

KY 911 Services Board Meeting Minutes
2:00 p.m. Tuesday, March 7, 2023
Via Videoconference

Call to Order

The March 7, 2023, meeting of the Kentucky 911 Services Board was called to order by Josiah Keats, KOHS Executive Director and 911 Services Board Chairman, at 2:01 p.m. (EST) via video conference.

Chair Keats welcomed and introduced a new member to the Board. Ms. Julia Weigel is a project manager for Verizon Wireless and will be representing Tier 1 wireless telco providers. Ms. Weigel added she has been working with Verizon wireless for almost four years but has been in wireless telecom with different companies for the last 23 years. She is excited to be a part of the 911 Services Board.

Members Present:

Name	Title	Organization	Representing
Josiah Keats	Executive Director	KOHS	Ex Officio
Paul Nave	Director	Owensboro-Daviess	KENA/KY-APCO
Daniel Bell	Mayor	City of Taylor Mill	KLC
Tim Vaughan	Magistrate	Jessamine County	KACo
Buford Hurley	Mayor	City of Flatwoods	KLC
Julia Weigel	Project Manager	Tier III CMRS Provider	Verizon Wireless

Member Absent:

Ray Perry	Secretary	PPC	Ex Officio

K911 Services Board/KOHS Staff:

Mike Sunseri	Christie Ross	Mark Gaus	Jason Childers
Shelly Clark	Watson Harding		

Guests:

Karen Lewis	Shanna Brussell	Garth Wireman	Ashley Rimington
Jessica Frye	Jim Rowe	David Lucas	Christopher Hays
Molly Conaboy	Jordan Webb	Joseph Mattingly	Kevin Hogue
Marci McNay	Kent Anness	Matt Saunders	Joe Prewitt
Shawn Gaither	Russ Clark	Andrea McLerran	Joseph Lambert
Jimmy Kitchens	Sharon Browning	Sarah Dragoo	Laramie Scott
Kellye Rudolph	Shirley Gray	Heather Conley	

Approval of minutes

Mayor Bell made a motion to approve the minutes of the December 6, 2022, board meeting. Magistrate Vaughan seconded the motion, which carried unanimously.

Old Business

Foundational NG911 project update – Mike Sunseri, Jessica Frye, and Molly Conaboy

1. GeoComm – Ms. Frye, Kentucky Project Manager for GeoComm, reported the status of NG911-ready GIS data across the state, including 2023 first quarter submissions and the ever-increasing number of PSAPs we have in the statewide aggregated data set. Currently, the map is showing 68 PSAPs that are published into the statewide data set and that number has increased by one this morning. The last one to be critical error free is Knox County.

Mr. Nave raised the question what the Board can do to facilitate being 100% critical error free by December 31st? Mr. Sunseri responded that it is our goal to have 90% critical error free by the end of the calendar year. Now that we are down to less than half that are remaining, we are focusing our efforts on those that have just a few critical errors and are at least 99% error free. We are focusing the resources on those that are not critical error free. We are still able to push those who are needing assistance to get a one-time remediation that is covered under the state contract with GeoComm. They are working on a dozen projects currently underway that are in various stages. There are a few that are difficult to get engaged in the process. However, we have been throwing resources for several grant cycles and are confident we can continue to make solid progress.

Mr. Nave stated he would be glad to go visit judge executives for agencies that are not cooperating on behalf of the Board to let them know the importance of this project. Because of technical issues, Ms. Frye shared the link to view the map with the Board. Mr. Sunseri welcomed the help and asked Mr. Nave to view the map of those needing assistance around him. Ms. Frye reiterated that any of these counties that are not yet critical error free have any questions or need in-depth assistance in correcting errors, they may reach out to the GeoComm team, Mr. Sunseri, or Mr. Harding. Ms. Frye and Mr. Harding are actively reaching out to PSAPs that have less than 1,000 critical errors and monitoring for any introduced errors. Mr. Harding is working with those who have had difficulties submitting data or knowing where to find required data.

2. AT&T/RapidDeploy - Ms. Conaboy, Kentucky Project Manager at RapidDeploy, reported that out of the 117 PSAPs, 99 have access to Radius mapping. Of those, 62 are active Radius users, and 32 qualify as Super Users. These PSAPs have completed the onboarding tasks we have assigned, gone through training, and are actively using the platform in their PSAPs. Eclipse is the analytics platform and, as of today, 89 PSAPs have access to Eclipse. Rowan County has just completed transition to the Central Kentucky Network, so their Radius tenant has been configured, and training is pending. McLean has completed transition to Zetron CPE and a re-engagement meeting has been scheduled for March 9, 2023. One item being closely tracked is the onboarding of KSP. Once connected, we will see 16 KSP posts and Fulton County migrate onto Radius with a target date of mid-April. Rowan County is also in the queue for Eclipse onboarding. RapidDeploy is working with each non-standard CPE (there are 12) to understand their CPE requirements. Ms. Conaboy stated we are right on target with overall deployment.

Over the course of the project, Kentucky telecommunicators have had more 1,700 training courses assigned, with over 830 training courses completed. More than 80 agencies have at least one user that has started or completed training and over 70 agencies with three or more who have completed training. The week of February 13th saw the highest number of unique users: 410. Wes Jones is the Customer Success Manager and working with PSAPs considered live. At least ten agencies are actively working to increase adoption of RapidDeploy products.

Mr. Sunseri shared a map of Kentucky's NG911 GIS status and gave an overview of this project for new Board members and directors joining us.

New Business

1. 2023 Competitive grants update – Mark Gaus

Mr. Gaus explained that everything for the 2023 Kentucky 911 Services Board competitive grant application has been revamped, including the grant portal, application, and streamlining of procedures. Mr. Gaus stated the grant portal was originally scheduled to go live on January 17, 2023. With the help of Phillip Ross, they were able to open the grant portal on January 13, 2023, just before the holiday weekend. Grant workshops were held on January 17 & 19, 2023. A reminder email was sent on March 1, 2023, to remind potential applicants of important dates and share the link one more time. The soft deadline is set for March 16, 2023. This allows staff to review applications and to assist with application corrections. The hard deadline for submissions is March 31, 2023, at 4:30 PM (EST). Peer reviews will take place on April 18 & 19, 2023. Mr. Gaus added that eleven volunteers have submitted applications to be peer reviewers. To date, the Board staff has received and reviewed four grant applications. He explained key changes to the grant portal, including the color-coded table that allows applicants to follow their application through the various stages of the submission process. Also, grants are listed in the table by grant number. The office has received a number of calls with questions, including several expressing appreciation for simplification and improvements to the process. The Board staff look forward to presenting grant recommendations to the Board at our June 13, 2023, meeting.

2. 2023 K.E.S.C. sponsorship request – Garth Wireman

Mr. Wireman, Kentucky Emergency Services Conference chairman, requested the Board approve a \$5,000 sponsorship for the 2023 conference. The KESC Education Committee and KY Emergency Management have been working to provide premier educational opportunities to the conference in September 2023, as well as a keynote speaker and vendor selection. Mr. Sunseri noted that the Board has sponsored the KESC conference at this level for many years. A motion to approve a \$5,000 sponsorship was made by Mayor Bell and seconded by Magistrate Vaughan. The motion carried unanimously.

3. K911 Services Board Administrator's report – Mike Sunseri

2023 legislative session update – Mr. Sunseri stated we are on the tail end of the 2023 legislative session. The Kentucky 911 Services Board is not tracking any legislation that directly impacts the board. However, a brief overview was given of the legislative initiatives that the 911 staff associations are pursuing this session. Mr. Hurley, state legislative liaison for KENA/APCO, explained there is an effort to remove repetitive language in the KRS relating to Kentucky Board of Emergency Medical Services (KBEMS) certification. Telecommunicators are currently being certified through the academies in Kentucky and the language also has KBEMS regulating our emergency medical dispatch. Thus, KENA/APCO believes this redundancy is not needed and will try to remove this language in the next year.

Calls displaying 911 area codes – At the last 911 Advisory Council meeting, an issue was brought to the attention of the Council. Calls are coming into several PSAP's CADs across the state either without any true ANI or ALI, instead displaying a 911 area code with no caller location. While this is a known concern with non-initialized phones, the issue is impacting callers with paid subscribers where their call is hitting a tower of another carrier (such as an AT&T subscriber hitting a T-Mobile tower) and are being passed through via a minimal roaming agreement that strips out most caller identification data, including the true wireless

number of the caller. When questioned, providers are stating federal roaming laws as the reason for not being required to pass along any information other than voice. We were informed that several agencies across Kentucky have experienced similar instances. Investigation by Board staff indicate that it is not just a Kentucky problem, but actually is a national issue.

Mr. Lucas stated this occurred recently at another PSAP. After a deeper technical dive, the issue was resolved, and the hope is to take this resolution to other PSAPs. This solution may not fix all the problems and been an isolated case. Our goal is that anyone placing a 911 call from a roaming active phone, a 10 digit call back number will be sent from the carriers.

GIS and PSAP contact information sharing request – A request was received from Intrado asking to share PSAP contact information. The office receives requests like this from other carriers. Staff are always sensitive about sharing information that could be used for marketing purposes. Mr. Lucas explained there is a recent FCC requirement that carriers must validate PSAP contact information such as PSAP director, address, administrative phone lines, as well as boundaries every six months to a year. Currently, carriers make outreach to individual agencies. Because this information is gathered through our annual PSAP survey and public information, it would be much easier for providers to ascertain this information at a state level rather than contacting all 117 PSAPs. Mr. Sunseri add this issue was brought before the Advisory Council, who supported the sharing of this information at a statewide level rather than an individual basis as it would not be used for marketing purposes. The board staff would be happy to fill that request with a caveat stating, “This information is not to be used for marketing promotional purposes.” The board did not feel the need to make a motion and therefore board staff will proceed as guided.

4. Finance report – Christie Ross

Mr. Sunseri began a discussion on call volume payments, where 85% of every dollar collected from wireless 911 fees is distributed back to PSAPs. The formula used mandates that half of the funding pool goes into pro rata fund, with certified PSAP receiving an equal share (unless consolidation led to combined shares within a single agency). The other half goes into the volume payment, which is distributed according to wireless subscriber data per zip code within a PSAP’s jurisdictional area as reported by wireless providers. This report is incredibly complicated. It includes 1,124 zip codes, with 87 different provider reporting data for Kentucky’s 117 PSAPs (all of which have multiple zip codes assigned). The result is more than 780,000 calculations.

Ms. Clark, 911 Service Board staff member, discussed the research and work done on the volume payment issue. It was discovered that an average of 3,896,000 Subscribers being reported by providers each year. The spreadsheet used for all calculations has seven linked tabs and sometimes those do fail. It takes about three weeks to accurately calculate and update provider quarterly reports prior to payments being issued. Ms. Ross explained that auditors found that one of the largest providers was underreporting subscribers on zip code reports compared with their financial remittances in 2022. Ms. Clark was able to isolate the missing subscribers and work with providers to correct their zip code reporting. The volume payment was then recalculated and analyzed to reflect the corrections of the previous volume payments for 2022. Our most recent February 2023 payment was accurate and included all previous subscriber’s information that was missing in 2022. A spreadsheet was screen shared showing PSAPs that were reviewed and identified as being over withheld. These are refunds or payments to be issued in the amount of \$414,062.46 and funds will be transferred from the Board’s administrative account. No PSAP will be negatively affected by this correction. New procedures were discussed to ensure an issue like this does not happen again.

Ms. Ross continued with the finance report that was previously emailed to Board members.

Adjournment

A reminder that the next Board meeting will be held in person on June 27, 2023. As we transition to a post-Covid environment, the Board will resume its directive to hold meetings within alternating congressional districts. According to the rotation, we are due to meet in either the 1st or 2nd district out west. If anyone is interested in hosting the June Board meeting, please notify Board staff. The third meeting of 2023 will be determined after the schedule is set for the 2023 Kentucky Emergency Services Conference.

Mayor Bell motioned to adjourn the meeting at 2:51 PM (EST). Mr. Nave seconded, and the motion was carried unanimously.