



**911 Coordinating Council
Walter Way, Chair**

**PRESENTATION TO THE HOUSE UTILITIES AND
TELECOMMUNICATIONS COMMITTEE**

February 10, 2015

Chairman Seiwert and Members of the Committee:

Thank you for this opportunity to provide the Committee with an update on the activities of the 911 Coordinating Council and its work to implement Next Generation 911 service in Kansas. I am Walter Way and I serve as the Chairman of the 911 Coordinating Council.

For background, the 911 Coordinating Council was created by the 911 Act of 2011 and it has 26 members of whom 22 are appointed by the Governor and 4 are appointed by legislative leadership. The Council has broad statutory responsibilities that include monitoring the delivery of 911 services in the state; developing strategies for future enhancements to the 911 system; distribution of 911 state grant funds; adoption of administrative regulations; selection of the Local Collection Point Administrator (LCPA), and providing guidance to the 117 Public Safety Answering Points (PSAPs) in Kansas.

The 911 Act established a common 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 set out restrictions as to how 911 funds may be expended by PSAPs in the course of providing 911 service in their jurisdictions, and directed that 911 state grant funds administered by the Council should be expended on projects for the implementation of Next Generation 911 services; for cost sharing and PSAP consolidation projects; for expenses related to the Council, and for audits of the 911 system by the Division of Post Audit.

In 2012 and 2013, the amount of 911 Fees received by the LCPA were \$20,469,972 and \$20,573,217 respectively. Of those totals, about \$1.1 million in each year were prepaid wireless fees. 911 revenues in 2014 appear consistent with those revenue amounts. The Act also provided for each county to receive a minimum of \$50,000 per year in 911 revenue so that PSAPs across the state would have the base funding needed to provide for an equitable level of

911 service. In 2014, the number of Counties receiving additional 911 revenues to reach the \$50,000 annual revenue minimum totaled 55 out of the 105 counties.

911 services in the United States are in the process of transitioning from the 1970's legacy analog telephone service to digital Voice over IP (VoIP) technology which is the communications technology used for Smartphones and by many residential and commercial telecommunications providers. Our present analog 911 systems will be transitioned to digital Next Generation 911 technologies that will allow PSAPs to receive images, text messages, videos, and crash telemetry information with the 911 call. NG911 calls will be routed to PSAPs by means of locating a 911 caller's location by their latitude and longitude in a Geographic Information Services (GIS) database which necessitates a significant investment in building and maintaining accurate and current GIS databases across the state.

The building blocks for a NG911 system include: (1) a shared GIS database that meets national data standards; (2) an Emergency Services IP Network (ESInet) that transports the 911 calls, associated data, images, and video to a PSAP as well as to emergency responders; (3) digital call handling equipment in PSAPs to receive NG911 calls and associated information; and (4) network management and security services required to reliably transmit 911 calls to the appropriate destination within the network.

During the past several years, the Council has worked with a telecommunications consulting firm that has experience with NG911 systems design and implementation in other states, to develop and update a NG911 Strategic Plan for Kansas. Many Council members have devoted considerable time and energy toward the research and development of technical and operational requirements which have resulted in comprehensive specifications that were the foundation for Request For Proposals issued in the last 2 years through the Division of Procurement. The Council has also developed and published training standards for PSAP personnel and maintained active financial oversight of PSAP expenditures in order to monitor the appropriate usage of 911 funds and to address inappropriate usage and cause reimbursement of such funds to the 911 account.

The 911 Coordinating Council submitted its 2014 annual report to the Committee a few weeks ago and I would like to highlight a number of key accomplishments of the Council that are contained in that report.

Due to the critical need for accurate GIS databases in the operation of a NG911 system, in late 2013 the Council approved the implementation of a GIS Data Enhancement Project and issued a Request For Proposal to obtain vendor services to conduct three phases of work. The first

phase was a gap analysis of existing GIS data from all 117 PSAP jurisdictions in the state to provide an analysis of GIS data integration issues, standardization and completeness of data elements required for a NG911 system. The second phase was the remediation of GIS databases to address the issues identified in the gap analysis, and the third phase was a quality assurance audit of the work performed in the data remediation phase. The Council contracted for and funded the work by a vendor to perform both the gap analysis work and the quality assurance audit. The Council also awarded contracts with 5 GIS vendors to perform the GIS remediation work and each PSAP had the choice of selecting one of those vendors to perform their remediation work at Council expense or of conducting such work at local expense.

The Gap Analysis work for all 117 PSAP jurisdictions was completed in September 2014, and it is anticipated that all GIS remediation work and quality assurance audit work will be completed in the summer of 2015. Budgeted cost for all GIS work is \$3,000,000 and that will be funded through the 911 State Grant Funds administered by the Council. It is also important to note that the GIS data and maps may be used by local governments for other purposes such as for land records, planning and public safety services, thereby reducing local costs for GIS data.

The Council issued a Request For Proposal in March 2014 for statewide aerial imagery that would be needed to accurately locate buildings and other structures in the GIS database. A cloud based solution for ortho-rectified 12 inch aerial imagery was contracted on a 3 year lease for \$618,000 year, and the vendor contract allows for such imagery to be made available at no charge to any state and local government agency. In the past, a county or city alone could expend \$50,000 for such imagery for its jurisdiction, and the economies of scale of a state wide imagery database provide for significant cost savings to state agencies such as KDOT and many county and city jurisdictions. The Kansas Data Access & Support Center (DASC) has agreed to provide administrative support to government agencies wanting access to the imagery data.

The Technical Committee of the Council conducted a design trade study in late 2013 to identify models for NG911 network architecture and PSAP call handling equipment. With the consultant's guidance, the committee identified a preferred model that would provide the best possible service while maintaining a reasonable cost to benefit ratio. The model selected was a hosted environment that would centralize back room 911 switches and processors in data centers rather than in individual PSAPs. Work was then conducted to develop comprehensive technical and operational specifications that would be the foundation for a Request For Proposal to be issued for the ESInet, PSAP call handling equipment, data centers, and network monitoring services. The RFP was issued in June 2014 and closed in August. Technical advisory teams of subject matter experts met numerous times in the Fall to evaluate the six vendor proposals and attend vendor presentations. Upon completing the technical evaluation of the

vendor proposals, the vendor cost proposals were received and evaluated by the Technical team. In January of 2015, the Procurement Negotiating Committee (PNC) identified a vendor as providing the best value to the state in terms of compliance with technical specifications, compliance with contractual terms and conditions, and the 5 year cost of ownership.

The Council held a meeting on February 6th to receive information on the recommendation of the PNC to award the NG911 Infrastructure contract to AT&T for a total five year cost of ownership of \$27,058,201.36 and to discuss the proposed usage of 911 State Grant Funds to pay for the start-up costs for the statewide network and for the 911 equipment in PSAPs. Under this proposal, PSAPs would be responsible for monthly reoccurring costs for the hosted 911 equipment and network connectivity to their PSAP. An analysis of the 911 State Grant Fund balance and probable annual 911 revenues during the next 5 years would allow for sufficient funding for the Council and PSAPs to assume such financial responsibility.

The Council intends to execute a contract with AT&T within the next 30 days and immediately begin implementation activities for the NG911 system. The data centers and network connectivity should be in place by October which is when PSAPs can begin joining the system in a series of phases over the next several years. PSAPs choosing to join the NG911 system will be asked to execute a participation agreement and will be provided with assistance in preparing their site for the transition and in the training of their personnel.

The Legislative Division of Post Audit report on the implementation of the 911 Act presented to the legislature in January 2014 contained a finding of a funding gap between 911 revenues and expenditures for many PSAPs, and that the Council should consider an increase to the 911 surcharge and begin a reserve fund for a statewide IP network and equipment replacement grants and for other costs in transitioning to NG911. The 911 Fee of \$.53 per device was never intended to cover the full costs of a PSAP's operating and capital costs, as such costs include staffing, buildings and a wide variety of equipment used to process 911 calls and communicate with emergency responders. For some PSAPs, the existing 911 fee amount will not provide additional funding for other equipment needs in a PSAP such as logging recorders and radio dispatch consoles. Typically, local jurisdictions fund such equipment needs with general fund or bond monies. The Council has been encouraging PSAPs to consider infrastructure and equipment sharing options that may reduce their equipment costs as well as regional partnerships in which they can find operational efficiencies. As the NG911 system is built, the Council will have better information concerning what 911 funding gaps may exist.

Thank you for this opportunity to address the Committee and I will stand for questions.