

911 Board Meeting June 25, 2009

Call to order by secretary Schiliro at 2:03 pm

Members present:

Secretary Schiliro, Secretary Sills, Tucker Kokjohn, Arthur Lewis, Michael Metcalf, Jamie Turner, and Joe Thomas representing Mike Vincent.

Motion to approve minutes from March 19, 2009 meeting by Mr. Lewis, second by Mr. Kokjohn. Motion carried. Corrections to Minutes: none

Mr. Whitham reviewed the Status reports that were sent out electronically prior to the meeting. We continue to an incremental increase in cell call percentages. There are no significant changes in total number of calls, but a change in how they are coming into the Centers. The revenue reports are up to date as of June 19, 2009. Total currently in the fund \$3,891,034.

Mr. Cole reported there is nothing significant in the packets – there are no pending contracts and nothing out of the ordinary appearing in the invoices. We are not seeing any significant trends in the problem reports. We have not received any cost recovery invoices since November 2008.

Mr. Turner asked when we started tracking administrative calls. We started to collect them last year. Mr. Turner asked about contacting the vendors to follow up on any outstanding vendors, those that are still invoicing are doing so on a quarterly basis.

Secretary Sills commented on having toured Wilmington and Newark 9-1-1 Centers. The majority of comments he received were regarding the accuracy of wireless phase 2 data and the number of calls coming in with only Phase 1 data. Mr. Steele to have Technology committee review same and see what types of calls are the problems. Terry is working with Verizon Wireless on problem areas and some issues may be associated with how the phones were set up. Building shielding in the Wilmington area may also be part of the problems. Some of the problems are national issues that are being worked on by NENA, APCO, and the various wireless vendors. Previous testing and standards were associated with outside coverage and not in-building coverage. A NENA/Verizon Wireless Network Technician who was in attendance provided an additional explanation of the issues and operations that affect this process. Dave Roberts and Kevin Sipple reported that similar issues exist on a statewide basis. Discussion continued on pingging of cell phones and the affect of GPS applications used by different vendors.

Wireless Cost Recovery – Outstanding invoices in the amount of \$192,460.27. Terry gave a brief overview of how the invoices were submitted. This will bring all the carriers up to date. Motion to approve payments by Mr. Turner and Second by Mr. Lewis. Motion carried.

Discussion on State Strategic Plan. In April \$4 million was taken from the 9-1-1 fund and appropriated to the State General Fund. One of the issues we faced in discussing this with the legislature was the lack of a current strategic plan. The original report was developed by Telecordia after an RFP process by the Board. Question by Mr. Kokjohn on the ability to do our ourselves. Terry reported that a third party vendor would have the nationwide contacts and industry insight for the specifics necessary to develop a full plan as well as the State Plan required under the federal mandates. Discussion on RFP vs. non-RFP process, as well as state requirements on contract re-opening. Discussion on how long a full Strategic Plan update would take and on any need for potential interim report. Mr. Hickox commented on potential timelines noting that if a contract could be developed by the September Board meeting, we

could possibly see a report back in January depending on the work load of the consultant. Motion by Jamie Turner for the Secretary to appoint a committee to develop an RFP/Contract to report back to the Board in September. Second by Joe Thomas. Motion Carried.

Motion by Jamie Turner that the Technology Committee and PSAP Managers meet to discuss the Capital needs for the next 12 months and report back at next meeting. Second by Mr. Lewis. Motion carried.

Request from Mid-Eastern Chapter of APCO for the Board to sponsor a speaker for the fall training conference in Rehoboth Beach in October. Discussion on how the conference is arranged and how this money assists with training for the centers. Motion to allow up to \$2500 for this year's conference by Mr. Kokjohn, second by Mr. Lewis. Motion carried

Secretary Schiliro commented personally on the loss of Senator Adams to both his family, including his son-in-law Mr. Kokjohn, and the State. His commitment to Public Safety and 9-1-1 will be greatly missed.

Mr. Turner noted that we need to move forward on updating our operating budget and preparation on our budget presentations to meet the state budget mandates. Meeting adjourned at 3:10 pm.