



SOUTH DAKOTA 9-1-1 COORDINATION BOARD

MEETING MINUTES (DRAFT) FOR OCOTOBER 15, 2015

GEORGE S. MICKELSON CRIMINAL JUSTICE CENTER, PIERRE, SD

Board members present: Brown, DeNeui, Haines, Harding, McPeek, Reinesch, Ruffedt (by phone), Sawvell, Serr

Board Members Absent: Miller, Jaeger

Staff Present: Shawnie Rechtenbaugh (State 9-1-1 Coordinator)

Others present: Sara Weston (LR Kimball), Alison Jares (DOR), Bob Mercer (Aberdeen American News), Ona Reker (Metro 911), Christy Hayes (GeoComm) , Sue Black (Lawrence County), Greg Dean (SDTA), Jessica Mundahl (Metro 911), Trevor Jones (DPS), Cindy Gross (CSDC)

I. Call to Order and Roll Call

The meeting was called to order at 10:02am CDT by Ruffedt. Roll call was taken and a quorum was present. Chair Ruffedt is participating in the meeting by phone so he requested that Vice Chair Serr lead the meeting for the ease of those in attendance.

II. Approval of Agenda

Motion to approve the meeting agenda.

Moved by: Harding Seconded by: McPeek

Discussion: None

Roll call vote: 9 yeas', 0 nays'. Motion Carried unanimously.

III. Annual Election of Board Chair and Vice Chair

Brown called for nominations for the vice chair. Haines nominated Kelly Serr as Vice Chair. Harding seconded the motion. No other nominations were received. Nominations ceased.

Motion to elect Kelly Serr as vice chair.

Moved by: Haines Seconded by: Harding

Discussion: Harding stated that Serr has done a great job in this role and encourage the board support another term. Haines commented the last year has required a lot of extra hours and she has appreciated the dedication to this work by Serr in his role.

Roll call vote: 8 yeas', 0 nays', and 1 abstention (Serr). Motion carried.

Brown called for nominations for the chair. Haines nominated Ted Ruffedt and Reinesch seconded the nomination. No other nominations were made. Nominations ceased.

Motion to elect Ted Ruffedt, Jr. as the chair.

Moved by: Haines Seconded by: Reinesch

Discussion: Harding stated Ruffedt has done a great job on keeping this project moving forward. His personal expertise and knowledge or 911 have been a great asset to the board. Haines commented that she too agreed and felt that with Ruffedt's knowledge he has been able to head off many potential problems that we may not even have known about. We are going to end up with a good stable system and a good bit of the thanks for that goes to Ted.

Roll call vote: 8 yeas', 0 nays', and 1 abstention (Ruffedt). Motion carried

IV. Approval of Meeting Minutes

Motion to approve the August 13, 2015 meeting minutes.

Moved by: McPeek Seconded by: DeNeui

Discussion: None

Motion carried unanimously.

V. Department of Revenue Collections

Alison Jares from DOR introduced herself to the board. Her division takes care of the licensing and collection of the 911 fees for South Dakota. Since the collection process changed in July of 2012 there have been questions raised from time to time by the PSAPs and counties about the collection amounts. Before the law change the PSAPs and counties were able to closely monitor the surcharge remittance from each individual teleco to their agency. Any discrepancy could immediately be followed up on with the particular company to ensure the PSAP or county was in fact received the correct amount of surcharge from month to month. Now that DOR is the centralized collection point, the individual telco information is protected tax information that must stay within the DOR. This means the PSAPs and counties no longer get the level of detail they were used to for monitoring processes. The PSAPs now get a line count total and surcharge total, but no information about which teleco's remitted or how much each remitted. This makes it all but impossible for the PSAPs and counties to track the fluctuations in their payments as they did in the past. This is a great concern to the PSAPs/counties as the potential for revenue loss is there each and every month without a close eye following the remittances. The DOR has strict guidelines for any information that can be shared. The individual line counts or remittance amount by teleco cannot be share according to statute.

Jares reported that DOR staff and DPS staff met this summer to discuss these issues. DOR is going to be more intensive on their end and really watching those peaks and drops on a monthly basis. Any PSAPs or counties who have concerns or see changes in their remittance that they feel may be in error can either contact Shawnie or Alison Jares directly. Alison and her team will then work directly with the PSAP/county to gather any information they can to pinpoint the issue and rectify it. DOR has done this for a few PSAPs/counties in the last couple months with success. DOR is also working on some new reports to better monitor surcharge fluctuations. She will have more info to report by the end of the calendar year on the reports. DOR collects the city sales taxes and they use similar monitoring for them that she believes would be a good fit for the 911 funds. Brown asked how DOR audits the telecos. Jaris reported DOR makes an initial contact to the teleco and often times that one contact can lead to the teleco doing a self-audit and identifying the error. Generally they will make the correction at that time. If it is a continuing issue or a large enough issue DOR will go in and do a full audit of the teleco. Harding asked Rechtenbaugh if this would be enough to satisfy the PSAPs and counties? Rechtenbaugh stated she was not sure and that some time with the new process with in DOR would be needed. Harding did state he thought it was best to look first to the two departments working together to come up with a process and only looking to legislative action as a last resort. Ruffledt stated he does remember the release of the monitoring data being part of the bill originally. But at some point it must have gotten dropped from the final version. In Pennington County they tracked their surcharge by teleco every month and about every 2-3 months they would find issues that needed to be followed up on with a teleco. Someone in house would spend at least 2 hours a month monitoring this and making calls to track down those funds. Now there is no way for the PSAPs or counties to track this, which is concerning. When you consider just one PSAP or county along would find discrepancies like this every other month and multiply that by the whole state, those numbers would really add up to a lot of potentially lost revenue. I have no doubt it is continuing to happen today. Ruffledt asked if DOR would support legislative action to release the information if it was felt it would be needed at some point. Jaris said DOR would not object to a legislative change, but would want to ensure the language to be very tight and only apply to 911. If DOR were given the

authority to share the information they would feel comfortable passing that along as statute allows. Ruffedt would support putting it back in legislatively and would like to see the board work with DOR to draft a bill for the 2017 session. This way if there is a surcharge bill it could be done together in one bill. Rechtenbaugh asked the board to continue to spread the word to PSAPs and counties to reach out to her or Jaris if they have concerns they would like DOR to look into. Serr asked if this could be added to the FAQs on the website for more visibility. Rechtenbaugh will add the information as requested.

VI. NG911 Project Updates

A. GeoComm Project

Christy Hayes from GeoComm joined by phone to provide an update to the board. GeoComm has sent out all of the first round assessments to the counties. They have been busy answering lots of questions from counties and providing technical assistance. One of the key messages from GeoComm to the counties is this is about progress, not perfection. So they really encourage the counties to continue work on the data remediation. GeoComm will be contacting the counties in the next week to request they submit their round two data. She stated the counties are working hard to meet that deadline, but it is difficult. We have also been following up with the Districts and Zuercher as they each are the contracted vendor for many of the counties for their GIS data maintenance.

Sept 10th GeoComm was in state for an on-site meeting in Rapid city with the state GIS team. They provided the team with look at the overall data that was submitted in the first round from the counties and information on what they found in doing the assessments. This meeting was followed with a webinar for all of the local GIS folks in the state. GeoComm provided some additional direction about where to start and answered questions from the participants. GeoComm has also asked the counties to create a field mapping spreadsheet which lets GeoComm know how to match up the data fields in the county data to what will become the statewide dataset. The counties are completing these now. GeoComm is working toward having everything stood up by January, when they would upload the statewide dataset. Once that happens, GeoComm will then be ready to provide training to all of the counties on how to use the system for on-going maintenance.

GeoComm will be at the Blank Hills Digital Mapping conference next week in Rapid City. They plan to talk with the participants about the critical nature of this project for 911 and what they can do to assist in this process.

Harding asked is all counties have the ability to do GIS mapping and are they doing that today? Hayes explained that some counties have more resources than others and do have GIS staff in house that do the GIS work for the county. Many of the counties in the state contract with one of the Districts or with Zuecher to maintain their data. Ruffedt mentioned that the Districts and Zuercher may be working with the counties to determine if the GIS data remediation will be an additional cost to the county or if it falls under their current data maintenance contract. This is something that each county will have to negotiate locally with their provider. Hayes closed in saying the SD Project Team has been great to work with. They are extremely engaged so it has been a really good project for GeoComm and we hope they feel the same. Ruffedt agree.

Serr we hope the companies see this as part of their data remediation contract that is existing with the counties and not a big money generator at the counties expense. This could certainly create a financial hardship for counties if they had to come up with revenue to pay for this service. Ruffedt pointed out that the 911 data has never been looked at like this before. These are errors that have been in the data and need to be fixed as we need to get the data up a notch higher and better for call routing in the NG911 system.

B. Decisions made by NG911 Administrative Group

The administrative group has submitted two change orders since the last board meeting. The first was to change from headsets to handsets at a portion of the Metro workstations and the second was to correct the number of workstations listed for Huron PSAP. Three had been reported at one point, but the correct number is two workstations.

C. TCS Project Update

Rechtenbaugh provided a handout to the board. Since May of 2015 we have cut five PSAPs over to the new xT911 phone system – Pennington County, Brookings PD, Metro Communications, Winner PD and Mitchell PD. Central SD Communications is the next cut on October 21st followed by Brown County and Huron in November. As to be expected the last two cuts have gone easier than the previous. As TCS learns more about our PSAPs and gets each additional cut complete, the lessons learned can be applied to each upcoming cut.

After the August board meeting we sent a letter to TCS detailing the outstanding issues that needed to be resolved before we were willing to make payment on the July monthly recurring costs. TCS responded and addressed every issue in the letter. On August 12th they installed xT911 version 3.9.1 update at Pennington County. This software update did resolve all of the issues they said it would. This version is now being installed at all other locations when they cut to the next xT911 system. The remaining issues were addressed in other manners or we were presented with a plan for correction. This included getting the schedule back on track. They have since cut Brookings, Metro, Winner, and Mitchell. Pierre is the last remaining cut that was rescheduled. On September 18th we approved the payment for the remainder of the July invoice. At this time all payments are up to date. Serr commented that he felt TCS was very good about responding to our concerns and clearly they have a stake in the success of this project. We think they do want to be a good partner for us. Rufledt stated he has been more involved on their support end now since his PSAP came on line in May and he has been very happy with it. This will be good for the other PSAPs as well. Rufledt stated he believes TCS has been pretty successful on resolving those issues that develop and are high priority for a PSAP. Serr mentioned he believes each cut gets a bit easier because we all know more and can apply the information gathered to the next cut. Rufledt also stated he feels having the Kimball rep and Rechtenbaugh at the cuts has been very valuable to the process.

We are simultaneously working on the ESInet (Emergency Service Internet Protocol network) phase of the project while the PSAP cuts to the xT911 system continue. I am presently compiling a list of all of the telecos doing business in South Dakota. We will be sending a letter of authorization to each teleco to explain our project, their role, confirm their service area and current connections to the selective routers. This information is necessary for TCS to be able to have the proper connections available for each. Rufledt stated that Century Link and Intrado are the main 911 providers in SD today and at the end of this project that will no longer be the case. This phase of the project is to deploy the new broadband network to replace the current legacy network. The letter of authorization will tell the teleco's how to route their customers' 911 calls in the future environment. When it is done the teleco's will route their customers to ingress points and not to the current Century Link selective routers used today. We have an upcoming call with TCS and GeoComm to ensure our vendors are all on the same page and coordinating as needed. The next phase will be where we go from routing the current 911 calls using the tabular MSAG database to using the GIS data to route the calls.

D. Network Users Group

The network users group meets via teleconference once a month. Aimee Chase from Metro Communications is the chair and Cindy Gross from CSDC is the vice chair. Aimee was able to share her first-hand experience

with the group about their cut and using the system since then. There were some training related issues that they have been trying to figure out within Metro and processes that are a bit different in the new system. These are all things that take time to navigate and learn how to accomplish a particular activity they used to do in their previous system. The next meeting for the group is next week. Ruffedt asked if this was a closed call or if all PSAPs could be invited to join the calls. Rechtenbaugh mentioned it is a closed call currently with the idea that the 6 PSAP representatives were selected by the total PSAPs to participate in the calls and then share the information among the group. Rechtenbaugh said she would pose the question to the group on the next call to see if they have thought about a more formal process to disseminate the information they are gathering on the calls with the other PSAPs.

VII. Condition Statement and Collections Report

The Collections report documents the information we get from DOR through the automated surcharge system. The line count for September was 825,328. The first shaded grey line highlights the 74% share of the \$1.25 surcharge which goes to the 911 Coordination Fund and the September amount was \$224,243.41. The second shaded grey line is the 2% prepaid revenue for September which was \$89,343.

If you turn to the Condition Statement you will see these revenue amounts reflected to confirm deposit of the funds in the account. Total balance in the 911 Coordination Fund is \$7,432,764. The Contractual expenses have been broken out further at the bottom of the page. The bulk of contractual payments this month were to GeoComm for Milestone 6 – Source Data Gap Analysis which was \$67,592 and to TCS (the rest of the July payment, August and September invoices for a total payment of \$779,401.

VIII. Study Topics

A. Text to 911

We still have quite a while before we will be ready for a deployment, but there are many decisions that will need to be made. Such as, will we deploy text statewide or regional, will all PSAPs take text or just a few take text for the whole state, and what is the pulse of the PSAPs on this topic? This may be something the Network Users Group could gather information on from the PSAPs and report back to the board. Ruffedt stated he would like a current briefing from TCS on when they are going to be ready to deploy text and some of the details about the options. Is the text to 911 application in our current version of xT911 or will it require a version update or additional software? What options are available to us? DO they have any recommendations, lessons learned related to a text deployment. We also need to check the contract for any requirements specifically called out for the text to 911 application. Ruffedt stated he suspected that most PSAPs in the state will want to take their own text to 911 calls. He suggested a statewide rollout to eliminate confusion among the public over who in the state has the service when. Public education will be a crucial part of the roll out success. Ruffedt said he would prefer to see a soft roll out in the PSAPs first with no public notification to give the PSAPs time to experiment and get used to the new technology. Once that has happened we could coordinate a statewide campaign to preferably be directed to the deaf and hard of hearing population. We need the main message to be, always call 911 if you can. When you can't, text. The Administrative Committee will gather additional info and Rechtenbaugh will at the upcoming NASNA meeting and we will report back to the board at the December meeting. At that time we can consider assigning on-going work on this topic to a subcommittee.

B. Surcharge Sunset White Paper

The board with support from Kimball worked on this some last year. Knowing that we will need to address this in some manner during the 2017 legislative session we need to dedicate some time to the White Paper. Secretary Jones said he will need this information to take forward next summer. He requested we need to

vet out additional what if's. While the board may prefer to have the surcharge sunset repealed we need to have all of the information available to answer the questions about, what if it isn't? What will happen then? Good or bad, what would the outcome be? Harding suggested this maybe be a topic that needs the attention of the full board. He suggested it is put on the agenda for the December meeting for continued discussion at that time. Ruffedt agreed it is importance to keep this among the full board, however it might be helpful to have the support of the funding subcommittee to do some of the research or number crunching. Ruffedt stated he did not feel it is an option to consider having the counties pick up the cost of NG911. Harding asked if there has been any appropriation discussion about putting a line in the DPS budget? Rechtenbaugh stated she did not believe so. DeNeui stated at the SDML conference last week that group said they would support the repeal of the sunset because the cities cannot fund it. McPeek stated costs to run a center continue to go up but the 911 surcharge sits stagnant from year to year. We need to talk about how to sustain the funding over the long haul as well, in addition to the discussion about the sunset repeal. There will be a time again when the \$1.25 isn't going to be enough. McPeek asked if we know how the reserve funds are looking across the state at this point. At one time there was a substantial amount of 911 reserves out there at the county and PSAP level, but not sure if that is still the case. Surely that will be information the legislature is going to want to know when considering a repeal of the sunset clause. Ruffedt said in the past there were many PSAPs who had cash reserves and were often paying their 911 expenses out of their general funds. But over the last three years it seems most of them have now gone away from the practice with the work done through the financial annual reports each year. There are certainly some counties still sitting on reserves. Particularly those counties who have contracted with another PSAP for 911 service and the service is not costing them as much surcharge as they are receiving. There has been a general desire "in Pierre" to see less PSAPs, though we don't know what number that would be. At one time we were at 43 PSAPs and now we are at 28 local PSAPs. Is this too many, we don't know. At this time of the counties who have consolidated I don't think there is any one paying more than \$100,000 a year for the 911 service. Rechtenbaugh stated this is information we have available from the reports in the Annual Reporting system. Ruffedt agreed this is an issue the full board will need to be heavily involved with, but would suggest the funding sub-committee do some of the work between now and the next board meeting. DeNeui said she would be willing to help. Serr asked if the funding sub-committee would be willing to look at this further before the December board meeting. The subcommittee agreed. Rechtenbaugh will add it to the December for on-going discussion at that time and a report from the funding sub-committee. Serr commented that when the legislature passed this bill in 2012 they didn't really know what the costs for NG911 would be. The inclusion of the sunset was added for this reason.

C. Remittance data release to counties

This topic was discussed earlier in the agenda so no additional discussion is needed here.

D. NG911 Project Manager FTE

In the past the board has had discussions about the need for an additional FTE to support the NG911 coordination long term. In visiting with Secretary Jones, he advised the board may want to include this with any legislative action they may take during the 2017 session. Current statute provides the board with one unbudgeted FTE that is housed within the DPS. Brown asked Rechtenbaugh to provide the board with the most recent financial projections spreadsheet and the expense table from the Kimball contract. Ruffedt stated the management of the NG911 system will not get easier or require less work when all of the PSAPs are on the system. Instead, it will take a much larger level of coordination for the entire system across all of the PSAPs. Ruffedt said he would expect it will take at least an additional FTE if not more to manage all of the components; statewide GIS, ESInet, xT911 and system updates. All of these things will have to be well coordinated to ensure no interruption to 911 service. Our contract with Kimball at the beginning of this

project and during the deployment has been very necessary, but once we get the entire system up and running we will need to have someone in state to do the coordination. This will need to be someone very technical in both broadband and CPE. This item should be put on the December agenda for some additional discussion. Rechtenbaugh suggested Kimball may be able to share some experience of how other states have managed after deployment and the duties and time commitment we may expect for the South Dakota system.

E. Kari's Law

December 1, 2013 Kari Hunt Dunn was murdered in a Texas hotel by her estranged husband. 9 yr old daughter tried to call 911 multiple times but didn't know she needed to dial a 9 first. Since then many states have looked at MLTS legislation or some other sort of action in their state to remove any pediments to accessing 911.

Rechtenbaugh talked to a former member of the SD Hotel and Lodging Association who said they did some work on this issue back in 2013. At the time they did an informal survey of their members to see if any had changed from the dial 9-911. Many of the larger franchises had already made this change on their own and across the nation. Others that hadn't yet, seemed willing to do so.

A report from the FCC said the MLTS vendors reported that every single one of their phone systems could be configured to allow for direct dialing of 911. It appeared there should be no cost to most all lodging establishments to make this change. It is a simple software programming change that they can either make themselves or over the phone with their MLTS vendor.

Rechtenbaugh also visited with Ellen Ludemann with BIT regarding the state phone system. She reported there are multiple types of phone systems across state government. Some analog and some VoIP. They may require a 9 or an 8 to get an outside line. She will check with Century Link and the other phone providers for state government to inquire about the difficulty or cost involved in such a change and get back to Rechtenbaugh. This type of a change if made statewide would affect all establishments with MLTS phone systems; schools, hospitals, lodging, government, etc. It will not be a small undertaking.

Rufledt commented this was great information and this is really half of the hurdle now knowing what we may face to tackle this issue. The other issue he sees along this line are the VoIP phone systems. Hospitals with large phone system across multiple campuses and more than one community is where they have seen the issue. When someone dials 911 from within one of these systems, all of the 911 calls come in showing the location of the main campus building. This is not helpful in an emergency. Some of these have been changed now and the Rapid City hospital is a good example of what it took to make this change. This may be another thing to look at and make sure they have these things fixed too. Sawvell said a PS ALI database is built to give the PSAP the individual location within the large campuses. Serr commented he thought this is an issue that may be able to be changed purely through education and not something we need to look at legislatively. Brown said he would check with his engineers and see if with the newer MLTS phone systems being sold now, if there is a best a practice that is put in place. Sawvell did agree that the mom and pop type establishments may really have the old phone systems that are going to be the hardest to update.

IX. Other Business

- A. Review of Sub-committee membership. A chair is needed for the Funding and Special Nomination sub-committees.

Board member Haines had to leave the meeting due to another commitment.

- B. **Next meeting date:** December 17, 2015 at 10:00am central time. Location to be determined.
- C. Tour of Central South Dakota Communications PSAP.

X. Public Comment

There was no public comment.

XI. Adjourn

Motion to adjourn the meeting.

Moved by: DeNeiu Seconded by: Harding

Discussion: None

Roll call vote: 8 yea's, 0 nay's. Motion Carried unanimously.

Meeting adjourned at 1:07 central time.