, 2022, we cohosted with the Kansas Office of Emergency Communications a Cybersecurity and Infrastructure Security Agency (CISA) "911 PSAP Cybersecurity Awareness Webinar." This course introduces public safety personnel to common cybersecurity threats and vulnerabilities in the PSAP environment, including exposed networks and devices, shared passwords, and email phishing. The critical nature of 911/PSAP functions means cyber-attacks could have a large-scale impact, making emergency communications centers across the nation high-value targets for those looking to disrupt public safety services, extort local governments, or simply create mischief. Second, our NG911 solution provider validates cybersecurity integrity annually by reviewing compliance with applicable cybersecurity standards.

Due to its criticality, the cybersecurity of Kansas NG911 is continually being reviewed, monitored and assessed. The Technical/Security Committee is currently in the process of evaluating an on-going cybersecurity assessment and monitoring program that is included in the 2023 budget. This will provide a third-party view on system security and monitoring for any anomalies occurring within the system network.

GIS Data Plan

GIS data is crucial for the routing of 9-1-1 calls and dispatching appropriate response to emergencies. Ken Nelson heads our 15-member GIS Data team. Their effort is an crucial part of NG911. Their work is so significant and leading edge, many states contact the GIS team for advice.

- **Quarterly GIS Data Submissions and Validation**. Will Trimble, DASC, 100% excellent participation and collaboration.
- **Orthoimagery**. Eileen Battles, DASC, has reviewed and approved the latest acquisition of 2021 leaf-off imagery completed by our provider SURDEX. Imagery services converts geotips to Cloud Optimized Geotif (COG) helps with overall storage and service response and rendering of imagery.
- **Building Footprint Pilot Project**. Sherry Massey, Eileen and Will lead this pilot project that is paid for by the residual funds of our federal 911 Grant for five Kansas counties (Dickinson, Saline, Rice, McPherson, Ellsworth). The cost is driven by the number of buildings ("shapes").
- **NENA Data Model**. Sherry works with a national data model workgroup to develop the latest national standard version v2. This preserves our investment in our data model while assisting other states with their GIS data.
- **GIS Tool Box**. The GIS Tool Box is continually improved with new releases, For example:
  - Better clarify and define the different ways to submit address points in association with new Kansas NG911 Data Model.
  - Address Point GeoMSAGs that overlap road centerlines change from a *warning* to an *error*. This improvement prevents GIS data submissions if not corrected.

- o Check for *null* or "" values in Address Point *submit* field. This change pushes results to error tables.
- o Begin quality control checks on address points marked as Address Point GeoMSAGs. (GEOMSAG = 'Y') serves as an alert of data submission.
- **RapidDeploy Mapping Collaboration**. We collaborate with the RapidDeploy Customer Advisory Board to evaluate and consider future NG911 application products. Software updates include product improvements as well as ALI and MAP Discrepancy Reporting module and Map Markups. All these improvements aid the PST (dispatcher) in responding to emergencies faster and more accurately.
- **MSAG Conversion to AT&T PSP.** Sherry led this significant migration, which is now complete. The project was a migration of MSAG and TN data from the Intrado-managed 911Net to the AT&T managed AT&T Public Safety Platform. PSP GIS data translation service is not yet ready, so GIS submissions will still go through Intrado's EGDMS. Beta Test Group will be working through the bumps in the system before general PSP training will be given to Hosted Solution PSAPs. Meetings with Arkansas and Texas Cap-Cog to share knowledge and experiences with the PSAP transition.
- **GIS Inter-state Outreach**
  - o **Statewide Outreach**. GIS data training is on-going with GIS Data Stewards and Data Maintainers through quarterly GIS User Groups meetings and webinars. Training is available through the Kansas NG911 Learning Center.
  - o **Inter-state Outreach**. The GIS team shares best practices and lessons-learned with neighboring states such as Arkansas, Oklahoma, Texas, Arizona, Missouri, and Nebraska to foster national acceptance and interoperability. Kansas leads the nation with GIS data modeling, accuracy, and compatibility.

Definitions, Terms, Acronyms

AFU	Approved for Use term used by AT&T
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
AT&T	American Telephone and Telegraph
AVPN	AT&T Virtual Private Network
BUS	Back-Up Site such as Yoder Center
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.
CDR	Critical Design Review
CPE	Customer Premise Equipment is equipment that the Council's provider AT&T furnishes at PSAP in order 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
DDS	Data Distribution Services server term used by Airbus
DHS	Department of Homeland Security
ECaTS	Emergency Call Tracking System universal 911 Call Reporting System provides real-time reporting analytics; ECaTS911 is a product of Direct Technology
EMD	Emergency Medical Dispatch
EMDC	Emergency Mobile Dispatch 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
FDR	Final Design Review
FirstNet	First Responder Network Authority
GA	General Availability term used by AT&T

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.
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
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

Neighboring States	Nebraska, Missouri, Oklahoma, Colorado.
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 telephone.
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.
PDR	Preliminary Design Review
PM	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…
PST	Public Safety Telecommunicator; formerly referred to as "9-1-1 Dispatcher."
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote
RTT	Real-Time Texting appearance as typing
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, Comtech Telecommunications
TEES	Test and Evaluation Equipment Suite for BUS
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 – Council team

Kansas 911 Coordinating Council

Chief Dick Heitschmidt, Council Chair

Member	Representing	Voting (17)	Non-voting (11)
Sen. Rick Billinger	Kansas Senate	X	
Tony Foster	PSAPs over 75,000 population	X	
Sheriff Troy Briggs	Kansas Sheriff's Association	X	
Jacqueline "Jac" Brown	Government IT	X	
Rep. John Carmichael	Kansas House of Representatives	X	
Chief Police Terry Clark	PSAP Tribal Government		X
Cady Macfee	KS Commission Deaf/Hard Hearing	X	
Jerry Daniels	Kansas Association of Counties		X
Mike Daniels	Mid-America Regional Council		X
Sen. Marci Francisco	Kansas Senate	X	
Patrick Fucik	Large Wireless Providers		X
Chief Jerry Harrison	Kansas Chiefs of Police	X	
Chief Scott Hillbrink	Kansas Fire Chiefs Association	X	
Rep. Kyle Hoffman	Kansas House of Representatives	X	
Sherry Massey	PSAPs under 75,000 population	X	
Robert "Rob" McDonald	Rural Independent Telco's		X
Joshua "Josh" Michaelis	PSAPs under 75,000 population	X	
Ken Nelson, GIO	Kansas Geological Info Systems		X
Elizabeth "Liz" Phillips	Non-traditional PSAPs, KU		X
vacant	Kansas EMSA	X	
Michael Ruffin	Local Exchange Carriers > 50k lines		X
Rebecca "Becky" Snook	Kansas APCO	X	
Sarah Spinks	Kansas Office of IT Services (OITS)		X
Mark Tucker	VoIP Providers		X

Brooks Wederski	Government IT	X	
vacant	PSAPs over 75,000 population	X	
Jonathan York	Adjutant General	X	
Vacant	Kansas League of Municipalities		X

Appendix B – Financial Reports

Fee Expenditures

Total fee expenditures reported statewide for January to December 2021, totaled $ 20,512,283.21. Allowable fee expenditures for that time period totaled $ 20,493,700.97. Figure 1 depicts the areas in which 911 Fee funds were expended by the PSAPs.
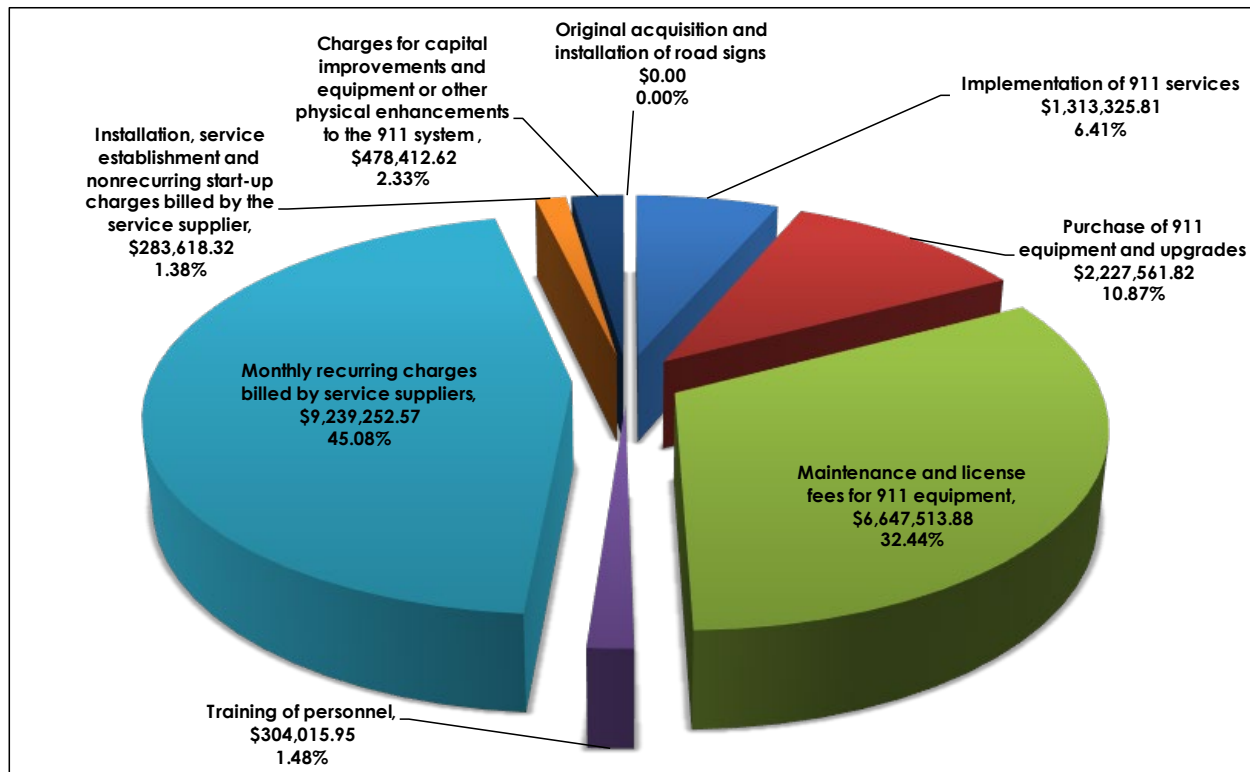
Figure 1 - 911 Fee Funds Expended by PSAPs

Annual expenditure reports are due by March 1st of each year, as set by the Kansas 911 Act. The Council was able to obtain all of the 2021 expenditure reports, with the exception of Clark County, review them, and finalize the reporting by the end of June 2022. Any questionable expenditures were examined and additional information to aid in determining allowability was obtained. Following the review process, a total of $ 18,582.24 (0.09% of total expenditures) was found to have been expended outside of the eight allowable uses. The PSAPs having made those expenditures were advised that the expenditures did not fall within the allowable uses and were asked to refund their 911 accounts for those expenditures. All complied and have provided documentation of the reimbursement.

In 2021, the LCPA disbursed a total of $22,075,504.07 in 911 Fee revenue to local PSAPs. Of this amount, $1,177,175.04 was in the form of minimum payments to ensure that every County received a minimum distribution of at least $60,000. It should be noted that recurring charges for services and maintenance and licensing fees account for 77.5% of all expenditures.

State Operations Fund

The Kansas 911 Act was amended in 2019 to create the State Operations Fund and funded it with $0.23 of every 911 fee collected by the LCPA. The Operations Fund is further funded by prepaid wireless fees that are collected at the point of sale of prepaid wireless service at a rate of 2.06%. The Operations Fund is used to pay Council administrative costs and to fund the Kansas NG911 Call Handling System. The Operations Fund realized total funding from the 911 fees of $8,057,416.61 in 2021, remaining fairly steady from 2020. Prepaid wireless fees collected in 2021 provided $2,609,710.61 in additional revenue, bringing total 911 fee revenue for the Operations Fund to $10,667,127.25.

State Grant Fund

The 2019 changes to the Kansas 911 Act, established funding for the State Grant Fund at $.01 from every 911 fee collected. The purpose of the State Grant Fund is to provide grant funding for emergency type purposes, where local budget authority may not exist for equipment replacement within a budget year. In 2021, the State Grant Fund realized revenue of $349,381.36 from this funding source. No grant applications were received and the balance in this fund at year's end was $826,936.08.

Council Administrative Costs

Council administrative expenses are capped by the Act at 2% of the total revenue generated by the 911 fees. Prior to the 2019 changes to the Kansas 911 Act, that cap was 2.5%. Since 2012, the Council has always maintained its administrative expenditures well below this cap. Figure 2 depicts the Council administrative expenditures from 2012 through September 30, 2022, as a percent of total 911 fee revenue. As shown, administrative expenditures have ranged from a low of 0.13% to a high of 1.34%. As the call handling system has grown, administrative expenses have tended to rise, however, the trend over the past four years has remained relatively flat. 2022 administrative expenditures are expected to continue this trend.
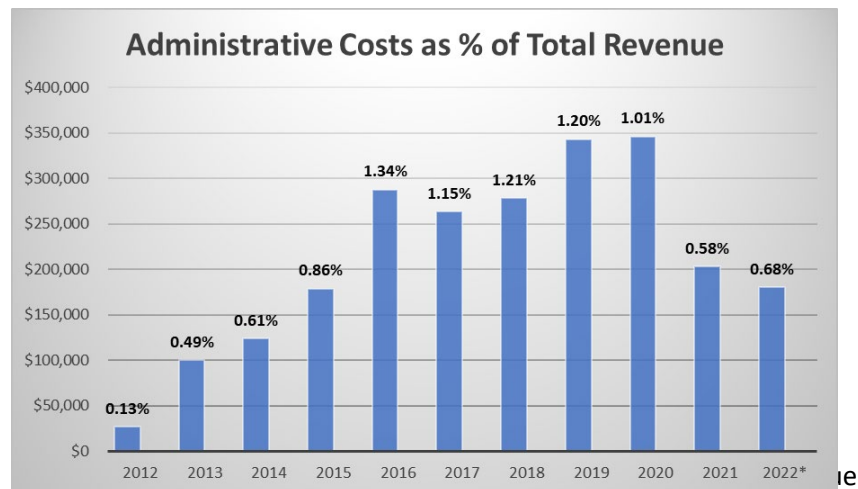
Figure 2 - Administrative Expenses as % of Total Revenue

Between January 1, 2012, and September 30, 2022, the Council expended a total of $274,132,136 in all expense categories. Figure 3 below, illustrates these expenditures by project category as a percent of total 911 fee revenue. As shown, call handling system and GIS data expenditures account for 20.06% of total Council expenditures. Program support services, which include LCPA services, LPA and LCPA Audit, Non-Administrative Personnel, Project Management, Implementation Technical Support Services, and technical equipment for testing costs, account for 2.7%, while Council administrative costs total less than 1% of total 911 fee revenue. Council administrative costs include Council and Committee meeting expenses (travel, meals, venues, publication fees for notice of meetings) and administrative personnel

costs (salaries, benefits, travel, and vehicle expenses). Other administrative expenses include office expense and telephone expense for all Council contract staff.

Expenditures by Category

- Program Support Services** $7,501,493 2.70%
- Unexpended Revenue $1,652,809 0.60%
- GIS Data $9,184,959 3.31%
- Call Handling System $46,518,122 16.75%
- Administrative Costs $2,330,673 0.84%
- PSAP Payments $210,481,483 75.80%
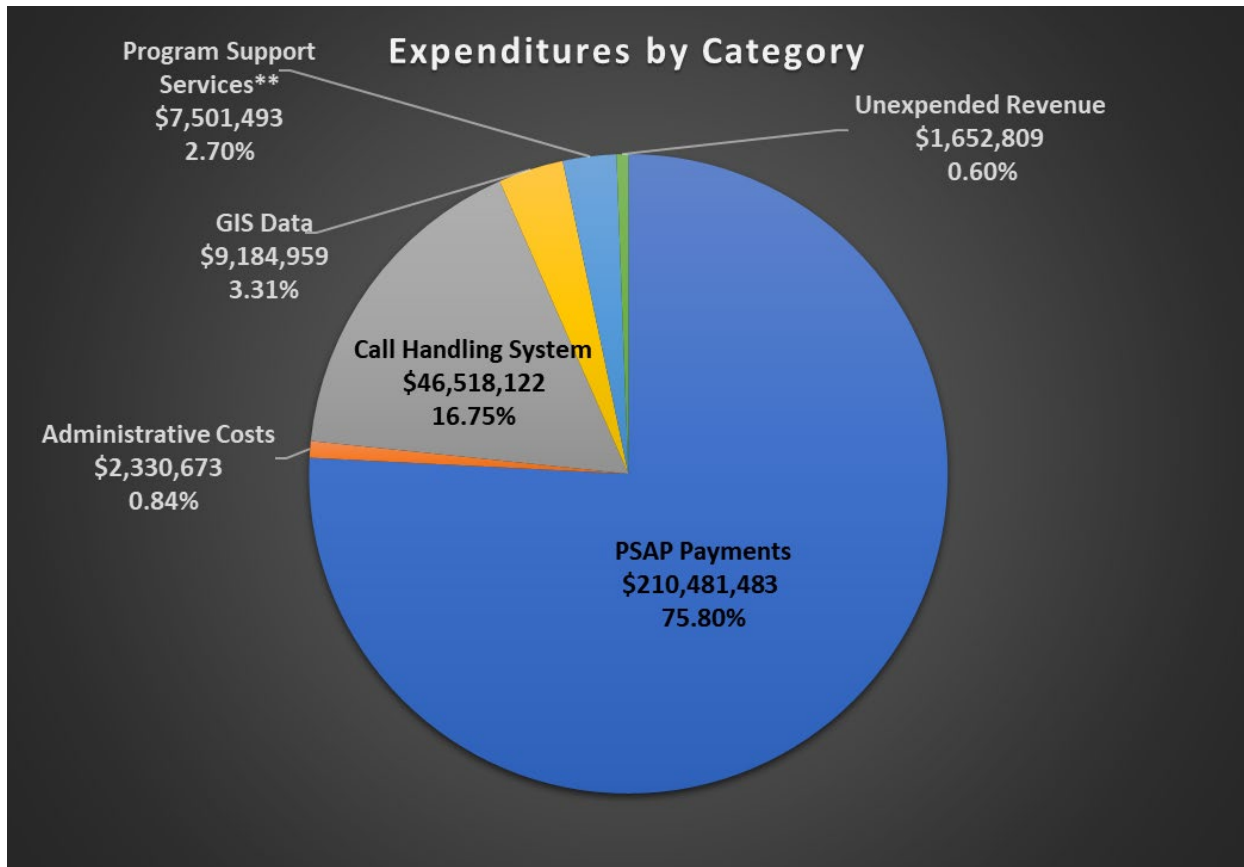
Figure 4 - Expenditures by Catgery as % of Total Revenue (1/1/2012 – 9/30/2022)

Cost Structure

The 911 ACT (Act) of 2011 established a 911 Fee of $.53 per month, per communications device capable of calling 911, and a prepaid wireless 911 Fee of 1.06% per retail transaction. The Act also contained a provision to ensure that each county jurisdiction received a minimum of $50,000 in 911 revenue per year, or $12,500 per calendar quarter. The Act empowered the Council to increase this fee by administrative regulation up to $.60. The Council exercised this authority effective October 2015, increasing the fee to $.60 per month. 2019 legislative action increased the fee to $.90 and the annual minimum to $60,000, effective July 1, 2019.

During 2012, 53 local Kansas jurisdictions received additional 911 revenues at the end of each quarter to ensure they received the minimum of $50,000. Table 3 depicts the number of minimally funded PSAPs by year. The increase in the number of minimally funded PSAPs in 2019 is directly attributable to the increase in the minimum funding limit.

Year	Number of Minimally Funded PSAPs
2012	53
2013	53
2014	54
2015	50
2016	48
2017	49
2018	51
2019	57
2020	58
2021	57
2022*	53

*Through November 2022

Table 1- Minimally Funded PSAPs

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The funding for minimum payments comes from 911 funds collected in larger-population counties which receive between 82% and 97% of the 911 Fees collected in their jurisdictions. The larger-population counties agreed to that provision to help provide for an equitable level of 911 service by all PSAPs in Kansas.

Total 911 Fees and prepaid wireless fees collected between 2012 and September of 2022 are shown in Table 2 below. 2022 amounts are actuals collected through September of 2022, extrapolated for a full year.

Table 2 -Total 911 Fees

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	$31,678,149	$2,723,715	$5,104,509	$664,074
2021	$32,578,389	$2,609,711	$900,240	($114,004)
2022*	$33,015,669	$2,448,641	$437,280	($161,070)

 *Extrapolated from actuals through 6/30/20

2021 financial reports of the LCPA, are attached on the following pages.

KANSAS 911 COORDINATING COUNCIL
Balance Sheet
Friday, December 31, 2021

	Current YTD
Assets:	
Cash	
911 State Fund	$6,026,269.92
911 Operations Fund	14,093,263.16
911 State Grant Fund	826,936.08
911 State Money Market	398,627.77
911 Operations Money Market	1,222,035.53
Total Cash	22,567,132.46
Investments	
911 State Fund Investments	1,749,519.17
911 Operations Fund Investments	6,223,810.58
Total Investments	7,973,329.75
Accounts Receivable	3,170,729.09
Prepaid Expenses	269,928.61
Total Assets	**33,981,119.91**
Liabilities	
Accounts Payable	5,072,966.36
Accrued Expenses	
Accrued Accounts Payable - PSAP Minimum Payments	285,000.00
Accrued Accounts Payable	(362.43)
Total Accrued Expenses	284,637.57
Deferred Revenue	552,016.32
Total Liabilities	5,909,620.25
Equity	
Fund Balance - Unrestricted	28,071,499.66
Total Liabilities and Equity	**33,981,119.91**

Kansas 911 Coordinating Council
Summary
For the Twelve Months Ending Friday, December 31, 2021

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 21 Budget Remaining
Revenue					
Telcom Income	$2,867,825.44	$2,634,333.37	$32,578,388.84	$31,612,000.00	($966,388.84)
Prepay Fee Income	632,635.52	250,000.00	2,609,710.61	3,000,000.00	390,289.39
PSAP 911 Services Payments	416,446.31	328,470.25	4,398,302.37	3,941,643.00	(456,659.37)
Imagery Cost Share	0.00	9,583.37	100,000.00	115,000.00	15,000.00
Grant Income	396,058.41	0.00	1,562,151.34	0.00	(1,562,151.34)
Interest Income	706.14	5,833.37	6,980.26	70,000.00	63,019.74
Total Revenue	**$4,313,671.82**	**$3,228,220.36**	**$41,255,533.42**	**$38,738,643.00**	**($2,516,890.42)**
PSAP Expenses					
PSAP Payments	1,759,448.50	1,838,484.37	20,508,584.09	22,061,812.00	1,553,227.91
PSAP Minimum Quarterly Payments	282,845.97	131,134.87	1,580,036.46	1,573,618.00	(6,418.46)
Total PSAP Expenses	**$2,042,294.47**	**$1,969,619.24**	**$22,088,620.55**	**$23,635,430.00**	**$1,546,809.45**
Operating Expenses					
Personnel Contracts	12,243.32	13,395.00	149,710.21	160,740.00	11,029.79
Council Meeting Expenses	121.21	1,299.89	2,243.95	15,600.00	13,356.05
Committee Meeting Expenses	0.00	333.48	0.00	4,000.00	4,000.00
Other Administrative Costs	3,475.15	7,708.13	53,698.05	92,498.00	38,799.95
Total Operating Expenses	**$15,839.68**	**$22,736.50**	**$205,652.21**	**$272,838.00**	**$67,185.79**
Contractual Costs					
AT&T Service Contracts	746,122.30	697,754.89	8,911,948.46	8,373,060.00	(538,888.46)
LCPA Contract	12,039.50	12,039.50	144,474.00	144,474.00	0.00
Non-Admin. Contract Staff Expenses	26,944.78	37,816.63	322,582.16	453,800.00	131,217.84

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Other Contract Costs	434,150.52	183,931.22	1,725,096.64	2,207,172.00	482,075.36
Grant Expenses	288,905.87	0.00	672,807.62	0.00	(672,807.62)
Total Contractual Costs	**$1,508,162.97**	**$931,542.24**	**$11,776,908.88**	**$11,178,506.00**	**($598,402.88)**
Total Expenses	**3,566,297.12**	**2,923,897.98**	**34,071,181.64**	**35,086,774.00**	**1,015,592.36**
Other Income					
Investment Interest/Dividends	17,354.71	0.00	236,225.56	0.00	(236,225.56)
Gain/Loss on Investment	(18,032.15)	0.00	(312,816.99)	0.00	312,816.99
Total Other Income	**($677.44)**	**$0.00**	**($76,591.43)**	**$0.00**	**$76,591.43**
Other Expense					
Investment Fees	7,119.06	0.00	59,302.45	0.00	(59,302.45)
Total Other Expense	**$7,119.06**	**$0.00**	**$59,302.45**	**$0.00**	**($59,302.45)**
Net Other Income and Expense	**($7,796.50)**	**$0.00**	**($135,893.88)**	**$0.00**	**$135,893.88**
Net Change in Net Assets	**$739,578.20**	**$304,322.38**	**$7,048,457.90**	**$3,651,869.00**	**($3,396,588.90)**
Operating Expense Percentage			**0.52%**		

Kansas 911 Coordinating Council
911 State Fund
For the Twelve Months Ending Friday, December 31, 2021

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 21 Budget Remaining
Revenue					
Telcom Income	$2,133,776.20	$2,634,333.37	$24,171,590.87	$31,612,000.00	$7,440,409.13
Interest Income	191.61	1,944.49	1,779.62	23,333.33	21,553.71
Total Revenue	**$2,133,967.81**	**$2,636,277.86**	**$24,173,370.49**	**$31,635,333.33**	**$7,461,962.84**
PSAP Expenses					
PSAP Payments	1,759,448.50	1,838,484.37	20,508,584.09	22,061,812.00	1,553,227.91
PSAP Minimum Quarterly Payments	282,845.97	131,134.87	1,580,036.46	1,573,618.00	(6,418.46)
Total PSAP Expenses	**$2,042,294.47**	**$1,969,619.24**	**$22,088,620.55**	**$23,635,430.00**	**$1,546,809.45**
Operating Expenses					
Other Administrative Costs	268.15	116.63	2,863.58	1,400.00	(1,463.58)
Total Operating Expenses	**$268.15**	**$116.63**	**$2,863.58**	**$1,400.00**	**($1,463.58)**
Total Expenses	**2,042,562.62**	**1,969,735.87**	**22,091,484.13**	**23,636,830.00**	**1,545,345.87**
Other Income					
Investment Interest/Dividends	3,435.48	0.00	52,856.50	0.00	(52,856.50)
Gain/Loss on Investment	(3,547.45)	0.00	(68,728.89)	0.00	68,728.89
Total Other Income	**($111.97)**	**$0.00**	**($15,872.39)**	**$0.00**	**$15,872.39**

Other Expense

Investment Fees	1,794.01	0.00	14,608.79	0.00	(14,608.79)
Total Other Expense	**$1,794.01**	**$0.00**	**$14,608.79**	**$0.00**	**($14,608.79)**
Net Other Income and Expense	**($1,905.98)**	**$0.00**	**($30,481.18)**	**$0.00**	**$30,481.18**
Net Change in Net Assets	**$89,499.21**	**$666,541.99**	**$2,051,405.18**	**$7,998,503.33**	**$5,947,098.15**

Kansas 911 Coordinating Council
911 Operations Fund
For the Twelve Months Ending Friday, December 31, 2021

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 21 Budget Remaining
Revenue					
Telcom Income	$703,545.97	$0.00	$8,057,416.61	$0.00	($8,057,416.61)
Prepay Fee Income	632,635.52	250,000.00	2,609,710.61	3,000,000.00	390,289.39
PSAP 911 Services Payments	416,446.31	328,470.25	4,398,302.37	3,941,643.00	(456,659.37)
Imagery Cost Share	0.00	9,583.37	100,000.00	115,000.00	15,000.00
Grant Income	396,058.41	0.00	1,562,151.34	0.00	(1,562,151.34)
Interest Income	486.25	1,944.39	4,952.30	23,333.34	18,381.04
Total Revenue	**$2,149,172.46**	**$589,998.01**	**$16,732,533.23**	**$7,079,976.34**	**($9,652,556.89)**
Operating Expenses					
Personnel Contracts	12,243.32	13,395.00	149,710.21	160,740.00	11,029.79
Council Meeting Expenses	121.21	1,299.89	2,243.95	15,600.00	13,356.05
Committee Meeting Expenses	0.00	333.48	0.00	4,000.00	4,000.00
Other Administrative Costs	3,207.00	7,474.87	50,834.47	89,698.00	38,863.53
Total Operating Expenses	**$15,571.53**	**$22,503.24**	**$202,788.63**	**$270,038.00**	**$67,249.37**
Contractual Costs					
AT&T Service Contracts	746,122.30	697,754.89	8,911,948.46	8,373,060.00	(538,888.46)
LCPA Contract	12,039.50	12,039.50	144,474.00	144,474.00	0.00
Non-Admin. Contract Staff Expenses	26,944.78	37,816.63	322,582.16	453,800.00	131,217.84
Other Contract Costs	434,150.52	183,931.22	1,725,096.64	2,207,172.00	482,075.36
Grant Expenses	288,905.87	0.00	672,807.62	0.00	(672,807.62)
Total Contractual Costs	**$1,508,162.97**	**$931,542.24**	**$11,776,908.88**	**$11,178,506.00**	**($598,402.88)**

Total Expenses	**1,523,734.50**	**954,045.48**	**11,979,697.51**	**11,448,544.00**	**(531,153.51)**
Other Income					
Investment Interest/Dividends	13,919.23	0.00	183,369.06	0.00	(183,369.06)
Gain/Loss on Investment	(14,484.70)	0.00	(244,088.10)	0.00	244,088.10
Total Other Income	**($565.47)**	**$0.00**	**($60,719.04)**	**$0.00**	**$60,719.04**
Other Expense					
Investment Fees	5,325.05	0.00	44,693.66	0.00	(44,693.66)
Total Other Expense	**$5,325.05**	**$0.00**	**$44,693.66**	**$0.00**	**($44,693.66)**
Net Other Income and Expense	**($5,890.52)**	**$0.00**	**($105,412.70)**	**$0.00**	**$105,412.70**
Net Change in Net Assets	**$619,547.44**	**($364,047.47)**	**$4,647,423.02**	**($4,368,567.66)**	**($9,015,990.68)**

Kansas 911 Coordinating Council
911 State Grant Fund
For the Twelve Months Ending Friday, December 31, 2021

	Current Period	Current Period Budget	Current YTD	Budget YTD	FY 21 Budget Remaining
Revenue					
Telcom Income	$30,503.27	$0.00	$349,381.36	$0.00	($349,381.36)
Interest Income	28.28	1,944.49	248.34	23,333.33	23,084.99
Total Revenue	**$30,531.55**	**$1,944.49**	**$349,629.70**	**$23,333.33**	**($326,296.37)**
Operating Expenses					
Other Administrative Costs	0.00	116.63	0.00	1,400.00	1,400.00
Total Operating Expenses	**$0.00**	**$116.63**	**$0.00**	**$1,400.00**	**$1,400.00**
Total Expenses	**0.00**	**116.63**	**0.00**	**1,400.00**	**1,400.00**
Net Change in Net Assets	**$30,531.55**	**$1,827.86**	**$349,629.70**	**$21,933.33**	**($327,696.37)**

2023 Work Plan for 911 Coordinating Council

Scheduled Council Meetings for 2023:
- January 20, 2023 (Fri) (Web Conference)
- April 14, 2023 (Mon) (Web Conference)
- June 9, 2023 (Fri) (Web Conference)
- August 25, 2023 (Fri) (Topeka)
- October 27, 2023 (Fri) (Web Conference)
- December 8, 2023 (Fri) (Web Conference)

OBJECTIVES:

A. Executive Committee   **Date Due**

ACTIVITIES: Oversight of Local Collection Point Administrator (LCPA) contract services; monitor 911 revenue collection and approve Council budget; identify Administrative Regulations needed; distribute prepaid wireless 911 fees in excess of $3 million/year; provide guidance to Public Safety Answering Points (PSAPs) on use of 911 funds; monitor telecommunications service provider compliance with 911 Act requirements and Regulation; Conduct annual review of LCPA. Oversight of Council's Communications Plan, portal and web-site services to provide timely and relevant information to PSAPs and to provide access by stakeholders to information, guidance, standards, and general information from the Council; Evaluate strategies and recommendations of Strategic Plan update, due February 28, 2023; Accept and/or modify strategies, timelines, priorities, fiscal objectives, and staff recommendations; facilitate multi-jurisdictional implementation efforts identified in plan; take specific actions to implement strategies and goals in the plan; evaluate any legislative action needed to implement strategies; monitor plan implementation progress and update it with accomplishments, revised priorities, and changes in strategies and goals.

1. **Perform Statutory Council Responsibilities**
   - **Conduct annual review of LCPA**   **06/09/23**
   - **Draft 2023 Budget and Workplan to Council**   **10/04/23**
   - **Adopt 2023 Budget and Workplan**   **12/08/23**

2. **Annual Reports to Legislature, Federal Communications Commission (FCC), National 911 Profile Database**
   - **FCC report due**   **06/30/23**
   - **Profile Database update due**   **07/01/23**
   - **Present draft Legislative report to Council**   **11/27/23**
   - **Approve final legislative report Council**   **12/08/23**
   - **Send legislative report to Legislative Committees**   **01/15/24**

3. **Statewide Strategic Plan for Implementation of Next Generation 911 (NG911) Services**
   - **Updated Strategic Plan draft provided to Council**   **02/28/23**
   - **Council adoption of updated Strategic Plan**   **04/14/23**
   - **Infrastructure Workshop (Roadmap review)**   **04/18/23**
   - **Infrastructure Workshop Update**   **08/29/23**

- **Strategic Planning Workshop**   **09/28/23**
- **Exec Committee Strategic Planning Workshop**   **09/29/23**

4. **Council Operations**
   - **Review and revise business case**   **03/31/23**
   - **Review and revise business case**   **06/30/23**
   - **Review and revise business case**   **09/30/23**
   - **Review and revise business case**   **12/31/23**
   - **Review State Grant Fund policy**   **12/31/23**
   - **Management of Federal 911 Grant projects**   **As Needed**
   - **Present EMDTC Deployment Policy to Council**   **12/08/23**

5. **Ensure that appointments for Coordinating Council Positions are made**
   - **Provide notice to stakeholders of vacancies that will be pending Governor's appointment effective July 1st**   **01/15/23**
   - **Mentoring and Orientation of New Council Members (Council & Committees)**   **Ongoing**
   - **Monitor Council COOP, including succession planning**   **Ongoing**

6. **State Outreach**
   - **Review, and revise if needed, overall communications plan**   **04/01/23**
   - **Ensure that every project addresses communication with stakeholders as a part of the project plan**   **Ongoing**
   - **Support and identify opportunities for collaboration with state, local, federal and other entities**   **Ongoing**
   - **Bi-Annual newsletter development and distribution**   **Ongoing**
   - **MARC / Council Roadmap Meeting**   **03/31/23**
   - **MARC / Council Roadmap Meeting**   **11/30/23**
   - **Attend Meetings of State agencies and other entities, as requested for support of 911 related matters (SIAC, 988 etc.)**   **As Sched**

7. **National Outreach**
   - **Execute projects of 911 Grant Program application if needed**   **Ongoing**
   - **ESInet to ESInet interconnections and call transfers**   **Ongoing**
   - **ESInet to Legacy surrounding states interconnection**   **Ongoing**
   - **Remain aware and engaged with other State Programs**   **Ongoing**

8. **Legislation / Administrative Regulations**
   - **Present testimony in support of changes to Kansas 911 Act or other state legislation impacting 911**   **As Needed**
   - **Monitor and comment on federal legislation affecting 911**   **Ongoing**

9. **Ongoing for other activities**   **12/31/23**

B. Operations Committee   **Due Date**

ACTIVITIES: Expenditure Review Sub-Committee reviews compiled PSAP financial report information for 911 expenditures and make decisions regarding approval; Identify additional

information for expenditure report content and prepare reports. Assist in providing technical and requested operational guidance to PSAPs and other Council Committees; Develop policy and a public education plan for Real-Time-Text-to-911 (RTT-to-911), outbound text, and other i3 enhancements on the statewide NG911 system; Deliver PSAP and public education on Council projects; Review and respond to requests from the stakeholder community regarding 911 specific applications; Support implementation of additional i3 services to the NG911 System ecosystem; Evaluate creation of training cadre and recommend action to Council; Review and provide input on EMDTC deployment policy; Continue migration of final two eligible PSAPs onto the statewide NG911 System upon request of PSAPs; Review training, change management, risk management, governance and Incident Management plans for any necessary modifications.

1. **Facilitate Communication among Council and Stakeholders**
   - **PSAP financial expenditure reports due.** **03/01/23**
   - **Review 911 fee expenditures for approval determination** **08/31/23**
   - **Provide expenditure review reports and support Council in appeal hearings of decisions made by the ERC in regard to approval determinations** **As Needed**
   - **Support Council in appeal hearings to KS Dept. of Administrative Hearings** **As Needed**
   - **Evaluate identified additional hardware needs of PSAPs** **Ongoing**
   - **Support bi-annual newsletter development and distribution** **Ongoing**

2. **Public Education/Tech Policy/Training Sub-Committee**
   - **Continue bi-weekly "PSAP Admin" telecon** **Ongoing**
   - **Explore Frontline PST outreach methodologies** **Ongoing**
   - **Support bi-annual newsletter development and distribution** **Ongoing**
   - **Develop mandatory technology training curriculum for System, including delivery methods and development of training cadre** **Ongoing**
   - **Facilitate hands-on technology training** **As Needed**
   - **Review sample policy and procedures for needed update** **Ongoing**
   - **Update or create PSA's as needed** **Ongoing**
   - **Update website as needed** **Ongoing**
   - **Update training video on Text-to-911** **07/01/23**
   - **Develop training for enhancements and new features** **TBD**
   - **Develop sample policy for enhancements and new features** **TBD**
   - **Continue partnerships with the KCDHH, KCSDV, 988 and other advocacy groups** **Ongoing**
   - **Support bi-annual newsletter development and distribution** **Ongoing**

3. **Ongoing for other activities** **Ongoing**

C. Technical/Security Committee **Due Date**

ACTIVITES: Ongoing monitoring of emerging cybersecurity threats and implementation of plans to reduce associated risks. Monitoring of progress towards improved location accuracy. Review release notes for Vesta software upgrades for potential risk. Provide

technical and security review of planned i3 service additions to the NG911 system. Review technical and security implications of Public Safety Broadband integration to the NG911 system. Evaluate and monitor technical and security implications of RapidDeploy RadiusPlus upgrades. Monitor and evaluate bandwidth needs and potential network modifications to facilitate increased bandwidth or network performance. Manage Incident Management plan updates and enhancements. Monitor implications of FirstNet interconnection on the call handling system. Monitor progress of telecommunications service provider interconnection with ESInet. Evaluate and monitor implementation of enhancements and new features. Evaluate need, technical specifications and security risks of Internet of Things (IoT) interface to the call handling network.

1. **Ongoing for all activities**   **Ongoing**

2. **Explore implementation of forest guide database for inner-system communication with state and nationwide PSAP partners**   **12/31/23**

D. GIS Committee

ACTIVITES: Provide needed GIS data work in support of NG911 System enhancements; Provide oversite of GIS data maintenance to ensure that all Kansas jurisdictions remain in compliance with required maintenance; Conduct quality assurance testing of GIS data maintenance submissions; Submit maintenance updates to EGDMS as needed; Support PSAP migration from MSAG to Geo-MSAG for any additional PSAPs implementing statewide system; Monitor and manage transition to Public Safety Platform (PSP) data management platform; Support refresh of aerial imagery; Provide continuing training for GIS Data Stewards and GIS Data Maintainers.

1. **Refresh statewide aerial imagery in 2023/24 flying season**   **12/31/23**

2. **Participate in RapidDeploy CAB and report out to Exec. Comm.**   **Ongoing**

3. **Ongoing for other activities**   **Ongoing**

4. **Explore visualization of Z-axis data for PSTs, including indoor mapping**   **Ongoing**

5. **GIS data model update**   **12/31/23**

December 31, 2023: Legislature's Division of Post Audit will have completed an audit of the 911 system as set out in KSA 12-5377(c) .

2024 Legislative Session: Legislature shall review the 911 Act (KSA 12-5377(d)).

911 Coordinating Council Calendar of Events

Date	Activity
01/15/23	**Provide notice to stakeholders of vacancies that will be pending Governor's appointment effective July 1st**
02/28/23	**Updated Strategic Plan draft provided to Council**
03/01/23	**PSAP financial expenditure reports due.**
03/31/23	**Review and revise business case**
03/31/23	**MARC / Council Roadmap Meeting**
04/01/23	**Review, and revise if needed, overall communications plan**
04/14/23	**Council adoption of updated Strategic Plan**
04/18/23	**Infrastructure Workshop (Roadmap review)**
06/09/23	**Conduct annual review of LCPA**
06/30/23	**FCC report due**
06/30/23	**Review and revise business case**
07/01/23	**Profile Database update due**
07/01/23	**Update training video on Text-to-911**
08/29/23	**Infrastructure Workshop Update**
08/31/23	**Review 911 fee expenditures for approval determination**
09/28/23	**Strategic Planning Workshop**
09/29/23	**Exec Committee Strategic Planning Workshop**
09/30/23	**Review and revise business case**
10/04/23	**Draft 2023 Budget and Workplan to Council**
11/27/23	**Present draft Legislative report to Council**
11/30/23	**MARC / Council Roadmap Meeting**
12/08/23	**Adopt 2023 Budget and Workplan**
12/08/23	**Approve final legislative report Council**
12/08/23	**Present EMDTC Deployment Policy to Council**
12/31/23	**Review and revise business case**
12/31/23	**Review State Grant Fund policy**
12/31/23	**Explore implementation of forest guide database for inner-system communication with state and nationwide PSAP partners**
12/31/23	**Refresh statewide aerial imagery in 2023/24 flying season**
12/31/23	**GIS data model update**
01/15/24	**Send legislative report to Legislative Committees**

Appendix D – 2023 Budget

Kansas 911 Coordinating Council
2023 Budget

	2021 Actual	2022 Actual (6/30/22)	2022 Budget	2023 Budget
Revenue				
Telcom Income	31,678,149	16,241,691	31,612,000	32,483,382
Prepay Fee Income	2,723,715	1,237,551	2,263,014	2,475,102
PSAP 911 Services Payments	4,016,566	2,327,608	4,700,000	4,808,000
Imagery Cost Share	0	0	0	0
Interest Income	41,319	43,313	15,000	43,313
Total Revenue	**38,459,749**	**19,850,163**	**38,590,014**	**39,809,797**
PSAP Expenses				
PSAP Payments	20,354,816	10,342,367	20,500,000	20,684,734
PSAP Minimum Quarterly Payments	1,595,106	1,005,375	1,650,000	2,010,750
Total PSAP Expenses	**21,949,922**	**11,347,742**	**22,150,000**	**22,695,484**
Council Administrative Expenses				
Salaries	273,500	74,595	149,189	162,168
Office Supplies	621	533	500	600
Telephone	260	725	3,000	3,000
Required Conference Expenses - Staff	0	642	5,000	5,000
Travel Expense - Staff	5,349	1,245	5,000	5,000
Vehicle Fuel	1,848	797	2,700	2,700
Vehicle Insurance & Registration	0	0	4,000	4,000
Vehicle Repairs & Maintenance	70	70	750	750
Vehicle Purchase/Replacement	50,716	0	0	0
Personnel Contracts	**332,364**	**78,607**	**170,139**	**183,218**
Legislative Pay	443	266	7,500	7,500
Interpreters	1,137	0	1,200	1,200
Meeting Expenses - Council	0	0	500	500
Meal/Travel Expense - Council	120	5,342	5,000	5,000
Conference Call Service	2,728	195	1,400	1,400
Council Meeting Expenses	**4,428**	**5,803**	**15,600**	**15,600**
Meeting Expense - Committee				
GIS Committee	0	0	1,000	1,000
Operations Committee	0	0	1,000	1,000
Technical/Security Committee	0	0	1,000	1,000
Training Committee	0	0	1,000	1,000
Committee Meeting Expenses	**0**	**0**	**4,000**	**4,000**

Audit Fees	*0*	*15,635*	*10,000*	*10,500*
LPA Audit	*0*	*0*	*0*	*165,000*
State Registration Fees (Publication)	*0*	*0*	*500*	*500*
Bank Fees	*4,077*	*1,572*	*4,200*	*4,200*
PM Contract - Council Admin	*0*	*13,985*	*37,440*	*27,000*
Public Relations - Council	*0*	*0*	*3,000*	*3,000*
Membership Dues	*1,468*	*692*	*1,500*	*1,500*
Travel & Meals - Non Training	*666*	*1,475*	*3,000*	*3,000*
State Conferences and Training				
Registrations	*880*	*0*	*750*	*750*
Travel & Meals	*139*	*0*	*1,500*	*1,500*
Other Conference Expenses	*0*	*0*	*250*	*250*
National Conferences				
Registrations	*1,024*	*950*	*3,850*	*3,850*
Travel & Meals	*4,815*	*5,322*	*15,000*	*15,000*
Other National Conference Expenses	*0*	*253*	*500*	*500*
Other Administrative Costs	**13,069**	**39,884**	**81,490**	**236,550**
Total Council Admin Expenses	**349,862**	**124,294**	**271,229**	**439,368**
Contractual Costs				
AT&T - ASE Network	*0*	*0*	*0*	*1,500,000*
AT&T - AVPN Access	*1,017,642*	*555,626*	*1,200,000*	*300,000*
AT&T - POTS Router Circuits	*42,773*	*23,735*	*48,250*	*12,100*
AT&T - Call Handling	*1,254,932*	*1,025,986*	*1,990,000*	*2,052,000*
AT&T - AVPN Ports	*319,024*	*265,603*	*500,000*	*133,000*
AT&T - T1 Backup Circuits	*5,874*	*1,499*	*3,000*	*3,000*
AT&T - MIS	*16,735*	*0*	*0*	*0*
AT&T - Service Manager	*174,996*	*95,683*	*195,000*	*195,000*
AT&T - EOD-CCS	*8,705*	*0*	*0*	*0*
AT&T Mobility/FirstNet - LTE Backup	*43,555*	*30,164*	*55,800*	*65,000*
AT&T - TCC Services	*156,030*	*78,015*	*200,000*	*160,000*
AT&T - ESI Net	*3,261,344*	*1,792,976*	*3,920,000*	*3,920,000*
AT&T - Legacy Charges	*164,421*	*84,002*	*175,000*	*175,000*
AT&T - RapidDeploy	*760,655*	*430,824*	*1,500,000*	*1,500,000*
AT&T - NBFW	*52,096*	*33,955*	*60,000*	*15,000*
AT&T - Security	*6,500*	*0*	*10,000*	*0*
AT&T Service Contracts	**7,285,282**	**4,418,068**	**9,857,050**	**10,030,100**
LCPA Contract	**132,650**	**73,681**	**147,362**	**150,310**
Non-Admin. Contract Staff Expenses				
Salaries	*0*	*160,125*	*320,250*	*341,472*
Required Conference Expenses - Staff	*0*	*5,080*	*20,000*	*35,000*
Travel Expense - Staff	*0*	*3,589*	*35,000*	*44,000*
Vehicle Fuel	*0*	*1,269*	*9,300*	*10,100*
Vehicle Insurance & Registration	*0*	*0*	*12,000*	*13,000*

Vehicle Repairs & Maintenance	0	336	2,250	2,450
Vehicle Purchase/Replacement	0	0	0	0
Non-Admin. Contract Staff Expenses		*170,399*	*398,800*	**446,022**
Legal Representation	26,218	3,863	45,000	45,000
ITSS Contract	217,394	102,663	204,000	0
PM Contract	214,314	55,939	149,760	108,000
Imagery Contract	0	0	0	0
DASC Contract	540,000	125,000	250,000	425,000
Website Devo and Maintenance		0	7,500	7,500
Cloud Services for Geocoding		0	8,500	8,500
Dickinson County Contract	29,370	60,210	58,741	0
Public Relations	1,828	773	12,000	12,000
Training - Admin Day & Regional	1,526	10,000	25,000	25,000
EMDTC Purchase		0	145,000	1,000,000
Onsite Training - EMDTC	0	0	6,400	14,400
EMDTC Deployment Costs	0	0	8,000	8,000
Technical Supplies and Equipment	2,221	978	40,000	65,000
Learning Management System	(125)	1,350	17,200	18,700
Esri ELAContract (KS OITS)	20,160	32,648	32,680	32,680
Security Audit Costs			11,500	395,400
Other Contract Costs	**1,185,556**	**393,424**	**1,021,281**	**2,165,180**
Total Contractual Costs	**8,470,838**	**5,055,572**	**11,823,293**	**12,791,612**
Total Expenses	**30,770,622**	**16,527,608**	**34,244,522**	**35,926,464**
Operating Expense Percentage	**0.91%**	**0.63%**	**0.70%**	**1.10%**

Appendix E – Kansas NG911 Timeline

- 2011 - Council Created with passage of the Act

- 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 11 PSAPs go live on system

- 2016 - 35 additional PSAPs go live. Total is 46.

- 2017 - 29 additional PSAPs go live. Total is 75.
    SMS Text-to-911 goes live; first success story comes within one week of implementation.

- 2018 - 13 additional PSAPs go live. Total is 88.
    Migration of system to Nationwide ESInet – (first in the nation).

- 2019 - five (5) additional PSAPs go live. Total is 93.
    All PSAPs on the system migrated to ESInet in RFAI configuration.
    HB2084 modifies 911 Act: Governor signed 4/16/19; enrolled as law 7/1/19.

- 2020 - five (5) additional PSAPs go live. Total is 98.

- 2021 - six (6) additional PSAPs go live. Total is 104
    AVPN bandwidth expansion enhances mapping efficiency. Two (2) PSAPs consolidated with neighboring reducing total PSAP count to 102.

- 2022 – three (3) additional PSAPs go live. Total is 105. Additionally there are six (6) backup sites and one (1) mobile command vehicle operating on the statewide system. This leaves two (2) eligible PSAPs in Kansas that remain on legacy, standalone systems. In 2022 we began a refresh of the network infrastructure to AT&T Switched Ethernet (ASE). This provides additional bandwidth to every PSAP, a broadband connection and use of FirstNet Band 14 as alternate connections for host connectivity, all at a similar cost to our existing AVPN network. Migration of originating service providers (OSPs) to direct connection to ESInet is underway. The system was expanded with the addition of a 3rd Host and with Automatic Abandoned Callback (AAC) currently being implemented.

Appendix F – Federal 911 Grant

A federal grant program created by the Middle Class Tax Relief and Job Creation Act of 2012 and administered by the National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA), through the National 911 Program became available in 2019. The grant is a 60% federally funded matching grant. The Council applied for and secured a Federal 911 Grant ("Grant") on August 16, 2018. The Council was awarded a grant of $2,759,782 of which $1,800,000 was used to fund subgrants to Kansas 911 Communications Centers for implementation of NG911. The balance of the federal grant was used for implementing a portion of the mapping system upgrade for the statewide system. The grant was closed out in 2022 with all funds expended. The projects funded with these grant funds are listed below:

> Project-1 provided **PSAP reimbursement subgrants**. The Council formed the Federal Subgrant Committee to oversee PSAP applications based on grant rules. Applications to the Council for subgrants satisfied both the allowable requirements under Kansas law and the Federal grant. Subgrants, required a minimum cost of $6,000 for any project and no more than $300,000. The PSAP period of performance expired in November 2021 to ensure adequate time (4 months) to finalize all grants with the federal government. These grants were used by PSAPs to fund replacement of logging recorders with NG911 capable recorders, console radio system acquisition, microwave upgrades, acquisition of Emergency Medical Dispatch (EMD) software and quality assurance software for EMD programs.

> Project-2 partially funded our **RapidDeploy Radius Plus** replacement mapping application of our hosted platform. The Grant funding ends March 31, 2022. Details of the grant are provided below.

> Project-3 funded a pilot project for building footprint acquisition in portions of our aerial imagery. The footprint data collected will be used as the base for creating future enhanced data for Z-axis mapping.

The table below provides an overview of Grant allocation. Construction is not an allowable expense under Grant rules since the intent of the Grant is to foster and motivate states to implement NG911. All expenditures must meet both Federal and Kansas 911 Act allowability rules.

Grant Recipient	Description	Order	Project Total	Actual Match	Grant
Woodson	Voice Recorder	1	$21,349.70	$8,539.88	$12,809.82
Nemaha	Voice Recorder	2	$37,774.00	$15,109.60	$22,664.40
Chanute	*PSAP Radio Equip*	*3*	*$66,289.30*	*$0.00*	*$0.00*
Haskell	Voice Recorder	4	$17,857.00	$7,142.80	$10,714.20
Butler	Voice Recorder	5	$35,121.00	$14,048.40	$21,072.60
Allen	EMD	6	$35,198.00	$14,079.20	$21,118.80
Douglas	Voice Recorder	7	$33,362.00	$13,344.80	$20,017.20
Liberal/Seward	Radio Infrastructure	8	$603,530.00	$303,530.00	$300,000.00
Dickinson	Radio Infrastructure	9	$150,619.50	$60,247.80	$90,371.70
Sherman	PSAP Radio Equip	10	$26,743.50	$10,697.40	$16,046.10

Hodgeman	PSAP Radio Equip	11	$37,915.79	$15,166.32	$22,749.47
Clay	EMD	12	$23,469.46	$9,387.78	$14,081.68
Mitchell	Voice Recorder	13	$18,666.00	$7,466.40	$11,199.60
MARC	Broadband Inf	14	$1,169,734.00	$869,734.00	$300,000.00
Stafford	Voice Recorder	15	$31,910.00	$12,764.00	$19,146.00
Lyon	EMD	16	$138,052.00	$55,220.80	$82,831.20
Miami	Radio Infrastructure	17	$473,788.00	$189,515.20	$284,272.80
Sherman	Voice Recorder	18	$35,217.00	$14,086.80	$21,130.20
Hutch/Reno	Voice Recorder	19	$98,825.00	$39,530.00	$59,295.00
Comanche	Voice Recorder	20	$12,865.00	$5,146.00	$7,719.00
Atchison	Voice Recorder	21	$20,898.00	$8,359.20	$12,538.80
Crawford	Voice Recorder	22	$15,798.00	$6,319.20	$9,478.80
Riley	Voice Recorder	23	$120,264.00	$48,105.60	$72,158.40
Colby/Thomas	Voice Recorder	24	$20,906.00	$8,362.40	$12,543.60
Republic	PSAP Radio Equip	25	$18,480.56	$7,392.22	$11,088.34
Saline	CAD	26	$176,515.00	$69,406.00	$104,109.00
Colby/Thomas	PSAP Radio Equip	27	$167,642.56	$67,057.02	$100,585.54
Greenwood	Voice Recorder	28	$44,992.00	$17,996.80	$26,995.20
Ellis	Radio Infrastructure	29	$18,938.00	$7,575.20	$11,362.80
Mitchell	PSAP Radio Equip	30	$115,104.47	$46,041.79	$69,062.68
Greeley	PSAP Radio Equip	31	$112,190.19	$79,353.12	$32,837.07

Kansas NG911 Strategic Plan 2022-2024

Originated   September 28, 2022
Last revised   December 15, 2022
Approved   TBD (February 2023)

Prepared by   Council Executive Committee
Prepared for   Kansas 911 Coordinating Council

Letter from the Chair

Kansas continues to lead the nation in Next-Generation 9-1-1 (NG911) services. This leadership provides our residents and visitors with the most advanced 9-1-1 public safety platform available. Our 3-year strategic plan ensures that Kansas retains our 9-1-1 leadership. For example, we will be investigating ways to enhance school safety using advanced NG911 applications.

We are grateful to the Kansas 911 Coordinating Council ("Council") for their foresight and vision. We are indebted to Local Collection Point Administrator (LCPA) for providing the extraordinary staff that relentlessly makes Kansas NG911 the daily success that it is. Our NG911 achievement would not be possible without the many Public Safety Answering Points (PSAP) volunteers that serve on our committees. Our primary platform provider AT&T provides state-of-the-art ingenuity for our statewide NG911 services. Finally, we look forward to collaborating with the Division of Post Audit in 2023 to further improve Kansas NG911. Together, our team of public safety professionals makes Kansas NG911 exceptional, and it is a pleasure for me to serve with them.

Chief Dick Heitschmidt, Chair

Kansas 911 Coordinating Council

Executive Summary

Kansas NG911 is a statewide offering of a digital system that allows voice and data information to be shared among the public, 9-1-1 centers and first responders. The purpose of NG911 strategic planning is to determine the future needs of Kansas 911 technology while ensuring that the annual $39 million NG911 business plan supports those future needs. Using a 3-year planning window, our strategic plan attempts to anticipate the introduction of existing and anticipated functionality that will improve the reliability and effectiveness of our 911 infrastructure. The essential goal and purpose are preserving our initial investment in NG911, while ensuring sufficient and adequate resources to provide Kansans with state-of-the-art 911 public safety technology. The table below summarizes our overall strategy. Details are provided in subsequent sections.

Year 2023	Year 2024	Year 2025
NG911 tech ops enhanced	NG911 tech ops enhanced	NG911 tech ops enhanced
Map Overlays*	Cloud-based Apps evaluated	Artificial Intel Apps evaluated
Call Handling software upgrade	Call Handling software upgrade	Call Handling software upgrade
Network Transport enhanced	Network Transport enhanced	Network Transport enhanced
Enhance Error Reporting Tools	Enhance Error Reporting Tools	Enhance Error Reporting Tools
Quinquennial LPA Audit	LPA Audit integration	LPA Audit assessment
PSAP NG911 refresher training	PSAP NG911 refresher Training	PSAP NG911 refresher Training
EMDTC** Build and Deliver	EMDTC Trials	EMDTC Exercises
Staffing Plan review / update	Staffing Plan review & update	Staffing Plan review & update
Orthoimagery review / update	Orthoimagery review / update	Orthoimagery review / update
Portal Tools review / update	Portal Tools review / update	Portal Tools review / update
GIS Data review / correction	GIS Data review / correction	GIS Data review / correction
LCPA contract assessment	LCPA contract replacement	LCPA contract assessment

* Our Mapping and Situational Awareness application integrates seamlessly with our Call Handling platform and Geographical Informational System (GIS) data model. Overlay possibilities might include control burns, livestock management and area flooding.

** The Emergency Mobile Dispatch and Training Center (EMDTC) is contingent on possible Federal and/or state grants, as well as raw materials availability.

Mission and Vision

The 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 NG911 service that responds anytime, anywhere, from any device 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 NG911 services.

Our 911 website has additional information https://www.kansas911.org.

Leadership and Governance

The Kansas 911 Act 12-5364(d) [Statute SB 50] stipulates that the Council shall be comprised of 26 members (17 voting members and 9 non-voting) who each serve a 3-year term. The Council is an elite team of hand-picked volunteers appointed by the governor. Each member is a subject matter expert having special background and experience with each critical element of 911 public safety.

LCPA Direct Support

The Kansas 911 Act 12-5364(d) [Statute SB 50] stipulates that the Local Collection Point Administrator (LCPA) "shall provide the council with any staffing necessary in carrying out the business of the council or effectuating the provisions of this act." The Council Chair serves as the liaison between the Council and the LCPA.

Each year, the LCPA conducts a Staffing Forecast. This analysis ensures that the Council has sufficient and adequate human resources to support the 3-year NG911 technical and operational forecast. As of January 1, 2023, the staffing headcount will be:

- Mainstream Nonprofit Solutions (our LCPA):
    - the equivalent of two (2.0) Full Time Employees (FTE), and a program director half-time provide administrative support and reporting.
    - independent contractors:
        - **Administrator** primarily oversees all technical and operational aspects of our NG911 system providers and stakeholders while representing Kansas at local, state, and national 911 organizations such as the Kansas legislature, National Association of State 911 Administrators (NASNA), Federal Communications Commission (FCC), National Emergency Number Association (NENA), Association of Public-Safety Communications Officials (APCO).
        - **Communication and Training Coordinator** primarily oversees our communication plan and training program for NG911 at the local, state, national level with stakeholders such as the Kansas legislature, National 911 Program Office, NENA, APCO.
        - **PSAP Liaison North** primarily supports our Public Safety Answering Points (PSAPs) in the northern half of the state with NG911 technical and operational guidance while staying abreast of the latest 911 standards recommended by NENA, APCO.
        - **PSAP Liaison South** primarily supports our Public Safety Answering Points (PSAPs) in the southern half of the state with NG911 technical and operational guidance while staying abreast of the latest 911 standards recommended by NENA, APCO.
- The Kansas Data Access and Support Center (DASC) provides 3.5 FTE GIS technical specialists for:
    - NG911 Program Portal
    - NG911 Imagery Management and Deployment
    - Hosted Call Handling Solution mapping support
    - GIS Data aggregation and publication to NG911 service providers
    - NG911 GIS Toolbox
    - GIS training and user support

- Kansas Department of Administration (KDoA) provides one independent contractor for NG911 program management (PM) support half-time.
- The Kansas 911 Act 12-5367 [Statute SB 50] stipulates that "the LCPA shall not be considered a state agency."

Staffing Study

Year 2023	Year 2024	Year 2025
Admin support headcount 2.5	Admin support headcount 2.5 replacement contract	Admin support headcount 2.5
Staffing headcount 4.0	Staffing headcount 4.0	Staffing headcount 4.0
DASC GIS headcount 3.5	DASC GIS headcount 3.5	DASC GIS headcount 3.5
Program management 0.5	Program management 0.5	*Program management 0.5*

Assumptions and conditions:

- Supporting the LPA Audit in 2023 as well as the LPA follow-up 2024-2025 adds additional workload that will assimilated by the above team.
- Unknown or uncertain technological changes in Kansas NG991 could affect staffing forecast.
- Unknown or uncertain Federal or State grants could affect staffing forecast.

Committee Support

The Council relies on the following committees to assist with NG911 development:

- Executive Committee
- Operations (Ops) Committee
- Expenditure Review Committee
- GIS Committee
- Technical and Security Committee
- Training Committee
- Public Education and Technology Committee.

By January 2023, the Training Committee and the Public Education and Technology Committee will be replaced by the "NG911 Policy and Education Committee." This is an example of how the Council continually investigates ways and methods for making NG911 operations more efficient and effective.

Joint OPS and GIS Committee meetings develop and manage on-going technical trade studies that consider new and emerging NG911 applications that may, or will, enhance Kansas NG911. Prospective applications are always run through our NG911 Business Case to assure affordability and sustainability.

LPA Audit

The Kansas 911 Act 12-5377 stipulates that every five (5) years, the Kansas Legislative Division of Post Audit conduct an audit of the Kansas 911 system to determine:

- If moneys received by the PSAPs is being used appropriately,
- If the amount of moneys collected are adequate (consider 911 fee increase)
- The status of the 911 service implementation.

The Audit Report for 2018 identified several constructive recommendations that have been implemented. The upcoming LPA Audit will commence around the middle of 2023 and finish around December 2023. The contractor for the LPA Audit will interview some of our partners and stakeholders to collect information relative to Kansas NG911 progress and performance relative to the Kansas 911 Act. After the contractor prepares its assessment Report, the Administrator, prepares a response to the findings of the Report. Then, the Report is briefed to the Legislative Post Auditor, head of the agency. Finally, the Report will be submitted to the Council, the LCPA, the Senate Committee on Utilities, the House Committee on Energy, Utilities and Telecommunications, and perhaps the Legislative Post Audit Committee (LPAC). The LPA Audit is instrumental and beneficial in assisting the Council to fine tune our strategic plan.

Operations and Sustainment

Technology Training

NG911 training is, and will remain, a big deal for several reasons. First, turnover in our PSAPs remains high. In most cases, new personnel require extensive initial training. Second, veteran Public Safety Telecommunicators (PSTs), formerly referred to as "911 dispatchers," need refresher training to stay proficient in their work. Third, NG911 is an ever-emerging technology with new applications that significantly enhance first response. As new features emerge, our PSAP administrators and frontline personnel need training in new capabilities.

Since training is crucial, Council staff has developed a multi-penetration approach to NG911 training. And the approach is constantly being reviewed and revised to effectuate sufficient and adequate training on the NG911 system. Here are a few examples:

- PSAP Bulletin, weekly
- PSAP Administrator Calls, bi-weekly
- Website notification
- Social media outreach (Facebook, LinkedIn, etc.)
- PSAP migration training, as required
- Kansas APCO training, bi-annual

Year 2023	Year 2024	Year 2025
PSAP refresher training	PSAP refresher training	PSAP refresher training
EMDTC Pilot trials training	EMDTC regional training	EMDTC regional training
EMDTC trainers: staff	EMDTC trainers: contracted	EMDTC trainers: contracted
Develop PSAP Training Package that ensures there are no security issues with new or emerging technology	Implement PSAP Training Package with updated security provisions	

PSAP training for migration to alternate host		

Refresher Training. With the high turnover in PSAP personnel, on-going refresher training in NG911 functionality, security and readiness is essential.

Federal and State Grants

We continually monitor the availability of Federal and State grants to augment our NG911 business plan.

Year 2023	Year 2024	Year 2025
Possible Kansas SPARK grant for EMDTC (pending)		Possible Federal grant US H.R. 7624 and Senate S.4117 Spectrum Innovation Act
Kansas Dept of Commerce grant for EMDTC (pending)		
Radius-RAVE-Trainfo Partner Pilot Phase-1/2 (Douglas, Shawnee Co's) CRISI and/or SMART / Fed grant award?	Radius-RAVE-Trainfo Partner Pilot Phase-3 Statewide deployment (CRISI and/or SMART / Fed grant award?)	

Plans and Policies

Communication is central to the success of Kansas NG911. Our program communication plan and policies are reviewed annually.

- **Legislative outreach**. Scott Ekberg, NG911 Administrator, annually reports and briefs the Senate Committee on Utilities, and the House Committee on Energy, Utilities and Telecommunications. Michele Abbott, our Communication Coordinator visits the Statehouse regularly to share the latest success and benefits of Kansas NG911. These and new efforts will continue over the next three years to keep our legislators informed and engaged on 911 public safety.
- **Local outreach**. Angie Murphy and Ellen Wernicke, Liaisons, keep our PSAPs well informed of latest updates on NG911. In addition, they offer an inter-active forum among PSAPs to cross-pollinate lessons learned. These and new efforts will continue over the next three years to ensure that our PSAPs are proficient in Kansas NG911.
- **National outreach**. Council staff will continue to attend national NG911 conferences and workshops in NG911 including GIS data modeling. For example, Sherry Massey serves on a national GIS task force. And Michele Abbott will continue to meet at least annually with national 911 decision makers. Scott Ekberg will continue to meet bi-annually with his NASNA counterparts. A national outreach strategy is crucial to Kansas NG911 for two primary reasons. First, it ensures that Kansas remains a national NG911 leader. Second, and more importantly, being engaged at the national level ensures the integrity of our financial investment in NG911. Angie Murphy and Ellen Wernicke will continue to attend national APCO and NENA conferences

to stay abreast of NG911 emerging technology, and to cultivate existing and new 911 partner relationships.

- **Partner outreach**. The Executive Committee and Council staff will continue to collaborate at least yearly with our partners to develop and coordinate tactical and strategic plans.

While the Kansas 911 Act defines and structures the delivery of 9-1-1 calls, our plans and policies guide our operations. As the NG911 infrastructure grows and matures, as it will, we continually revisit our plans and policies to ensure they remain sufficient and adequate. Our strategic planning anticipates and captures the fine-tuning of Kansas NG911 as shown below.
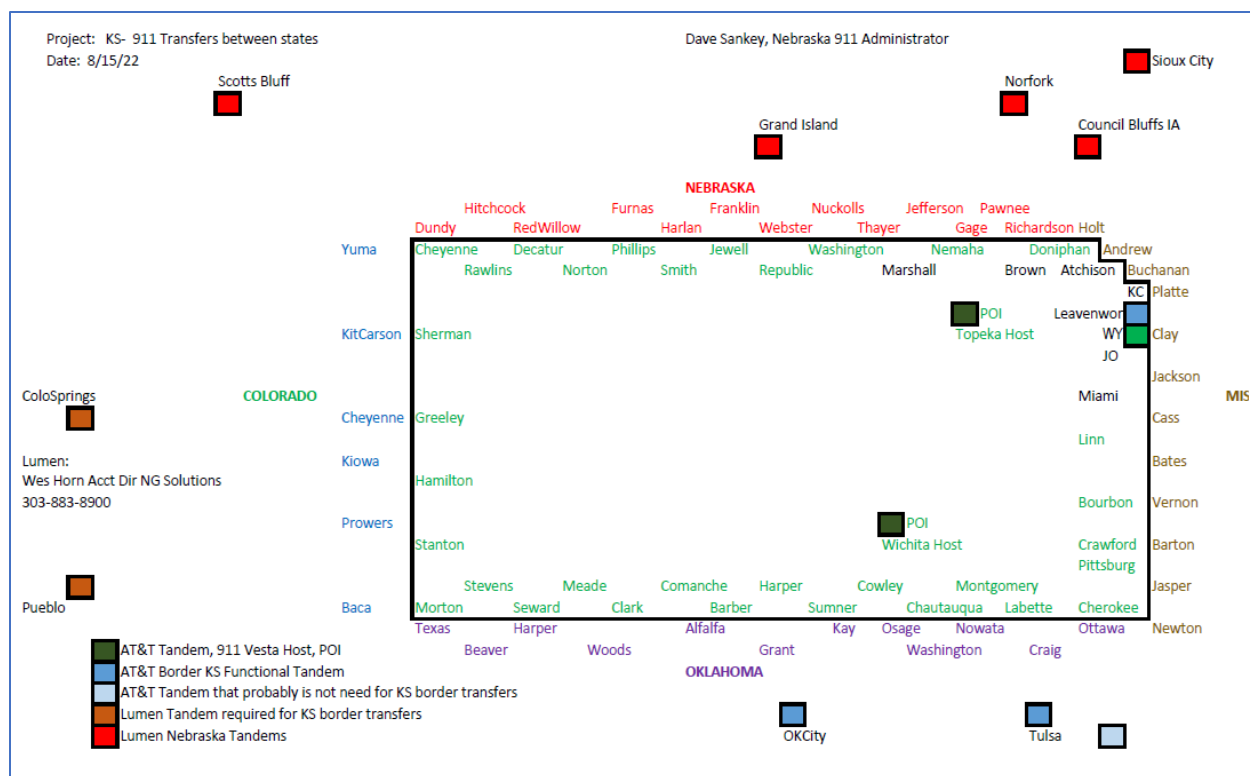
Year 2023	Year 2024	Year 2025
Council Policies reviewed and revised as necessary	Council Policies reviewed and revised as necessary	Council Policies reviewed and revised as necessary
Operations Governance Policy reviewed / revised as needed	Operations Governance Policy reviewed / revised as needed	Operations Governance Policy reviewed / revised as needed
NG911 Technology Policy reviewed or revised	GIS Governance Policy reviewed/revised if needed	
Incident Management Plan morphs with infrastructure changes.	Incident Management Plan morphs with infrastructure changes.	Incident Management Plan morphs with infrastructure changes.
NG911 Program Plan updated	NG911 Program Plan updated	NG911 Program Plan updated
NG911 Change Mgt Plan reviewed/revised is needed	NG911 Change Mgt Plan reviewed/revised is needed	NG911 Change Mgt Plan reviewed/revised is needed
NG911 Communication Plan updated as required	NG911 Communication Plan updated as required	NG911 Communication Plan updated as required

Cross-border 911 Collaboration

Collaboration is the key to success for the transfer of 9-1-1 calls across Kansas borders with our neighboring states. Each of our neighbors are different levels of NG911 implementation. Since Kansas is well established in NG911, we are uniquely positioned to assist our neighbors. At the same time, we benefit because compatibility with our established policies is ensured. The table below provides our roadmap. The figure below shows typical cross-border locations.

Year 2023	Year 2024	Year 2025
Oklahoma, Missouri	Colorado, Nebraska (not AT&T telco territory)	Other states with ESInet trials

Project: KS- 911 Transfers between states
Date: 8/15/22

Dave Sankey, Nebraska 911 Administrator

Sioux City

Scotts Bluff

Norfork

Grand Island

Council Bluffs IA

NEBRASKA

| | | | | | | | | |
Hitchcock Furnas Franklin Nuckolls Jefferson Pawnee
Dundy RedWillow Harlan Webster Thayer Gage Richardson Holt

Yuma
Cheyenne Decatur Phillips Jewell Washington Nemaha Doniphan Andrew
Rawlins Norton Smith Republic Marshall Brown Atchison Buchanan
KC Platte

KitCarson Sherman POI Leavenwor
Topeka Host WY Clay
JO

Jackson

ColoSprings **COLORADO** Cheyenne Greeley Miami **MIS**
Cass

Lumen: Kiowa Linn
Wes Horn Acct Dir NG Solutions Hamilton Bates
303-883-8900 Bourbon Vernon
Prowers Stanton POI Crawford Barton
Wichita Host Pittsburg

Pueblo Baca Stevens Meade Comanche Harper Cowley Montgomery Jasper
Morton Seward Clark Barber Sumner Chautauqua Labette Cherokee
Texas Harper Alfalfa Kay Osage Nowata Ottawa Newton
Beaver Woods Grant Washington Craig

OKLAHOMA

■ AT&T Tandem, 911 Vesta Host, POI
■ AT&T Border KS Functional Tandem
■ AT&T Tandem that probably is not need for KS border transfers
■ Lumen Tandem required for KS border transfers
■ Lumen Nebraska Tandems

OKCity Tulsa

Infrastructure Technology

The Kansas NG911 infrastructure includes all hardware and software necessary for providing Kansas with NG911 services and those supporting functions such as technical oversight and associated training.

Product Design workflow:

1. Phase 1 – Case Study review, Concept Development and Requirements Definition
2. Phrase 2 - Design and Development, Scalability analysis
3. Phase 3 – Test and Evaluation Assessment
4. Phrase 3 – Limited Production; Full Scale Deployment
5. Phase 4 – Operational Readiness including Day-2 Support
6. Phase 5 – Future Enhancement

Here are some of our current partners and contributors to the Kansas NG911 Strategic Plan:

Council	Prime Contractors	Subcontractors
Council Members	AT&T Public Safety	Motorola VESTA
PSAPs		RapidDeploy (RD) Radius
LCPA	SURDEX	
LCPA Contractors	Local Leap Marketing	
INTRUST Bank Investments	Point-Productions	
DoA Contractors	Kansas APCO	
MARC Learning Mgt System		

EMDTC. The NG911 Emergency Mobile Dispatch and Training Center (EMDTC) serves two fundamental purposes: disaster readiness and training platform.

Customer Advisory Board (CAB). Council staff is collaborating with our partners and providers to help define synergistic offerings and their respective roadmaps.

Geocoding is the process of transforming a description of a location—such as a pair of coordinates, an address, or a name of a place—to a location on the earth's surface. You can geocode by entering one location description at a time or by providing many of them at once in a table. The resulting locations are output as geographic features with attributes, which can be used for mapping or spatial analysis.

Multi-media sharing: Video, photo, recordings, other.

Cloud-based 911. Rather than on-premises, hybrid, hardware/software solution, cloud-based applications may offer more rapid call delivery. Cloud-based 911 applications will likely be a migration rather than a forklift our existing NG911 solution. Starting as early as 2023 and continuing into 2025, Council staff will be conducting technology trade studies to assess and evaluate cloud-based applications. If and when these trade studies suggest cost-benefit enhancements, a rigid test and evaluation pilot would be conducted before limited introduction into our statewide solution.

911 Call Delivery

Year 2023	Year 2024	Year 2025
Call Delivery Strategic Plan		
ASE fully operational for flexible bandwidth to PSAPs	Error Reporting Tools enhanced	Infrastructure reliability
Third Host fully operational for PSAP capacity redistribution and reliability	Infrastructure sustainability	Infrastructure sustainability
	Motorola feature request VESTA Forest Guide #CSO913682 to provide Hosted Call Transfer List to transfer to 10-digit number even other states; this is a big capability of NG911 i3 global ESInet call list wanted for 2023 (but 2024 more likely) for different ESInet "NENA Forest Guide", not just "ATT ESInet forest." Also, ESInet-to-Legacy call transfer.	Motorola provide Hosted Call Transfer List for ESInet-to-Legacy call transfer.
Automated Abandoned Callback (AAC) deployment for large PSAPs		

AAC operational to assist larger PSAPs especially during high volume	Automated Abandoned Text Back	Consider SD-WAN attributes if suited for 9-1-1 environment.
Points of Interconnect (POIs) such SIP end-to-end trunking, Other Service Provider (OSP) – formerly Telecommunication Service Provider (TSP) - LEC-to-LEC migration of some 350 end offices	Points of Interconnect (POIs) such SIP trunking, LEC-to-LEC OSP migration of some 350 end offices	Points of Interconnect (POIs) such SIP trunking, LEC-to-LEC OSP migration of some 350 end offices
Our EMDTC allows us to let the Hutch-Reno Yoder Backup Site (TEES) agreement to expire 2023. Thus, the AVPN circuits will be disconnected without migration to ASE. And the CPE (RD Workstations et al) may revert to South Central Homeland Security; otherwise, ATT will decommission and remove any existing CPE. The Yoder admin lines to Sedgwick County will be disconnected and they will no longer billed.		
EMDTC policy and delivery (9-12 month delivery)	EMDTC trials to develop policy and practice	EMDTC StarLink connectivity
EMDTC build and test demonstration	EMDTC Pilot Training and simulated disaster response	EMDTC in regional training and readiness exercises
Equipment refresh such as workstations…	Equipment refresh	Equipment refresh
Carrier SIP compatibility	Carrier SIP compatibility	
Advanced call handling analytics and reporting enhancements		
Enhancements as i3 standards are released	Enhancements as i3 standards are released	Enhancements as i3 standards are released
Cybersecurity review and upgrades.	Cybersecurity review, upgrades and 3-year audit.	Cybersecurity review and upgrades.

Year 2023	Year 2024	Year 2025
App cybersecurity protection: sensors and alarm	App cybersecurity protection: sensors and alarm	App cybersecurity protection: sensors and alarm
Real Time Texting (RTT) with SIP interop		
Cybersecurity baseline assessment of packets for normal traffic	Cybersecurity awareness and compliance	Cybersecurity awareness and compliance
Call Handling software upgrade such as r8.0	Call Handling software upgrade such as r9.0	Call Handling software upgrade such as r10.0

Note: cybersecurity enhancements may require a Request for Proposal (RFP).

911 Call Applications

Year 2023	Year 2024	Year 2025
911 Applications Strategic Plan		
Radius Situational Awareness v4 and v5 policy and training enhancements	Radius Situational Awareness v5	Radius Situational Awareness v6
RD Chat PSAP-to-PSAP including how to find the dispatcher to chat with; need directory	Gateway for private alarm companies and telematics providers in the ESInet	
RD Map Markups	RD 988 Integration (depends on how 988 develops)	
RAVE-Trainfo integration Pilot	RAVE-Trainfo integration limited production deployment	RAVE-Trainfo integration full production deployment
RD Discrepancy Reporting enhancements	Error Reporting Tools enhanced	Error Reporting Tools enhanced
RD / PulsePoint Automated External Defibrillator (AED) **pilot** with EMS collaboration, training and policy (MARC and Shawnee Co have strong data)	RD / PulsePoint AED **production** with EMS collaboration huge training component (EMDTC)	
GIS Extended Map	Local event monitoring and awareness apps (real time intel)	

Real-time analytics enhancements to better determine performance metrics	Use enhanced NG911 analytics to predict operational efficiency using real-time call data	Consider enhanced NG911 analytics to predict operational staffing needs
Artificial Intelligence (AI) application trade studies to determine benefits for reducing PST work effort and enhanced response	AI applications that reduce PST work effort and enhanced response	AI apps that reduce PST work effort and enhanced response
Continue integration with other app's such as *what3words* (w3w)	Continue integration with other app's	Continue integration with other app's
Develop photo/video policy and metrics	Multi-media shared with responders	
Video including audio shared with responders		
Over-the-top Smart Transcription trade study, policy	Over-the-top Smart Transcription with key word management/prioritization	
Over-the-top multi-language translation with usage reports	Multi-language translation with usage reports enhancements	Multi-language translation with usage reports enhancements
Real-time intel and awareness enhancements	Real-time intel and awareness enhancements	Real-time intel and awareness enhancements
Share CAD-MDT (Mobile Data Terminal)	Call Translation	
	Media from historical calls	
Multi-lingual translation	Text Translation	
Keyword Mgt / prioritization	Sound detection app	Convert audio to searchable text
	Waze app integration SATCOM navigation for real time traffic updates	
ECaTS vs Eclipse analytics trade study and tech evaluation	RD Eclipse analytics affordable; limited deployment	RD Eclipse analytics affordable; full production deployment

Radius-RAVE-Trainfo Partner Pilot Phase-1/2 Douglas Shawnee Counties	Radius-RAVE-Trainfo Partner Phase-3 Statewide deployment	
ATT Weather Operations Center (AWOC) forecast/risk mitigation		
Video streaming for PST and responders	Drone streaming (wildfires, flooding, livestock…)	Smart Cities video streaming
Integrate RAVE including local school buildings by room; secondarily, school "panic button" active shooter (Pat Thetford work with Todd Miller)	GIS team to implement theories of how to handle z-axis data and visualization; use test data sets; grant funding available? Making data useful is difficult. Need floor plans of multi-floor bldgs./ drawings.	
RD UAT testing and evaluation	RD UAT testing and evaluation	RD UAT testing and evaluation
Council staff helps AT&T form NG911 Focus Group to address workflow and process	Council staff supports AT&T NG911 Focus Group to develop feature request process	Council staff supports AT&T NG911 Focus Group to develop viable, reliable roadmaps
Investigate FirstNet National Weather Service app /AWOC	partner with FirstNet for National Weather Service app	

AT&T's expanded weather center now supports FirstNet. FierceWireless (7/25) Those in the know might not be surprised to hear that AT&T employs full-time meteorologists to help determine where it needs to be in terms of backing up network equipment during times of rough weather or natural disasters. But the company recently expanded its team of weather experts, and they're now helping to support FirstNet, the first-of-its-kind network built for public safety. … John Sisak, lead meteorologist who directs day-to-day operations of the AT&T Weather Operations Center (AWOC), said their sole purpose is to forecast and analyze weather risks, allowing AT&T – and now FirstNet – to proactively prepare for and respond to storms and other natural disasters. During 2023 and 2024, Council staff plans to work closely with AT&T public safety and the AWOC to better understand the synergistic opportunities for Kansas NG911 to leverage the new AT&T long-term climatological model especially om disaster response. The intent is to elevate Kansas NG911 resiliency to a whole new level. Initial investigations will be derived through the Climate Risk and Resilience Portal (ClimRR). This portal is a collaborative effort with the Center for Climate Resilience and Decision Science, Argonne National Laboratory https://disgeoportal.egs.anl.gov/ClimRR/

GIS Data and Mapping

Year 2023	Year 2024	Year 2025
GIS Strategic Plan		
KS NG911 GIS data model update	KS NG911 GIS data model update	KS NG911 GIS data model update
Map overlays such as controlled burns	Map overlays such as flooding	
Building footprints	Building footprints and Z-axis	Building footprints*
Explore indoor mapping technologies, data models, $$$	Investigate indoor mapping technologies, data models, $$$	
AT&T PSP MSAG migration	Error Reporting Tools enhanced	
Kansas OneMap State spatial data infrastructure participation		
Intent to award SURDEX to prioritize Kansas not later than spring 2023 to capture new imagery before contract expiration *(current contract 08/25/20 thru 09/30/24 w/ one added 3-yr)*	Acquisition spring 2024 RFP for Orthoimagery refresh	
Find orthoimagery Cost Share partners	Find orthoimagery Cost Share partners	Find orthoimagery Cost Share partners
GIS data discrepancy reporting	GIS data discrepancy reporting	GIS data discrepancy reporting
KS NG911 GIS data model update	KS NG911 GIS data model update	KS NG911 GIS data model update national compliance
Develop GIS Services Dashboard that ensures GIS-related app's are running as expected; and for enhanced troubleshooting	RD share multi-media (photo, video) before 911 call is placed; integration with CAD; include sharing with responders	
Mapping: add appropriate events layers	Mapping: add appropriate events layers	Mapping: add appropriate events layers

GIS data services dashboard for localizing and troubleshooting GIS irregularities	Geocoder services	Geocoder services
Mapping markups	Waze integration	
Caller location & routing capabilities	Multi-media sharing capability, protocol, policy, retention	
Map various overlays: weather, fire burns, GIS attributes	3D x-y-z location within buildings esp. schools	
Building footprint Pilot	Building footprint limited deployment**	Building footprint production deployment*
ALI and Mapping Discrepancy reporting improvements	PSAP-to-PSAP chatting	
Tracking such as AEDs	CAD data PSAP-to-PSAP sharing	
Enhancements as i3 standards are released	Enhancements as i3 standards are released	Enhancements as i3 standards are released
Video and photo capture with supporting SOP and policy		

* When the only description of the house is the color of the roof in mile sections, seeing a ground view such as the front of residence, could give another important view.

** Conditional on grant funding or Kansas agency partnership(s).

Strategic Planning Workflow

Supported by the Council staff, the Executive Committee uses the following discipline to develop the annual NG911 3-year Strategic Plan for Council approval:

1. Infrastructure Workshop, spring
2. Infrastructure Workshop, fall
3. Partner Brainstorm, fall
4. Executive Committee Strategic Planning Workshop, fall
5. Work Plan and Budget staff exercise, fall
6. Work Plan and Budget for Council review, fall
7. Work Plan and Budget for Council approval, winter
8. Strategic Plan draft for Council review, winter
9. Annual Legislative Report details the accomplishments of the year
10. Strategic Plan final for Council approval, early following year.

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 aping that if 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 98% 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, to develop CAPs.
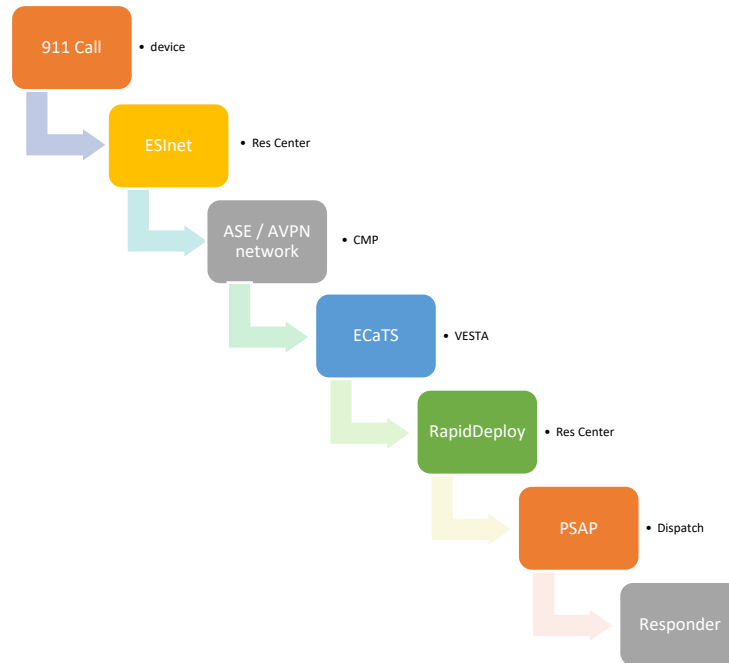
Figure 1 Infrastructure Performance Metrics Model

Appendix B – Typical Stakeholders

Table 1 Typical Kansas NG911 Stakeholders

Stakeholder	Specialty, Roles, Responsibilities
911 Council	• 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)	• 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	• 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)	• 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	• 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 • Commissions • City Commissions • City Managers • County Appraisers • GIS Coordinators • County Clerks	• Collaboration, cooperation and adoption of GIS policy. • Attendance, participation and support of regional workshops. • Training and certification to ensure integrity of NG911.
GIS Related	• 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)

|	
	• 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)	• Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Kansas Association of Counties (KAC)	• Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
KS Sheriff Association (KSA)	• Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Kansas Highway Patrol (KHP)	• Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Fire Chiefs Association	• Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Emergency Service Administrators Board of Emergency Medical Services (EMS)	• Feedback and support of Kansas legislation. • Coordination of GIS-related initiatives that support NG911.
Military & Tribal	• 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)	• 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 • LEC • CLEC • ILEC	• 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 • 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:
    - o Kansas 911 Act mandates
    - o Kansas NG911 Work Plan
    - o Kansas NG911 Budget
    - o NG911 technical roadmaps of our partners
    - o 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.
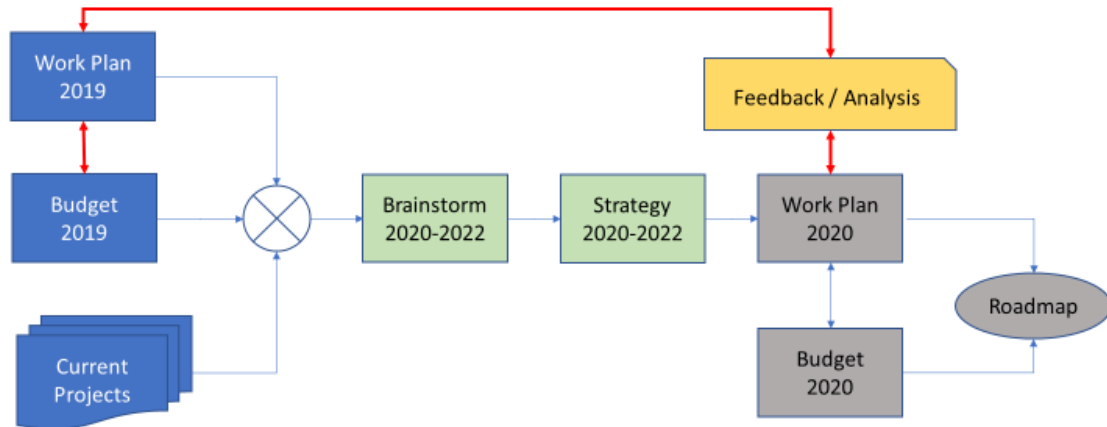
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Figure 2 Kansas Strategic Planning Process