



**SOUTH DAKOTA 9-1-1 COORDINATION BOARD**

**MEETING MINUTES FOR MAY 7, 2020**

**VIA TELECONFERENCE**

**Board members present:** Brown, DeNeui, Harding, Kippley, Littau, McPeek, Miller, Mundahl, Rufledt, Serr

**Board Members Absent:** Bryan

**Staff Present:** Maria King (State 9-1-1 Coordinator)

**Others present:** Dan Lusk (DPS), Dawn Hill (DPS)

**I. Call to Order and Roll Call**

The meeting was called to order at 2:01PM Central Time by Kippley. Roll call was taken and a quorum was present.

**II. Adoption of Agenda**

Motion to approve the meeting agenda as revised.

Moved by: Harding      Seconded by: McPeek

Discussion: Maria suggested she revise agenda to number the items correctly.

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

**III. Approval of Meeting Minutes**

Motion to approve the March 17, 2020 meeting minutes.

Moved by: DeNeui      Seconded by: Mundahl

Discussion: None

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

**IV. NG911 Project Update**

- A. NG911 Project Update – King reported the project is going smoothly. She advised the volume of 911 calls is down due to the COVID-19 pandemic, but there has been an uptick in administrative calls from people seeking COVID info. Maria also noted suicide and domestic violence calls are on the rise – this is happening nationally as well. We have been working on the next phases of the project with CenturyLink’s implementation project manager Monica Smith. CenturyLink is currently interviewing for the overall program manager position and hope to have the new person on board by end of this month. This person will be responsible for establishing timelines for the next phases of the NG911 project. It was determined last week that geospatial routing must be completed before we can move forward with Text to 911. There was discussion about where PSAPs are at with the removal of the previous vendor’s equipment. King advised any remaining equipment now belongs to the PSAPs, but many of them don’t feel comfortable unplugging or removing the equipment due to the proximity to the existing CenturyLink equipment. CenturyLink is willing to do a video call to help provide guidance to PSAPs to help remotely unplug old equipment. King is awaiting a

quote from CenturyLink for onsite removal, removal of old cabling, etc. and will provide more information to the board after she receives those quotes.

## V. Condition Statement and Collections Report

King provided copies of the most recent Condition Statement and Collections Report as informational documents to the Board. There was no discussion, questions or comments. Ruffedt noted the big jump in ending cash balance is due to the settlement from the recent lawsuit.

## VI. Other Business

- A. Contract Renewal – Smart Software Solutions, LLC – King noted that this contract has been in place for last 5 years. This vendor has provided the software/reporting system used by counties/cities to provide their financial and operational data to the state. King then uses that data to submit reports to the FCC and the National 911 office. She feels it would be beneficial to have a maintenance contract in place. It would be a 5-year term from May 2020 to May 2025, with a contract amount not exceed \$15,000. King noted the Board has spent all but approximately \$2,500 from the previous contract. Mundahl asked if there were problems with the software in submitting the info this year. King had asked for some software changes to improve functionality for the agencies submitting information. Because of the age of the system, the coding needed an update and security scans had to be performed before the system could go live. Due to the timing with security scans, King extended the deadline for agencies to submit their information by one month.

Motion to approve Smart Software Solutions, LLC contract renewal.

Moved by: Ruffedt                      Seconded by: McPeek

Discussion: None

Vote 10 yeas, 0 nays. Motion carried.

- B. Contingency Plan Laptops – There was discussion about whether the Board should lease Power 911 laptops that would provide PSAPs the ability to handle calls while working off-site/remotely in disaster or in pandemic situations, such as the current COVID-19 pandemic. King advised about concerns regarding latency and employees possibly not having enough bandwidth when working from home. Inadequate bandwidth would not be acceptable, as it leads to packet loss and calls will be dropped. A possible solution might be for the city/county to provide a dedicated aircard/mifi for connectivity when the laptops are being used. CenturyLink cannot guarantee 5 9's of reliability (99.999%) while using these Power 911 laptops as they do with our current contract and on premise Power911 workstations. King reviewed the costs, including monthly recurring and one-time charges. The contract term would be for the remainder of the term of our contract. There was a discussion about measures that are being taken currently in South Dakota PSAPs to help prevent the spread of COVID-19. King discussed some of the measures she was aware of (employee temperature screenings, installation of plexiglass barriers, flexible scheduling, sanitation efforts, etc.) Mundahl and Ruffedt reported what steps they're taking in their PSAPs, but there is currently no statewide policy or procedure for required precautions or preventative measures. King and Ruffedt explained how the laptops would work, that laptop would allow making and taking enhanced 911 calls, but the person could not dispatch from home and that location

information would not flow to CAD or mapping systems since those interfaces would not be in place in a remote setting. DeNeui asked how many laptops the Board should consider purchasing and if we've figured that into our budget. King advised there are adequate funds to support this. King would recommend between 5-10 laptops, but she felt the decision should be up to the Board. Ruffledt feels 10 laptops would be helpful and could help cover more than one PSAP at a time, if needed. Serr asked what happens in a disaster if the PSAP is damaged or destroyed. Ruffledt advised the laptops would be set up differently, so they don't connect back to the server at the PSAP. In a COVID situation, the laptops would be configured to connect back to the server at the PSAP and work just like an additional Viper Power 911 call handling computer on the system. When asked about the timeframe for getting these laptops up and running, King advised CenturyLink would need no more than three weeks once the contract is signed. Serr asked if there are other options the PSAPs or state could consider that are less expensive, i.e. PSAP in a Box (otherwise referred to as Viper on Wheels/Viper in a Box). King explained that the Viper on Wheels was only a temporary contingency plan option from CenturyLink if we were not able to get all PSAPs off the Comtech system by the February 28 deadline. King was asked what it would cost to purchase a Viper on Wheels and if it would be better than the laptop option. Ruffledt then explained the Viper on Wheels would be no different than using these laptops. McPeek said his PSAP had looked into the contingency laptops and it would be cost-prohibitive for them to lease the laptops, but they would use them in an emergency if the State had them available. Harding asked if decision had to be made today. King said no, but it was good to have the discussion today. She can ask CenturyLink if the Viper on Wheels is still available to us and if it would be a less expensive option. Kippley suggested Board members check with other PSAPs, do some research, and discuss it during the next Board meeting, unless there is an urgent need. If so, then the Board can meet sooner and make a decision then. DeNeui asked whether any of these costs could be covered under the CARES act. King offered to ask about that and report back. Ruffledt feels the Board should have some of these available. King had previously taken a PSAP poll – approximately half of the PSAPs responded and most of them were interested. However, once they learned the cost, the PSAPs indicated they wouldn't be able to afford to lease them, but they would use them if the need arose and the State had them available. Serr asked if there would be any flexibility with the vendor to get additional laptops under the contract during an emergency, if needed. King will ask the vendor about that. Kippley stated the Board will continue the discussion at the next meeting.

C. Next Meeting: June 4, 2020

King wanted the board to be aware that there are 10 onsite PSAP compliance reviews due by the end of June. Due to the restrictions of the COVID-19 pandemic, she may not be able to travel to get them all completed in time. She will have a better idea about her ability to complete the reviews at the time of the next Board meeting.

**VII. Public Comment**

There was no public comment.

**VIII. Adjourn**

Motion to adjourn the meeting.

Moved by: McPeek                      Seconded by: Serr

Discussion: None

Vote: 10 yeas, 0 nays. Motion carried unanimously. Meeting adjourned at 3:13PM Central Time.