



SOUTH DAKOTA 9-1-1 COORDINATION BOARD

MEETING MINUTES FOR APRIL 26, 2018

VIA CONFERENCE CALL

Board members present: Brown, DeNeui, Haines(joined at 10:30AM), McPeek, Miller, Reinesch, Ruffedt, Sawvell, Serr

Board Members Absent: Harding, Kippley

Staff Present: Shawnie Rechtenbaugh (State 911 Coordinator), Maria King (NG911 Project Manager)

Others present: Jenna Howell (DPS), Dawn Hill (DPS), Wendy Day (911 Authority), Jessica Frye (GeoComm), Alex Roberg (Hand County EM), Tony Mangan (DPS)

I. Call to Order and Roll Call 10:04

The meeting was called to order at 10:04 a.m. CDT by Ruffedt. Roll call was taken and a quorum was present.

II. Approval of Agenda

Motion to approve the meeting agenda.

Moved by: McPeek Seconded by: Miller

Discussion: None.

Vote: 8 yeas, 0 nays. Motion Carried unanimously.

III. Approval of Meeting Minutes

Shawnie advised that she had a change to the draft meeting minutes from December 14, 2017. She corrected the "Others Present" section to read "Alex Roberg – Hand County EM."

Motion to approve the December 14, 2017 meeting minutes as revised.

Moved by: Reinesch Seconded by: DeNeui

Discussion: None

Vote: 8 yeas, 0 nays. Motion carried unanimously.

IV. Board Member Terms

Three board member terms expire on June 30, 2018: Michelle DeNeui (SDML), Rachel Kippley (SDACC), Jody Sawvell (Service Provider). Rechtenbaugh has been in contact with all three. DeNeui and Kippley expressed interest in serving another term and their respective organizations support this. DeNeui and Kippley's names have been submitted to the Governor's Office for consideration of reappointment. Sawvell has decided to end his time with the board and let another service provider fill the seat. Shawnie has been in contact with the service providers to gather a list of 10 interested persons for consideration for appointment.

Discussion: Ted thanked Jody Sawvell for his 10 years of service to the board.

V. Legislative Summary

During the 2018 session, two 911 bills were passed by the legislature. SB 98 corrected the errors that were discovered in the 2017 bill (SB 113). SB 98 maintained the intent of SB 113. Additionally, SB 98 removed the sunset clause on the \$1.25 surcharge. This action now maintains the surcharge at \$1.25 to ensure on going funding for the statewide 911 system.

SB 99 allows the Department of Revenue to release the line count data broken out by telephone companies to a specific PSAP or county so they can better monitor their surcharge revenue. DOR has developed the report structure and (beginning July 1) if counties or PSAPs want to request their specific line count data, they should email Rechtenbaugh and she will pass the information on to DOR for release of the data.

Discussion: Ted asked if a PSAP or county will have to contact Shawnie each time they want the line count data or if they can put in a request going forward to receive the information on a monthly basis. Shawnie had spoken to DOR about this. They said it would have to be a specific request each month. Shawnie offered to ask DOR if they would be willing to do a blanket request going forward if a specific PSAP or county wants that information each month.

VI. NG911 Project Updates

A. GeoComm Report.

Jessica Frye from GeoComm reported that 63 counties have submitted data via the DIMES portal to date. The three counties who have not submitted are Dewey, Oglala Lakota and Ziebach. The statewide accuracy average is currently at 94.82%. The goal is 95% so we are very close. 43 of 63 counties are currently over 95% and 26 of 63 are over 98% which is the NENA recommended standard. They are now working ALL standardization. This is things such as standardizing avenue noted as Ave and not Av.

Rechtenbaugh provided the board with a contract amendment to the GeoComm contract for their consideration. The amendment is for the Master Street Addressing Guide delta processing services to assist with maintaining ongoing synchronization between the state's MSAG and the NG911 GIS dataset.

The contract amendment allows for a one-time payment of \$11,664 upon completion of the set-up and monthly payments of \$2,837.50 through the life of the contract. The total contract would increase from \$3,914,139.00 to \$4,138,615.50 for a total increase of \$224,476.50. The contract amendment will be included on the next meeting agenda for possible action by the board.

Discussion/questions: None

B. 911 Authority Contract Amendment:

Rechtenbaugh provided the board with a contract amendment to the 911 Authority contract to add \$75,000 to the base contract, which ends April 3, 2022. The original contract was for \$135,000 and this amendment would increase it to \$210,000. We have had many, very labor intensive pieces of the project happening over the last year, which have required a lot of support from 911 Authority. This includes technical, legal, and regulatory expertise. Because of this, the contract has been expended quicker than we originally anticipated. 911 Authority is providing an excellent service to the state as we navigate this very large, technical project. The contract amendment will be included on the next meeting agenda for possible action by the board.

C. NG911 Project Management Update. Maria King has been working as the NG911 Project Manager for the last several months. She has been doing an excellent job and has been making quick work of getting up to speed on much of the project, which is no easy task. King updated the board on many projects she has been working on since the last board meeting.

- **Policy Routing** – In preparation for PSAPs being able to provide backup for one another once the ESInet is in place, policy routing agreements were completed and submitted by each of the PSAPs. When a PSAP gets inundated with calls, they will automatically roll over to another PSAP they have designated. For any scheduled maintenance or evacuation situations, each PSAP has policy routing

plans in place for handling of their calls as specified and agreed upon by the involved PSAPs. Eliminates the need for a physical back-up center to be maintained by PSAPs.

- **Voice Logging Recorders** – We are reaching out to all South Dakota PSAPs regarding their 911 voice logging recorder and how it will work with the transition away from the current Legacy 911 network (Century Link) to the ESInet (Emergency Services Internet Protocol Network) as part of upgrading South Dakota from E911 to Next Gen 911. There may be technology upgrades required and new options available to PSAPs in the way 911 calls are logged and recorded in the NG911 environment as our service provider, Comtech, assumes more control of 911 call delivery and transitions all the PSAPs in the state away from the old Legacy 911 environment in 2018. In the Next Gen 911 environment, SIP technology (Session Initiated Protocol) is utilized for logging and recording of 911 calls. We are working with those PSAPs who will need to upgrade or make changes to their recorders so they are compatible with the new digital technology associated with ESInet.

Ted added the admin committee thought this may be an area where the board may want to consider grants to help out with the financial burden. He asked if it looks like PSAPS will be able to do this on their own or will there be a need for board assistance. Maria advised most PSAPs will be able to handle it – either through budgeting or shifting expenses around. Some PSAPs have concerns. As the time nears, there may be a need to help some PSAPs through either cost-sharing or grant funds. Maria indicated there will be some cost savings down the line, which could help off-set the initial expenses. There are a few PSAPs Maria has been working closely with and she will continue to work with them to determine what level of assistance they'll need as the time gets closer.

- **ESInet BETA cut** – Watertown was scheduled to be the first PSAP to be cut over to the ESInet on March 13th, however there have been delays in the project. We are looking at an approximate two month delay due to the complexity of the procurement and testing process while Comtech works to get the intertandem trunks (ITTs) in place, which will provide a temporary connection for the carriers to send the calls to Comtech's selective routers. Comtech can then route the calls to the PSAPs once they cutover to the ESInet.

Ted added this has been frustrating for the admin committee. Circuits are now in and in the testing phase. Hopefully they don't run into any problems. Watertown has been extremely patient, helpful, and understanding through the process. Once we get the first few done, we should be able to complete two cutovers per week.

Board member Marlene Haines joined the call at 10:30AM.

- **Dual Circuits** – We have received quotes for dual circuits to provide redundancy for the 11 incentive PSAPs. We are confirming network redundancy and evaluating which option is best and will present to the board at a later date.
- **Additional Duties / Information**
 - Point of contact for maintenance notifications related to the PSAPs and our NG 9-1-1 system; confirm PSAP has made contacts to route calls, follow up on any outages, if necessary
 - Trouble ticket monitoring – overall ticket count is going down. Monitor for any trends, anything specific to one PSAP or a common problem among several PSAPs and address that with ComTech
 - PSAP Director / 9-1-1 Coordinator Update

- Union County; Judy Oberg retired; replaced by Sara Beatty
- Bon Homme County; Scott Burgi resigned; interim is Amanda Boden
- Brown County; John McQuillen retired; replaced by Kent Brown
- Custer County; Chris Bennett resigning the end of this month; replaced by Michelle Boehrs

D. PUC Declaratory Ruling. Jenna Howell updated the board regarding our request to the PUC for a declaratory ruling. On April 16th, Comtech submitted a motion to dismiss our docket. The motion did not follow the requirements in law of 10 days prior to a hearing. We submitted comments to note it was not an allowable motion. SDN and SDTA submitted similar comments. At the PUC commission meeting last Friday, April 20, the PUC asked us to waive our argument that it was not allowable if we wanted to proceed with a ruling on our docket. We agreed, as we felt it was more important to get to the PUC's answer on our request. The PUC dismissed Comtech's request to dismiss. After some questions by the PUC, Commissioner Fiegen made a motion on behalf of the commission to dismiss our request for a declaratory ruling. We were not allowed to comment. The commissioners supported the dismissal saying they originally thought the parties would work it out on their own and now that they haven't, the commission is not prepared to provide an answer.

Discussion: Ted suggested the board, along with staff (Wendy, Maria, Shawnie and Jenna), should go into executive session at this point. The public meeting conference bridge will remain open during executive session and board members will return to the public bridge and finish out the remainder of the public meeting after executive session.

VII. Executive Session

The board went into executive session to consult with legal counsel about possible litigation and contractual matters. Rechtenbaugh noted that executive session will be held via a separate bridge and only board members and designated staff will be present on the call. No action will be taken in executive session.

Motion: To go into Executive Session to consult with legal counsel about possible litigation and contractual matters per SDCL 1-25-2 (3).

Moved by: Serr Seconded by: Miller

Discussion: None

Motion carried unanimously.

The board went into Executive Session at 10:50am. The board came out of Executive Session at 11:47am. The board and staff rejoined the public calling bridge at 11:51am Central Time. Roll call was taken. Board members present when the public meeting reconvened were Brown, DeNeui, McPeek, Miller, Reinesch, Ruffedt, Sawvell, Serr. Staff present were: Wendy Day, Shawnie Rechtenbaugh, Maria King, Jenna Howell, and Dawn Hill. Members absent: Haines, Harding, Kippley.

Miller left meeting at 11:52am. Brown left executive session at 11:19am. Haines left executive session at 11:38. Staff member Dawn Hill was also present in executive session.

Based on all that has happened to this point, staff and the administrative subcommittee recommends the following steps for consideration by the board:

- Decide if the board would like to appeal the PUCs dismissal of our docket or not. Appeal to the PUC or circuit court.
- Send a letter to Comtech requesting they file bonafide interconnection requests with the rural carriers and the PUC as required by law. Request a breakdown of the monthly recurring costs we pay Comtech. Request an updated ESInet project plan.
- File a new declaratory action with PUC asking a narrowing question related to competitive local exchange carriers (CLECs) and if they are required to follow 49-31-79.
- File a petition to intervene in the 2015 docket that Comtech filed with the PUC when they received their CLEC status. Ask the PUC to now rule on the question that was reserved at that time.

Pursuant to state law, we will not take any action on these recommendations at this meeting. Shawnie advised a special board meeting could be held on Thursday, May 3 at 10:30AM Central Time for the board to consider the two contract amendments and take action on legal recommendations.

VIII. Reports

The most recent condition statement and collections report were provided. As you can see by looking at the bottom of the condition statement, the monthly payments to our vendors are averaging about \$300,000. 2% prepaid revenue this month was \$97,724 and the states portion of the \$1.25 was \$222,757. Ending cash balance in the fund is \$6.9 million. If you look at the collections report, you will see the lines for the month were 816,850. As with past months, around \$700,000 of the \$1.25 surcharge was distributed back to the counties this month. We also distributed about \$77,000 in incentive funds to the 11 eligible PSAPs. This is in line with past months. Revenues and expenses seem to be remaining steady at this time.

IX. Other Business

Based on discussion today and several items pending board action, Rechtenbaugh suggested the board convene a special meeting on Thursday, May 3rd at 10:30am Central Time via teleconference. Shawnie will reach out to board members not present today (Rachel Kippley and Steve Harding) to see if that date/time works for them. Next regular board meeting date will be June 14, 2018. Location to be determined.

Shawnie asked the board about purchase of promotional items. Current supply of items to promote the board and the 911 coordination website has been depleted, plus the website address has changed. Shawnie asked if it would be worth her time to research the cost of new promotional items and bring those before the board at the next regular meeting. Board members agreed that would be a good idea.

Ted suggested someone report back at the next regular board meeting about 2-person PSAP rule, how/when it applies, is it a rule we need to strike at some point, etc. He asked if there are other administrative rules that need to be updated because of the work we've done so far with NextGen 9-1-1. Shawnie said she would work on a rules review and bring it to the June meeting. Another rule to look at is the one specific to PSAP backup centers. With redundancy in place, is there a need for this language anymore? Also want to look at the rule regarding PSAP power issues – is rule worded correctly/does it need to be strengthened?

X. Public Comment

There was no public comment.

XI. Adjourn

Motion to adjourn the meeting.

Moved by: McPeek Seconded by: DeNeui

Discussion: None

Vote: 7 yeas, 0 nays. Motion Carried unanimously. Meeting adjourned at 12:10 p.m. Central Time.