



SOUTH DAKOTA 9-1-1 COORDINATION BOARD
MEETING MINUTES (DRAFT) FOR DECEMBER 12, 2013
SD MUNICIPAL LEAGUE, FT PIERRE, SD

Board members present: Carmon, Falken, Haines, Harding, Jaeger, McPeck, Price, Ruffedt, Sawvell, Serr, Turbak

Board members absent: Ex-Officio Board Member Bryan Krause (Verizon)

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

Others present: Eric Erickson (CenturyLink), Ryan Hartley (First District), Joe Fick (IES), Frank Jarman (Cassidian), Harry Redman(Third District); By Phone - Sara Weston (LR Kimball), RD Porter (LR Kimball), Marshall Sheerer (LR Kimball), Scott Strom (LR Kimball), Sue Black (Lawrence Co), Darren Ketcham (Metro 911), Greg Brooks (Intrado), Stacen Gross (GeoComm)

I. Call to Order and Roll Call

Meeting called to order at 10:04am CDT by Ruffedt. Roll call was taken and a quorum was present.

II. Approval of Agenda

Motion to approve agenda with additions noted.

Moved by: Haines Seconded by: Harding

Discussion: None

Motion carried unanimously.

III. Approval of Meeting Minutes

Motion to approve October 24, 2013 meeting minutes.

Moved by: Carmon Seconded by: Serr

Discussion: None

Motion carried unanimously.

IV. Review of Draft RFPs

Weston and the staff from Kimball presented the board with their recommended draft of the NG911 Network, Call Answering System and Managed Services RFP and then GIS Data RFP. Any comments received prior to the meeting were presented for consideration. Board members walked through both RFPs page by page and made edits. Weston tracked all of the changes and made note of any follow items. Weston will accept all changes agreed upon by the board and provide Rechtenbaugh with a clean copy of the RFPs which will be forwarded to the board and posted on the 911 webpage for final consideration of the board. The board will take action on the documents at a future meeting.

The review of the responses once the RFPs are released will be handled by the existing two committees that provided support to Kimball for the drafting. The four board members on each committee agreed to assist with the review process, Rechtenbaugh will review on both committees, and follow up with the technical experts we had on each committee to see if they would be willing to review as well. Rechtenbaugh will report back at the next meeting.

The GIS Survey of the counties and PSAPs is close to complete. Rechtenbaugh will continue to contact the remaining counties to complete the document which will be provided in the GIS RFP.

V. Update on Kingsbury County Request - Falken

Falken visited with Kingsbury County at the request of the board to summarize the allowable recurring and non-recurring costs with 911 surcharge funds. Kingsbury County has a surplus of 911 funds they had requested to spend on non-allowable costs. The board denied this request at the previous meeting. There are some non-PSAP counties who have accumulated a reserve of 911 surcharge funds. The 911 surcharge funds should be going to fund the operation of the PSAP. In some cases the PSAP is charging the county less than the county is receiving in surcharge dollars for the 911 services. It continues to be a concern of the board that the surcharge dollars the PSAPs have leaves them underfunded so the county or city operating the PSAPs consistently has to use general funds to supplement their budget, while non PSAP counties sit with a reserve of 911 funds that they cannot expend because they have very little 911 related expenses.

VI. Butte County Grant Request

A grant request was submitted for review and consideration by the board. The request is for \$50,000 for the replacement of their radio system. Board members discussed the intent of the grant program and whether it was intended to be used to help PSAPs come into initial compliance with the Administrative Rules or if equipment replacement or upgrades should also be allowed. Rechtenbaugh will check electronic files for previous versions on the grant outline and meeting minutes for any discussion on the grant program purpose. The board has awarded \$85,274.06 in grants leaving \$114,725.94 of the \$200,000 originally approved by the Board on December 16, 2010.

Motion to suspend the grant program and not accept any additional applications.

Moved by: Falken Seconded by: Haines

Discussion: The reason for suspending the program is because it is unclear if “maintaining compliance with admin rules” was the intent of the program.

Roll call vote: 8-2

Yeas: Falken, Haines, McPeek, Price, Ruffedt, Sawvell, Serr, Turbak

Nays: Carmon, Jaeger

Motion passed 8-2

VII. Coordinators Report

A. Condition Statement and Collections Report – The November Condition Statement shows the 2% pre-paid wireless revenue received for FY14 is \$281,907. The revenue from the states portion of the \$1.25 for FY14 is \$1,146,106. Total balance in the 911 Coordination Fund is \$4,471,728. The largest current expenses from the fund are under contractual for the NG911 consulting services. The Collections Report shows 819,135 lines reported statewide for the month of September. The total surcharge collected by DOR was \$1,002,800. The surcharge is then split 70/30 with 70% or \$701,960 going back to the counties in which it was collected. The 30% is then further split with 26% or \$78,218 going to incentive PSAPs and 74% or \$222,622 going to the Coordination Fund which corresponds with the amount reported on the condition statement. And the 2% prepaid wireless amount is \$70,661 which also corresponds with the condition statement. It was noted that the total line count was down about 34,000 lines from last month. Board members discussed the difficulty with being able to monitor or track these issues because DOR is not allowed to share vendor lists or specific information. Rechtenbaugh will ask a neighboring state if they are able to share their list of

911 vendors. Then the list could be provided to our DOR as a comparison tool to help identify if we still have multiple vendors serving SD, but not reporting or remitting the surcharge.

- B. LR Kimball Contract Report and Options** – The contract was for \$310,668 which included all of the projects and optional services as we transition to NG911 in South Dakota. To date, Kimball has completed Projects A and B. The remaining projects are all being worked on together in the form of two RFPs (GIS System and Maintenance, NG911 Network/CPE/Managed Services). To date we have paid out \$152,190.33 of the contract leaving \$158,477.67 available. Weston provided a handout showing the optional services the board has used to date, those recommended and those benched until a later date.
- C. PSAP Annual Budget Collection** – In October, Rechtenbaugh contacted the 29 locally operated PSAPs and the 4 tribal PSAPs and requested they submit their annual budget for calendar year 2014. At the time of the meeting, 26 of the 29 locally operated PSAPs had submitted their budget. The 4 tribal PSAPs did not submit a budget. The deadline for submission was Oct. 31, 2013. Rechtenbaugh has been in contact with those 3 PSAPs who have yet to submit (Mobridge, Roberts Co, Spink Co). A summary of the reports collected was provided to the board for review.

A letter of explanation and invitation to the tribal PSAPs was drafted since the last meeting and is being reviewed by the Governor's staff. Rechtenbaugh will follow up and report back to the board at the next meeting.

- D. Annual Financial Report System** – Smart Software Solutions continues to coordinate any changes or final updates and bug fixes with BIT as we continue to test as each new step in the launch of the application is completed. SSS did provide some additional training with Rechtenbaugh on the system in preparation for the spring report submittal.
- E. Updated FAQ Document** – The frequently asked questions document was updated to reflect any changes made to administrative rule. The updated document will be posted on the 911 webpage.
- F. NASNA Meeting** – The NASNA meeting was held in November and included multiple presentations from federal partners and dialogue among the state administrators. Noteworthy items included an update from Indiana about their text to 911 project. They have begun with outbound text messages only that are initiated by the PSAP. This is used to call back hang-up or butt dial calls to 911. Policy requires them to call the number back and reach someone to find out if there is in fact an emergency. If no one answers, an officer must be sent. Now if no one answers they try the outbound text message asking if they indeed need help. They report while callers who misdial to 911 often will not answer the call back, they will respond to the text message. Therefore an officer does not have to be sent to do a welfare check and thus saving time and resources. Presentation by Chrysler on their in-car 911 button. It was a very hot topic and they took a lot of feedback from many of the people in attendance.
- G. Coordination Fund Grant Program** – The Grant Program Outline was reviewed at the last meeting and the wording under Applicant Eligibility was updated to reflect that eligible applicants must contribute 911 surcharge into the State 911 Coordination Fund in order to be eligible for the Grant Program. A copy of the updated Grant Program Outline was provided to the board for review.
- H. Other Misc. Updates**
 - a. Mobridge PSAP taking over books and meeting on Jan. 16th.
 - b. A telephone service provider contacted DOR and has requested to pay surcharge from 2008 to present. I provided some information to them on how to remit prior to July 1, 2012. Rechtenbaugh will follow up with counties that this affected to see if they were contacted by the service provider to arrange for payment.

- c. FCC live webcast on Phase II cellphone calls to 911. Improve indoor location accuracy, improve phase II outdoor location. Perception is reality – the public believes we know where they are when they call.
- d. The grant agreement was sent to Winner for their remodel project.
- e. Janet Ball from DHS and staff from CSD related to Deaf/HH callers. They have funding to use for education related to 911. They will put together a resource document on the different types of technology a deaf/HH person may use to reach 911. In addition they have asked for any PSAP needs. I had a call with Ted and Marlene who suggested they present at the next Dakota 911 Conference. They also offered to come to any PSAP who was interested and provide some training or demonstration on how to use the technology and communication tips. They would be willing to provide a document containing educational messages that the PSAPs feel are most important for the callers to know about calling 911.
- f. 911 Program Manager/Basic Instructor - Diana Tibbs has been hired for the position of 911 Program Manager/Basic Instructor which she will start on 12/24/13. Diana previously worked as a Sergeant at the Women’s Prison and most recently at Consumer Protection. She will be responsible for coordinating the 911 Basic Course as well as helping with the law enforcement basic academy. She has previous experience as an instructor.

VIII. Subcommittee Reports:

A. Administrative Subcommittee – Ruffedt, Serr and Price: Update on FTE research

The board discussed the potential need to hire an additional staff person to be a project manager for the NG911 project. Secretary Jones supported the board pursuing a contract employee to fill the position. Rechtenbaugh was able to get a few sample job descriptions from other states. The Administrative subcommittee will work to identify the duties and required skills desired for the position. A project over \$50,000 would need to be via the RFP process. Rechtenbaugh will follow up with Christie from Texas to see if she would share the contract they used to hire their project manager and contact Jason Horning from ND for his job description which might be similar to what we need. Rechtenbaugh will also visit with Kimball staff to see if they provide this type of service or could direct us to any other states who have done something similar.

- B. Operations Subcommittee – Haines – no report**
- C. Technical Subcommittee - Carmon and Serr.** When the RFP is finalized they will be able to move forward to assigning timelines to the goals they were assigned.
- D. Legislative Subcommittee – Carmon.** We do not have any legislation that we are bringing this year. He did follow up with the PUC on the rules we provided suggested updates on.
- E. Funding Subcommittee – Turbak.** They will look into the issue of the counties who are holding 911 reserve fund balances that cannot be spent.

IX. Other Business

Next meeting date will be Thursday, January 2, 2014 via conference call at 10:00am central time.

2014 Meeting Schedule – Rechtenbaugh provided the 2014 meeting schedule dates. Meetings will take place in Pierre at the SDML when possible. February 6, April 10, June 5, August 14, October 9, December 11.

X. Public Comment

There was no public comment.

XI. Adjourn

Motion to adjourn the meeting.

Moved by: Jaeger Seconded by: Falken

Discussion: None

Motion carried unanimously.

Meeting adjourned at 3:21pm central time.

DRAFT