



SOUTH DAKOTA 9-1-1 COORDINATION BOARD

MEETING MINUTES FOR JUNE 4, 2020

VIA TELECONFERENCE

Board members present: Brown, Bryan, DeNeui, Harding, Kippley, McPeek, Miller, Mundahl, Serr

Board Members Absent: Littau, Ruffledt

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

Others Present: Dan Lusk (DPS), Arin Diedrich (DPS)

I. Call to Order and Roll Call

The meeting was called to order at 10:00AM 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: DeNeui Seconded by: McPeek

Discussion: Move original Item C to Item F. C, D, and E are added as follows:

- C. ACD for Metro
- D. Additional Workstations for Metro Expansion
- E. HB1129 Update

Vote: 8 yeas, 0 nays, 1 abstention. Harding abstained because he joined at 10:05AM and missed the discussion. Motion carried unanimously.

III. Approval of Meeting Minutes

Motion to approve the May 7, 2020 meeting minutes.

Moved by: McPeek Seconded by: Harding

Discussion: None

Vote: 9 yeas, 0 nays. Motion carried unanimously.

IV. NG911 Project Update

NG911 Project Update – King reported that we are transitioning into next phases of project. CenturyLink has made some internal changes, as Monica was specifically the implementation project manager. The new project manager is Angela Schrawyer, who previously worked with Intrado. She has previous experience on the wireless communications side. Angela is currently reading through the contract and catching up on the current status of the project. First one on one meeting was June 3, 2020. Establishing Text to 911 and NENA i3 standard for geospatial call routing. An official Request for Service (RFS) must be sent to the wireless carriers, then they are required to deploy service within 6 months according to FCC regulations. The timeline may be tight to deploy Text to 911 service prior to the end of the calendar year.

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.

VI. Other Business

- A. Quote for Cabling and Equipment Cleanup –
Comtech removed equipment from Metro and Pennington, but no other PSAPs. Their cabling and most back room equipment is still in place, most still powered on since the PSAPs have been hesitant to unplug anything so they don't accidentally cause a disruption to CenturyLink equipment. A quote was received from CenturyLink to utilize the previous contractor who provided the cabling and dual electrical circuits for implementation. Quote provided included pricing per PSAP for both cabling removal and cleanup in addition to equipment removal. The PSAPs may not need either or both of these services, as they may have done the cleanup themselves, as some PSAPs have repurposed the equipment. The quote for cabling removal was \$5,937.50 per PSAP and the equipment removal is \$2,343.75 per PSAP. Using a calculation of 26 PSAPs all requiring both cabling and equipment removal, the maximum total is \$215,312.50. If approved, this can be done as an amendment to the current contract.

Motion to approve CenturyLink quote for cabling and equipment removal at a max of \$215,312

Moved by: Brown Seconded by: DeNeui

Discussion: Harding asked why the Board needs to pay for this, and why it was not part of the settlement agreement. King stated ideally, we would have wanted Comtech to clean up their cabling and equipment during implementation but were unable to reach an agreement during negotiations. Harding asked if it was expressly written in the settlement agreement that the State pay for the cabling/equipment removal. King replied stating that it was not, and she is suggesting that we pay for the remaining removal so that PSAPs would not have the burden. Lusk stated there were issues in litigation when settlement was being discussed. Comtech had directed that their equipment was not to be touched and PSAPs were directed not to touch equipment. It was written in the settlement that if the equipment was still present after 20 days of the agreement being signed, the cabling and equipment would be deemed as abandoned and could be disposed of. Counsel advised us not to raise the removal issue as negotiations took place. Kippley asked for the name of the contractor, King replied with Builders Electric out of Sioux Falls. Kippley asked for an estimate of how long each location would take, King stated she didn't have that information but could ask the contractor for that. Kippley commented that the Board should consider compensation to the PSAPs that have already removed the equipment and cabling themselves and asked which PSAPs have already done so. King doesn't know and would have to reach out to the PSAPs to gather that information. Serr commented that if the Board compensates PSAPs for removing their own cabling and equipment, they need to have the expertise to do so, as they may wrongly unplug things and take them down. Kippley suggested that the Board could approve the full amount and get the details at the next Board meeting. King stated she could get a tally and see what is needed for sure and what work has already been completed by the PSAPs. Harding asked what if we don't do anything, would that interfere with future productivity or is it just to make room. King replied and said that most PSAPs are in need of more room and they take pride in their organization and cleanliness; cabling is a mess and they are anxious to get it cleaned out. DeNeui asked if the contractor will leave the equipment if the PSAP wants to keep it and repurpose it, King replied yes.

Vote 9 yeas, 0 nays. Motion carried.

B. Contingency Plan Options –

The was discussion at the prior meeting 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. Since that meeting, it was discovered that there are connectivity issues with the laptops. They currently can only work if they are able to connect back to the PSAP's server. This would be fine during a pandemic situation. King was looking at it as a contingency plan going forward with things such as structure damage where the PSAP location was down, such as fire, tornado, flooding, etc. CenturyLink said that if the laptop could not be connected to the PSAP's server, they would not work. Kippley commented that the cost of these laptops is pretty high. Harding commented that we have learned a lot since March, in that there are ways to operate as far as COVID goes. There are ways we can protect dispatchers and keep the PSAPs open; as far as Pierre, we never closed any businesses and found ways to keep them going. King said that CenturyLink realized that this is a major flaw with the laptops and are going to discuss more in the future. King asked CenturyLink to find another option or a solution to the connectivity issue and her recommendation is to not proceed with the current laptops and to continue this agenda item as a discussion for the future.

C. ACD for Metro- Automatic Call Distribution

King reported that Metro is looking to add the ACD capability to their center. This functionality helps with distributing calls, more reporting details, and efficiency in calls. Mundahl added that it allows the PSAP to set up tiers so that those that are working and should be answering the calls, get the calls first. The software provides a lot of functionality and to would also help hold employees accountable. Mundahl agrees that the cost is a little high but would appreciate the Board's consideration. Kippley asked if the point is to add capability for all PSAPs or pick up the cost for Metro. King answered to pick up the costs and will be most helpful to Metro and Pennington, but not likely necessary with any smaller PSAPs. DeNeui pointed out that other PSAPs have to cover service costs on their own such as Spearfish has to pay to transfer calls to Wyoming. DeNeui would consider the option of having the Board pay for the non-recurring charges and the PSAP be responsible for the monthly recurring costs. Kippley asked if the non-recurring charge is specific to Metro or allows other PSAPs to have this service. King replied that this cost is for Metro to be set up only. Serr stated he is not ready to vote on this and has the same thoughts as DeNeui. Kippley asked if King had a percentage breakout of all the calls the PSAPs take for each PSAP statewide. King replied that she did not but could get it, Kippley said not to worry if she didn't already have that information somewhere. Bryan suggested that the Cares Act might be a possibility to help with these funds. King said that DPS has suggested a couple projects as possibilities but haven't heard back yet. Lusk added that the Cares Act funding is being handled through BFM, certainly something to look into and there will be more to come on that. Serr mentioned that SF did get a special appropriation from the Byrne Jag grant for funds related to COVID, maybe that is something to look into. No action was taken.

D. Additional Workstations for Metro Expansion –

King announced that Metro is looking at moving their center as their current location in the jail is tight the way it is. Mundahl added that Metro is looking into moving their center to a new location. The new center will be using the 6 workstations that are currently in their back-up center and the current location and existing workstations will be used as their back-up. Metro is looking to add 14 new workstations to new center, increasing the total

workstations in the main PSAP to 20. Serr stated that they may have already been a precedent set in the past for helping PSAPs with purchases of new equipment/workstations. Serr also added that its okay to plan to expansion, but to ensure there are no new workstations that sit empty. Mundahl responded that she believed that the Board paid for the installation cost to Pennington County's PSAP and the PSAP was responsible for the monthly costs. Mundahl said they looked at growth for the next 40 years and think we will need 32 workstations by then, 20 is what we need currently. DeNeui asked Mundahl if there was a timeline for the new center. Mundahl answered that they are currently in the early design stages, 2 years if everything works out perfectly. DeNeui suggested that this discussion be tabled for future discussion because other PSAPs should be considered if they want to expand to be able to serve their communities. Mundahl stated the reason this is being proposed now and not 2 years down the road is because they are trying to figure out the budget and how much Metro would be required to cover once this project is complete. Kippley asked King if she knew if the Board helped in the past. King thinks that Serr was correct and that the Board covered the monthly recurring costs. Kippley stated she is all about treating everyone the same and it would help to know how the Board assisted in the past. Serr agreed with comments from Mundahl but was not willing to make a decision today. More information is needed to then have another meeting to continue discussion. Harding agreed with Serr, and was concerned about precedence and to treat all PSAPs the same. If PSAPs need to expand in future they can know they would be responsible for paying for. McPeek feels that the Board's responsibility should be to cover the cost of the equipment for expansion if it is needed to serve their community. McPeek thought the quote was low for 14 new workstations. King is going to look into if they included the equipment or not. Kippley asked if anyone had a motion or action on this item. There was none. Kippley stated they would leave this for future discussion. King stated that she and Deputy Secretary Lusk are working on developing a spending plan. Serr notified King that the Board had a grant program previously and may be able to find old files on that. Brown said that if the Board does a grant program to expend the funds, there should be a five-year projection done and maybe the Board should consider a policy on a reserve fund balance.

E. HB1129 Update -

The bill, which will become effective 7-1-2020, requires wireless providers to provide an emergency contact so that law information can have a device located if needed in exigent circumstances. King sent a letter notifying the providers of this and asked that they respond by June 15, 2020. A secure portal was created to house this information on the existing Fusion Center website so the PSAPs can readily access it.

E. Next Meeting: Onsite Meeting October 1, 2020

VII. Public Comment

There was no public comment.

VIII. Adjourn

Motion to adjourn the meeting.

Moved by: Mundahl

Seconded by: Serr

Discussion: None

Vote: 9 yeas, 0 nays. Motion carried unanimously. Meeting adjourned at 11:15AM Central Time.