



Board Members Present: Boyd, DeNeui, Kabris, Leon, Olson, Serr, Sutton, Toomey, Turman and Wollman.

Staff Present: Jason Husby, State 9-1-1 Coordinator, Dawn Hill (DPS)

I. Call to Order and Roll Call

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V. Condition Statement and Collections Report

Husby provided the latest condition statement and collections report. DeNeui asked about the large payout in February under Grants. Husby explained this was a payment to Metro Communications for their ongoing project. Husby indicated he is working with both Metro Communications and Oglala to wrap up their grant projects even though no close out date was given under the grant.

VI. 911 jobs website

Husby advised he is working with the PSAPs and the DPS Public Information Office to help with telecommunicator recruitment, as staffing shortages continue to be a common theme and one of the biggest challenges for PSAPs statewide. Husby indicated PSAPs are down about 20% on average across the state.

- 1) Husby advised the DPS website is being redeveloped. He would like DPS to develop a page on the website will show dispatch job announcements. This would provide a central place where potential candidates could find all 911 jobs in South Dakota. While hiring would continue to be done by the city or county, DPS can help them advertise current openings by highlighting them on the website.
- 2) Husby proposed the DPS PIO would work with PSAPs to update our recruitment videos (the ones developed when Maria King was 911 Coordinator). The videos and other media will then be used on the DPS site and can be used by PSAPs for their hiring/recruitment efforts.
- 3) Husby added he would like to create a specific campaign for “911 Jobs” advertisements, like the Text to 911 campaign when it was developed.

Husby advised there will be little cost to the program – perhaps some minor travel expenses for the DPS media team to film the videos. Husby said he wanted the board to be aware of these efforts, as he may ask for approval to purchase promotional items or advertising once the SD 911 Jobs page is up and running.

VII. Rapid SOS

Husby advised the contract with Rapid SOS is being routing for final signatures this week. Chairman Serr will sign on behalf of the 911 Coordination Board after approval of this project by the board in October 2024. Husby explained the free version of Rapid SOS is currently used at all PSAPs in South Dakota. He has been working to bring Tribal PSAPs on-line as well. The contract will secure the paid version of Rapid SOS that will give PSAPs additional capabilities, such as custom mapping, land line and VOIP phones can map like cellular devices, and a host of other items. The board will pay for the “core” subscription for the PSAPs, but individual PSAPs will be able to select and pay for additional features at the discounted state rate. Toomey asked if Husby could provide a price list. Husby said he will send it out to board members and all PSAP directors once the contract is fully signed.

Husby advised Rapid SOS has been excellent to work with. There will be a kick-off call as early as next week, with training and implementation rolled out to PSAPs in the coming months. Husby plans to prioritize PSAPs affected by the Sturgis Motorcycle Rally in western South Dakota and along I-90 first, but he hopes to have Rapid SOS implemented for all PSAPs sometime this summer.

Husby asked for approval from the board to work on a media campaign to educate the public and other stakeholders about this improvement. DeNeui asked what the cost would be for an educational campaign. Husby advised Rapid SOS has public relations staff who would work with himself and the DPS media team to get this accomplished at no cost to the board.

Motion to approve public education campaign regarding Rapid SOS and the increased capabilities it will deliver to PSAPs and citizens.

Moved by: Sutton Seconded by: Boyd
Discussion: None
Vote: 10 yeas, 0 nays. Motion carried unanimously.

VIII. Lumen Service Technician

When Husby learned the West River service technician employed by Lumen was planning to retire, he researched the topic thoroughly. Previous 911 Coordinator Maria King remembered much of the history about the subject and others have confirmed what she advised. Husby explained when South Dakota switched to Lumen for managed emergency call handling, the contract specified Lumen would provide two dedicated 911 technicians. When the West River technician announced he would retire, his replacement was brought onboard by Lumen for 18 months of on-the-job training. The technician retired in 2024 and, since then, there have only been two dedicated 911 technicians. While Lumen is currently meeting all contract obligations, there is a general consensus that the two-technician coverage may be a little thin.

Serr asked where current techs are located. Husby advised one tech lives in Huron. The other tech lives in Sioux Falls. The retired technician had lived in Belle Fourche. Olson said the previous West River tech was very responsive. With Pennington County Dispatch being the second largest in the state, she feels it is critical to have a technician on the western side of the state.

Kabris asked what kind of services the techs provide, can they perform these tasks remotely, is their function primarily preventative or reactive. Olson said Terry was in their dispatch center frequently helping with connectivity issues, maintenance, etc. Olson advised they have a request in to set up a new profile and they were told they'll have to wait until September for this to be done.

Leon said having a third tech is not only wise geographically, but also for succession planning/historical knowledge. Boyd added, "We have a large state." His telco tries to have a technician respond onsite within 2 hours at any location. Boyd asked if there is a requirement to have the technician live West River or at a specific location. Husby advised they just need to be able to respond geographically. Boyd recommended that any amendment be specific enough to require that position be located West River or within 2 hours response time.

Husby indicated he has talked with North Dakota and, while their 911 system architecture is different than ours, they have several more personnel (as some aspects are covered by North Dakota's BIT). He's also had this discussion with tech experts at 911 Authority, who feel that two technicians for South Dakota may be light. Husby wants to make sure service level to the PSAPs remains excellent. He has talked with all West River PSAP directors, and they would also like to see a dedicated tech in the area. With that, there were no significant complaints with the service they are receiving now but they have concerns due to our size of the region.

DeNeui asked if Husby could suggest a motion. Husby suggested a motion asking for the contract with Lumen to be amended to require three dedicated service technicians with a technician located west river.

Boyd added that the quote provided by Husby is not cheap. He asked if the amendment would align with the end of the current contract with Lumen. Husby advised that any amendment to the contract would terminate with the contract closes in 2029.

Serr asked if having a third technician would help with the SIP roll out. Kabris advised while SIP is newer to Lumen, it should help. Serr noted quote received is \$22,200 per month. He asked we have been working

with Lumen to get a discount. Husby said the \$22,000 is the discounted price for strictly a 911 dedicated technician. Serr added with the legislature keeping the surcharge in place, this is a viable expense going forward. He asked how long it would take for Lumen to find a tech and when would the 911 fund start paying. Husby responded Lumen already has a person who has been helping in South Dakota. He thought the amendment process would likely take longer than the hiring process. Husby noted we have the funding to pay now. Toomey indicated he is 100% in support of this. Serr indicated the contract amendment would need to state the Board will start paying the increased amount once Lumen has hired the third dedicated technician in the desired geographical area.

Motion to amend current Lumen contract to three dedicated 911 Service Technicians with the new technician located west river and any future personnel changes remaining geographically diverse with the increased amount to start once the dedicated west river technician has been hired.

Moved by: Kabris Seconded by: DeNeui

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously.

IX. Interoperability, efficiency and consolidation grant funding discussion

Husby advised, based on the condition statement, the 911 fund has been receiving the permanent surcharge increase that was approved by the legislature. The 911 system in South Dakota is significantly ahead of other states. Our ability to move 911 calls immediately between PSAP's is true redundancy. However, in visiting with PSAPs across the state, Husby has found the need for an increased focus on getting those 911 calls out of the PSAP. Most PSAPs have limited radio interoperability. Husby is also aware of a few PSAPs and government entities who are considering PSAP consolidation in one of the many forms available.

With the 911 Coordination Board's funding assistance for GIS, true Next Gen 911 along with robust location-based routing will hopefully be here by the end of 2026. Thus, the two-person rule for PSAPs or a technical arrangement will be needed. With that, there are many technical ways for PSAPs to consolidate and back each other up. Radio interoperability is the next logical step since the 911 piece has already been solved.

Based on the current funding, Husby brought the idea of establishing a grant und that PSAP's would be eligible for based on key points in our efficiency study, consolidation, technical interoperability, and redundancy. Husby noted the board has already committed to part of this goal with the payment for Rapid SOS. Husby suggests the grant would be funded with proceeds from the \$2.00 surcharge increase. There is enough funding to cover our previous deficit, the third service technician costs just approved by the Board, and GIS maintenance project. The GIS clean-up and maintenance programs directly save the counties money, and the project is now actually moving forward. The amount the board feels appropriate for such a grant would be moved into a separate grant account on our condition statement. The board would approve requests from local agencies on a case-by-case basis in line with our established priorities.

Leon indicated their general fund still has to subsidize PSAP operations. We have large equipment purchases to make and can't rely on county/city budgets to fund them. She asked when is the Board going to go back and review project costs and needs? Toomey agreed. He indicated Watertown is struggling with that too. Boyd asked has that percentage increase been incorporated into PSAP budgets? How long will this sustain them? The increase should offset county/city subsidies. Toomey said it has helped, but there is an expanding need to upgrade technology, equipment, etc. Husby indicated the previous surcharge level covered 29% of PSAP costs. The increase surcharge has raised that percentage to 44/45%. The national average for surcharge percentage is 66%, so South Dakota is still below that. Boyd indicated counties/cities are still

paying 50% or more. Serr felt a grant would better position PSAPs to promote interoperability and it would be prudent to use those funds to help do that. Leon said she felt we have a responsibility to pass the funds back to the PSAPs to help. Boyd indicated he agrees with the approach to have it as a grant instead of just increasing the percentage back to the PSAPs. Husby said he feels the grant process would give the Board the ability to determine how those funds are used and make sure they are used for the intended purpose.

Husby offered a budgetary overview. Right now, the surcharge goes into just one fund. We would need to make up the fund deficit and dedicate funds for the Rapid SOS commitment and the Lumen contract amendment costs for the 3rd 911 technician. Boyd asked if the intended grant fund amount would go into a separate line item each month. Husby said yes. He indicated about \$58,000 would be for previous commitments and deficit with \$80,000 per month would go into the fund. Serr asked about funding for SIP implementation. Husby said we could have a separate line item for SIP. Boyd added there is currently an \$11 million cash balance and asked if we could use that as well. Husby said yes. Serr asked if there were any further questions, then asked Husby what he would like for the proposed motion.

Motion to establish a grant fund for interoperability, efficiency and consolidation in the amount of \$80,000 per month within the 911 Coordination Fund.

Moved by: Sutton Seconded by: Wollman

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously.

X. Clay County ESCC proposal and network installation request

Husby advised Clay County is building a new PSAP and shared their latest quote for the project. Based on their request, Husby secured a quote from Lumen to add a 911 call handling position. Their director, Ryan Anderson, explains the reasoning well. Husby supports this and recently toured what will be the new PSAP. With an additional position, Clay County would be able to act as a redundant or back-up center. Husby feels requests for additional positions should be always scrutinized, but he feels several things have aligned here that would establish Clay County as a redundancy for others. They could help with local events, buys times, fail-overs, etc. They've made several investments in radios and other technology that will help make this happen. The quote to add the additional 911 position is \$2,500 for equipment and install fees, plus \$1,064 per month increase.

Toomey asked if it would be appropriate to have someone from Clay County here when the board is presented with such a request so board members could ask them questions. Husby indicated he hadn't thought to invite them to the meeting but feels that could be helpful with future requests and will do so.

Husby explained the second part of their request is for \$11,000 for construction of a new network to the PSAP. The total amount of the combined request would be \$13,500 in one-time funds and a \$1,064 monthly increase.

Serr asked if there were any further questions. Boyd asked if this request will impact the \$80,000 the board just voted to put into a grant fund. Husby indicated he had figured in the Clay County commitment when he proposed the \$80,000 grant fund amount.

Motion to approve the equipment costs of \$13,500 and increase to their monthly recurring amount by \$1,064 for Clay Area ESCC's additional 911 Viper position.

Moved by: Toomey Seconded by: Wollman

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously.

XI. Executive Session per SDCL 1-25-2 (4)(6)

There were no items to discuss in executive session, so it was not needed.

XII. Public Comment

There was no public comment offered. Husby wanted to add that he has been working with State Radio, DPS Emergency Management and stakeholders to complete the LTE survey in an effort to identify cellular or radio shortfalls. Results of the survey will help make recommendations to AT&T for future tower locations.

XIII. Next Meeting(s)

Husby proposed July 10, 2025, for the next board meeting. Leon indicated she would not be available then, but to go ahead without her. The remaining board members asked Husby to send out a Doodle poll to determine board member availability to schedule the next meeting.

XIV. Adjourn

Motion to adjourn.

Moved by: Sutton

Seconded by: Wollman

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously.

Meeting adjourned at 11:25 AM.