



# Next Generation 9-1-1

## The Kansas Story

## NG9-1-1 The Kansas Story

- Strategy
- Implementation
- Chief Dick Heitschmidt
- Jay Coverdale

The Kansas Story Part 1 – Chief Dick Heitschmidt  
9-1-1 Coordinating Council, Chairman

# STRATEGY



## Our History

- E911 Wireless Phase-1
  - E911 Wireless Phase-2
  - E911 VoIP
  - Kansas NG911 Pilot Project
  - Kansas 911 Act legislation
  - Aging Infrastructure
- 2003
  - 2003
  - 2005
  - 2011
  - 2011

## K.S.A. 12-5362 Kansas 911 Act

- Authority
- Direction
- Strategy
- Funding
- Membership

[www.kansas911.org](http://www.kansas911.org)



## Our Council **voting members**

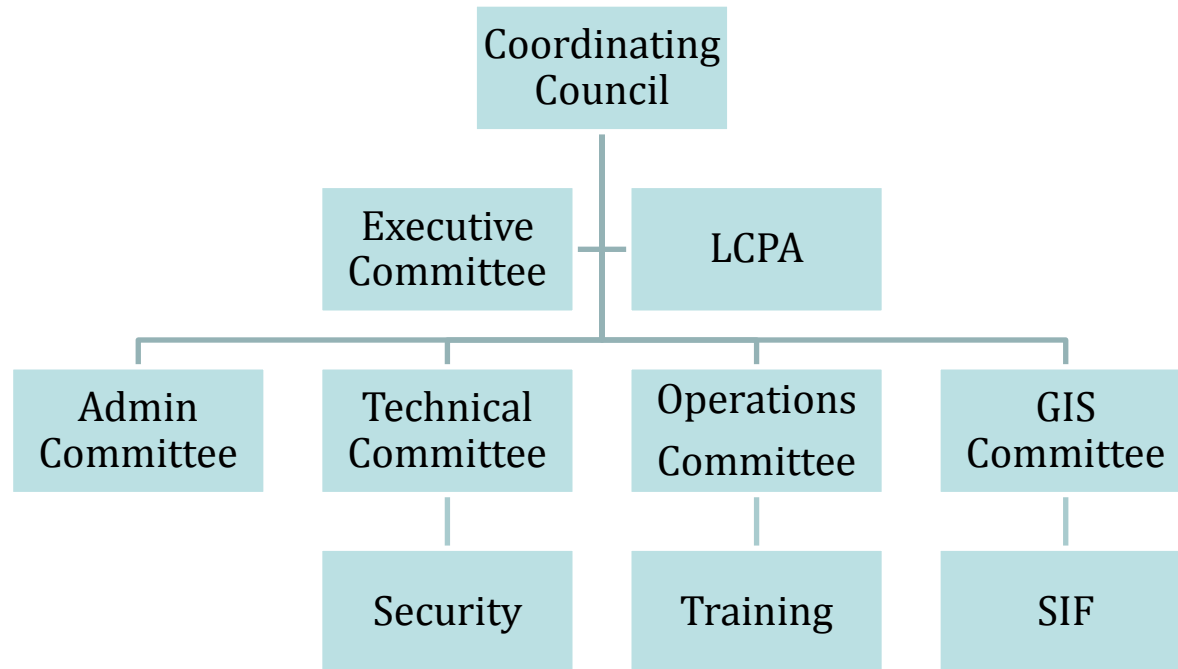
- Adjutant General
- Fire Chiefs
- Government IT (2)
- Comm. Deaf, Hard Hearing
- Kansas EMS Board
- House Representatives (2)
- Kansas Senate (2)
- Kansas Chiefs of Police
- Kansas Sheriffs
- PSAP over 75k population (2)
- PSAP regardless of size
- PSAP under 75k pop. (2)

## Our Council **non-voting members**

- Incumbent Local Exchange Carriers (LEC)
- Kansas Association of Counties (KAC)
- Office of Information Technology Services
- Kansas GIS Policy Board
- Large Wireless Providers
- League of Kansas Municipalities
- Mid-America Regional Council
- Rural Independent Telephone Companies
- Voice Over IP (VoIP) Providers



# Our Committees and Subcommittees



## Our Vision

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

## Our Mission

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

## Our Strategy

- Voluntary PSAP Participation
- Service as Solution
- Best Partnerships
- Communication
- Collaboration
- Extensive Training
- GIS Data Integrity
- Standards-based
- Follow Methodology
- Affordability

## Affordability

- Enterprise Centrally-hosted Service as Solution most affordable alternative for Kansas
- Fee Increase from \$.53 to \$.60 per subscriber account helps fund NG911
- Orthoimagery cost-sharing
- Future Funding Needs
  - Add Non-traditional PSDC
  - Add geospatial call routing services to ESInet
  - Refresh Aerial Imagery
  - i3 Architecture Expansion

## Who are we

- Over 300 people support Kansas NG911 daily
  - Council Members and Staff
  - Consultants
  - Vendors
  - Volunteers

The Kansas Story Part 2 – Jay Coverdale  
9-1-1 Council, Technical Committee Chairman

# IMPLEMENTATION



## Our Implementation Phases

- Concept Definition
- Federal Grant
- Pilot Assessment
- PSAP Regional Collaboration
- Trade Studies
- GIS Data Remediated
- PSAP Implementation
- 2007
- 2010
- 2011
- 2012
- 2013
- 2014
- 2015+



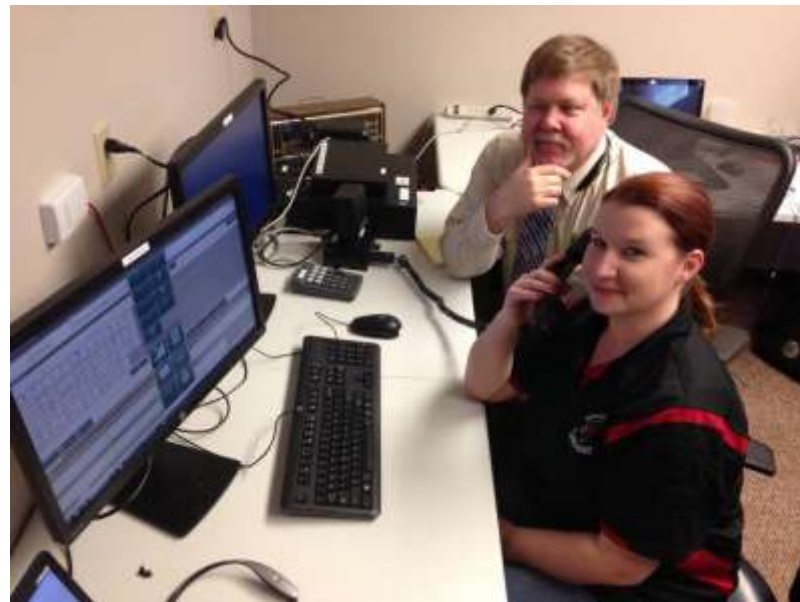
## Our Procurement

- Competitive Bidding
  - RFI
  - RFP
  - RFQ
- 12 vendors

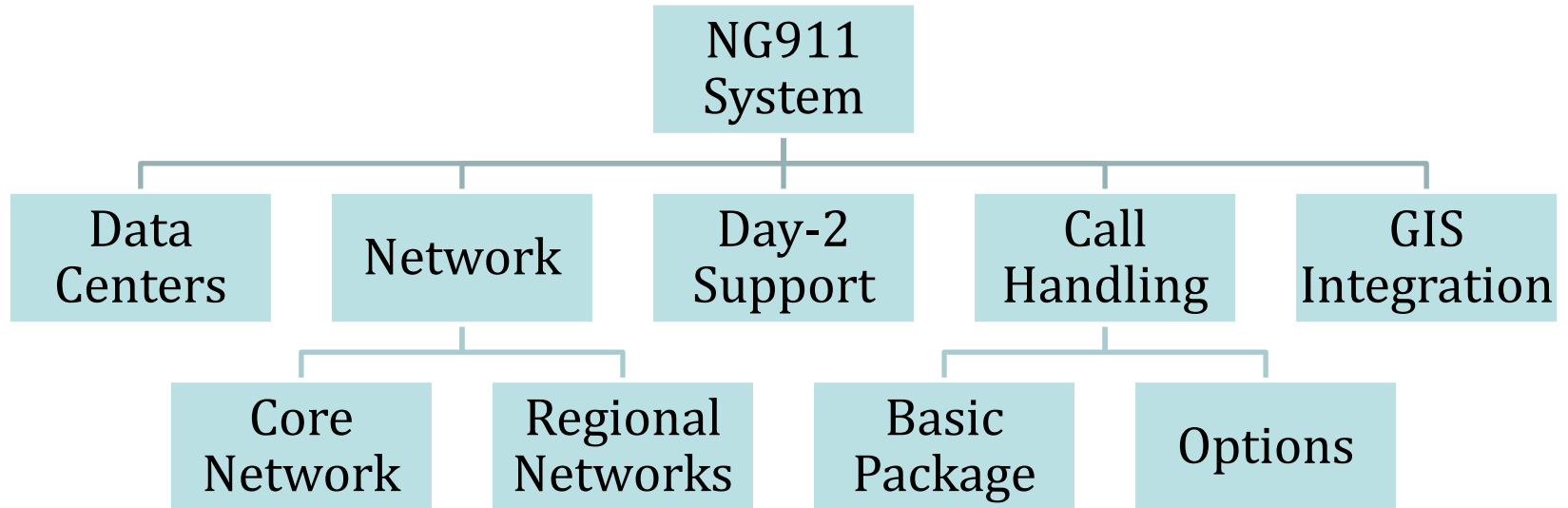


## AT&T Service as a Solution

- Functional Requirements
- System Integration
- IP-based ESInet
- LTE Wireless PSAP Backup
- Redundant Data Centers
- Hosted Call Handling
- Day-2 Support / Maintenance
- Technology Refresh



# Our System



## Our Implementation Goals

- PSAP Satisfaction
- Rapid Migration
- Yoder, KS Multi-Purpose Center
- Text-to-911
- Continuous
- Over 3 years
- April 2016
- July 2016

## Our Current Status

- 22% PSAPs on-line
- 95% GIS data remediated
- Geospatial Routing and SIF Planning



## Our Basic Package

- Computer workstation, monitor, mouse and keyboard
- Audio interface, 4-port gateway for admin lines, cables, all necessary networking equipment (switch, router)
- Network printer, cable
- Single-seat PSAPs include enhanced IP phone (half-station) for redundancy purposes (available as option for multi-seat PSAPs)

*Options: Automated Call Distribution (ACD), display wall board...*

## Our Lessons

- Start early
- Lots of Communication
- Production Process
  - Strategic Plan
  - Trade Studies
  - Governance Policy
  - Security Policies
  - Security Audits
  - Incident Management
  - Change Management
  - Communication Plan
  - Public Relations Plan

## Our Training

- PSAP Administration and End-User
  - Call Processing, Mapping, Data Mgt. and Reporting
- Management Info System
- GIS Training
  - Data Maintenance and Stewardship
  - MSAG-to-SIF Transitional Training



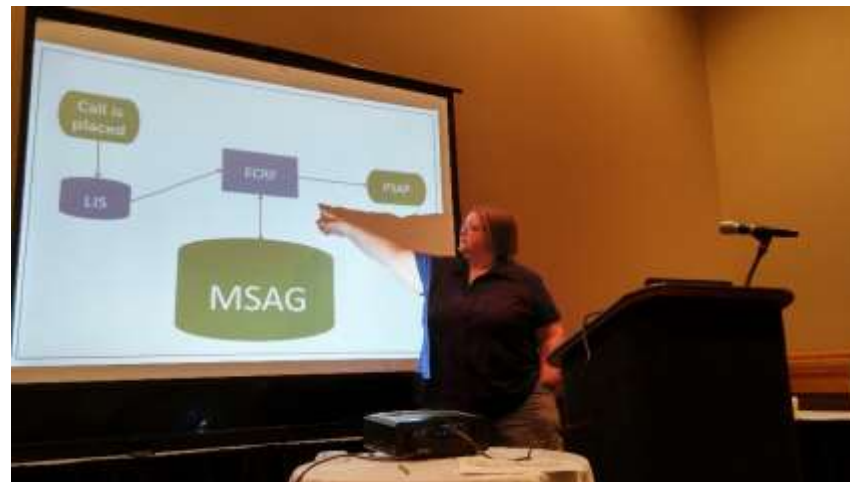
# Our GIS Data Remediation

- Start early !
- Proven Partnerships
  - GIS Data Analysis
  - GIS Data Remediation
  - GIS Data Quality Assurance
  - Statewide High-resolution Imagery
- NENA Standards participation



# Our GIS Data Integrity Maintenance

- PSAP Orientation
- Regional Workshops
- NENA-compliant Toolset
- PSAP Accountability
  - Memo of Understanding
  - Memo of Agreement



## Our Next steps

- Yoder Test and Evaluation Center
- Call Handling Upgrade R4 to R6
- Text-to-911
- Cross-border Alliances
- SIF Working Group
- Network Bandwidth Optimization Study

## Our Collaboration Goals

### State

- Regional PSAP workshops
- Regional Jurisdiction Briefings
- Cross-border States
- APCO Kansas

### National

- FCC
- NG911 NOW Coalition
- NENA, NAPD, NEAD
- NASNA
- FirstNet
- APCO International

## Acronyms

- EMS           Emergency Medical Services
- IP             Internet Protocol
- MSAG         Master Street Address Guide
- NAPD         National Address Point Database
- NEAD         National Emergency Address Database
- SIF           Spatial Information Function
- Telco         Telecommunication carrier

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