



SOUTH DAKOTA 9-1-1 COORDINATION BOARD

MEETING MINUTES FOR JULY 27, 2015

VIA TELECONFERENCE

Board members present: Brown, DeNeui, Haines, Harding, Jaeger, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr

Board Members Absent: None

Staff Present: Shawnie Rechtenbaugh (State 9-1-1 Coordinator), Jenna Howell (DPS), Maria King

Others present: Scott Strom and RD Porter (LR Kimball), Bob Mercer (reporter)

I. Call to Order and Roll Call

The meeting was called to order at 10:02am CDT by Rufledt. Roll call was taken and a quorum was present.

II. Approval of Agenda

Motion to approve the meeting agenda with additions.

Moved by: Jaeger Seconded by: McPeek

Discussion: None

Roll call vote: 11 yeas (Brown, DeNeui, Haines, Harding, Jaeger, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays. Motion Carried unanimously.

III. Approval of Meeting Minutes

Motion to approve the April 9 and June 11, 2015 meeting minutes.

Moved by: Harding Seconded by: Haines

Discussion: None

Roll call vote: 10 yeas (Brown, Haines, Harding, Jaeger, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays and 1 abstention (DeNeui). Motion Carried.

IV. New Board Members

Jody Sawvell and Gary Jaeger were reappointed to the 911 Board for another 3 year term. Michelle DeNeui from the City of Spearfish was appointed as the SD Municipal League representative. DeNeui began in 2001 as an operator in the Spearfish dispatch center. In 2005 she moved into the finance office for the city where she has been ever since. She looks forward to being involved with the work of the board and being able to contribute to 911 in SD.

V. TCS Project Update and letter review

We have experienced a delay in the NG911 deployment under the TCS contract. At this time Pennington County PSAP is the only PSAP to be cut over to the new xT911 phone system. The issues identified with the xT911 phone system are listed in the draft letter. Due to the issues with the xT911 system and QOS issues on the TCS network, TCS has not been able to keep to the project schedule and has postponed the cut over for Brookings, Mitchell and Pierre PSAPs. The administrative committee along with the Kimball team continues to have conversations with the TCS team on a weekly and sometimes daily basis. At this time we do not feel TCS is moving to a resolution in an expedited manner. We would like to propose a dispute of the monthly recurring costs portion of the invoice. Rufledt went on to say that Pennington County experienced delays

with QOS and audio quality. In the last two weeks this has improved greatly, but the issues with the xT911 system still exist. TCS has written a software update that they say will alleviate the CPE issues. They have deployed it at one PSAP in Indiana and we have been in touch with that PSAP manager to see if it in fact is operating correctly. Serr stated we want to keep Metro on schedule for cut over on September 1st. This would be a concern if any more PSAPs were delayed and jeopardize the rest of the project schedule. We do understand there might be occasional delays on the system and there are issues that will need to be worked out as we go, but we also want to ensure we have a good relationship with TCS and one of mutual respect.

Harding asked if TCS has been made aware of all of the items listed in the letter. The administrative committee as well as Porter have had many conversations with TCS specifically about these items. They are well known and well documented. We felt it is important to put these issues in a letter and take this action early on to ensure they know our position.

Brown asked if we could walk through the items that are not working in the software. Refer to item 1a-I in the letter for the specific list. These are the issues that are not working currently in the software.

Why are we the only ones experiencing these issues? We have a different version of the xT911 software presently. After we identified these issues TCS has now developed a new version which they state will address all of the issues. They recently deployed the new version in an Illinois PSAP. We have been in contact with this PSAP about their experience. If that version is in fact better and we are satisfied with the result there, then we can accept the update and have it installed at our host sites and the Pennington PSAP during the week of August 10th.

Jaeger – the letter states there has been a staffing issue. Can you explain further. Porter explained that TCS shared with us at the meeting in Denver that they had some communication problems between their management team and their technical support team. There has been a lot of work completed on a single basis but they didn't have a consolidated effort with their whole team. Their vice president noted they had totally restructured their management team to better address our issues. She stated in retrospect they should have made the change sooner, which may have lessened the impact on our project. As it was, the staffing issues impacted us by delaying the resolution of the problems we were having.

DeNeui asked when will we pay the invoice? Will it be once they work though all the items or how will that be determined. The administrative committee could be given the discretion to make the determination. We would like to see them get the software update installed and assuming that fixes the main software concerns they should then be able to install Brookings in later August and Metro on September 1. From there they would need to work Mitchell and Pierre back into the schedule while remaining on schedule with the other PSAP cuts. In that case, I think we would consider the issues resolved and they would be back on track.

Serr commented that he believes TCS is moving in the right direction to fix the issues. He felt this letter encourages TCS to keep South Dakota in the forefront and a priority moving forward.

Jaeger said he wondered how much of a priority we are for TCS. He would like to have more in depth updates or more frequent updates on the project process if possible.

Motion: To approve the draft letter with the changes outlined on this call and authorize Rechtenbaugh, as an agent of DPS and the board, to be the signatory.

Moved: Miller Second: Harding

Discussion: None.

Roll call vote: 11 yeas (Brown, DeNeui, Haines, Harding, Jaeger, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays. Motion Carried unanimously.

Motion: That the administrative committee should use their discretion to decide when the items identified in the letter have been sufficiently resolved and when to authorize payment to TCS.

Moved: Haines Second: Miller

Discussion: none

Roll call vote: 10 yeas (Brown, DeNeui, Haines, Harding, Jaeger, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays and 1 abstention (Jaeger). Motion Carried.

Howell left the meeting.

VI. Compliance Review Procedure

We discussed this at the last meeting of the board. Currently an annual review of each incentive PSAP is required by the PSAP compliance review procedure. I would like to recommend a change to every 3 years. Once a PSAP is reviewed and determined to be compliant, there is little chance of them then becoming non-compliant from year to year unless they have a substantial change in their operation, such as a consolidation with another PSAP or a physical move. However, those PSAPs who have yet to come into compliance could use the additional technical assistance and face to face visits to monitor their progress towards compliance. A change in the procedure would make it easier for Rechtenbaugh to focus more attention on the non-compliant PSAPs. Harding asked if the incentive PSAPs would be set up on a rotating basis to do a few of them each year. The 11 PSAPs would be split into a 3, 4, and 4 PSAPs and one group would be reviewed each year so after 3 years the first group would then come up for review again.

Motion: To update the PSAP Compliance Review Procedure document, page 1, 3rd paragraph from the bottom, second sentence to read, 'Compliance reviews will be conducted by the state 9-1-1 Coordinator to ensure continued compliance at a minimum of every 3 years.'

Moved: Serr Second: DeNeui

Discussion: None

Roll Call vote: 9 yeas (Brown, DeNeui, Harding, Jaeger, McPeek, Miller, Reinesch, Sawvell, Serr), 0 nays and 2 abstentions (Haines, Rufledt). Motion Carried.

VII. Other Business

Next meeting date: August 13, 2015 the board will meet via conference call instead of in Watertown as originally planned.

Jaeger and Miller left meeting.

VIII. Public Comment

There was no public comment.

IX. Adjourn

Motion to adjourn the meeting.

Moved by: Haines Seconded by: McPeek

Discussion: None

Roll call vote: 9 yeas (Brown, DeNeui, Haines, Harding, McPeek, Reinesch, Rufledt, Sawvell, Serr), 0 nays.
Motion Carried unanimously.
Meeting adjourned at 10:58am central time.