

911 Board Meeting Minutes June 15, 2011

Call to order by Secretary Schiliro at 2:00 pm

Members present:

Secretary Schiliro, Secretary Sills, Tucker Kokjohn, Michael Vincent, and Dave Roberts proxy for Jamie Turner.

Motion to approve minutes from the March 17, 2011 meeting made by Mr. Kokjohn and seconded by Mr. Vincent. Motion carried. Corrections to Minutes: none.

Terry Whitham reported on the Status Reports. He reminded everyone that we are collecting more data with the reports and that they are now in a form to allow easy annual reporting to the Federal 9-1-1 Office. He also commented that many centers are exceeding the national average for wireless calls with numbers approaching 70% and we are also seeing an increase in VoIP calls. Secretary Schiliro made note of recent vulnerabilities seen with the 800 and cellular towers due to copper thefts and that his department is working on improved security at the sites. The information packets show our bills paid to date with a balance in the fund of \$3,543,166.78. It was noted that the Sussex upgrade costs have not been encumbered so that amount has not been subtracted from the available balance.

Jim Cole reported on receiving the normal bills. He noted that he found a discrepancy in the Verizon billing where they continue billing for month-to-month maintenance on systems after they were upgraded. We received a credit of \$433,000 so we will be seeing zero balance due for the next three months. He is following up with Verizon on some trouble reports to watch for equipment issues and trends. He will be sending a copy of the trouble reports to Terry to forward to the PSAP Managers. He is working on the reports to indicate criticality level of the different trouble items.

Jim Cole presented information on the Interstate ANI/ALI proposal in the information packets. This proposal was requested from Verizon at the request of the 9-1-1 Managers and is designed to allow us to receive 9-1-1 ANI/ALI direct transfers from the neighboring Maryland, Pennsylvania, and New Jersey 9-1-1 Centers so that misrouted calls can be sent to 9-1-1 lines instead of administrative lines with a loss of location data. The enclosed proposal is for DSO level service with one circuit per center with a onetime fee for installation of \$15,893.22 and a monthly fee of \$1,161.83. We can also go to a DS1 level service with 24 circuits for an installation cost of \$17,071.78 and a monthly fee of \$2,567.12. The proposal is for a two way circuit so we can receive information from them and they can receive information from us. Discussion on Delaware paying for full cost for the improvements that will also benefit the other states. It was reported by Jim Cole and Terry Whitham that we have been in discussion with the other States, but Delaware is the one who initiated the project. We hope that through MOU agreements the other states will pay a portion of the system, but have not reached any cost sharing agreements. It was noted that monthly fees will end once we go to a NG911 network as long as we go to similar networks and that Pennsylvania and New Jersey are working with Intrado on this the same as we are. Discussion was also held on the need for a commitment from the other states to allow the interface to their equipment so that the system will work and not be wasted funding. Motion by Mr. Roberts that the Board move forward with implementation of the Interstate 9-1-1 Routing subject to a letter of intent from the 9-1-1 agencies in the other states. Second by Mr. Vincent. Motion carried.

Motion by Mr. Kokjohn to pay Wireless Cost Recovery as required by legislation in the amount of \$24,467.02 to AT&T and \$23,619.00 to Sprint. Second by Mr. Vincent. Motion carried.

Terry distributed the subcommittee member lists to the Board Members. It was noted that there were no members from New Castle County. Dave Roberts reported this is an error as they were having email server issues that may have blocked the information from reaching Terry and Bill Streets does have a list. Terry will be sending each Board Member information on their committee's objectives and statements of work as outlined

in the Strategic Plan. He would like to see each committee report back at the September meeting and provide him with information for inclusion in the Budget.

Secretary Sills reported on the ongoing discussions with Verizon regarding the Mass Call Event failures where the system recognized an overload of calls and busied out the 9-1-1 trunks. Verizon has implemented a temporary solution and are testing long term solutions in their labs. The interim solution only allows one trunk to busy out that will then be tested with results reported back to Verizon and the PSAP. Verizon will have a presentation at the next meeting on the solution and changes to escalation procedures. Mr. Cole reported this will only busy out one trunk per Tandem instead of the 80/20 turn down with the old procedures. Mr. Shertzer from Verizon also noted this has been determined to be an industry wide issue and not just Verizon and they are working with National Organizations on solutions.

Discussion from Mr. Cole and the PSAP Managers on the lack of notifications of problems, awareness of problems, and status of problems. Mr. Shertzer reported that Verizon is working on improving their notifications and keeping the appropriate persons aware of the Status. He would like a consolidated list for each center. Joe Mulford reported that this would be the same notification list as the NCM activation notifications. Discussion on amount of notifications and receipt of the proper notifications. We are looking for those that may affect our centers and not routine maintenance type of information. Jim Cole and Bill Shertzer will work on some notification of some solutions.

Joe Mulford reported that the NCM training Modem has been installed and the phone numbers have been sent to the PSAP Managers. We will reinitiate a testing schedule for the active modems in September with a results form that will be sent to Terry.

Joe Thomas reported from the PSAP Managers meeting.

They had presentations from 9-1-1 Lifeline who provide Crisis/Suicide Services and Emergency Response Protocols who do pre-planning work for government, school, and industrial complexes.

There was a request for an update on the status to be able to one-button transfer 9-1-1 lines to all of the other Centers. Bill Shertzer would like to see the development of a single consistent list for all of the Centers.

There was discussion on the meridian switch at New Castle County coming to end of life and the need for maintenance and the need to look at maintenance costs vs. the upgrade of the Center. Jim Cole reported he was working on pricing with Verizon.

There was discussion on the NCM system and many managers are still not happy with the system and would like to go back to switches especially for the smaller centers.

There was discussion on the Seaford Text to 9-1-1 project. Jim Cole reported they are still meeting to discuss the implementation and test.

There was discussion on a letter the PSAP managers received from i-wireless seeking PSAP Certification. Terry reported that the PSAP Managers should not respond to the letter based on a recommendation from the AG's Office that they should perform the Certification themselves.

There was discussion on 9-1-1 Surcharge collection for pre-paid cell phones. This is being addressed by most other States and the Managers are interested in whether the State is looking at legislation to address same.

There was a discussion by the Board on the issue and it will be referred to the Legislative Committee for the next session.

Secretary Schiliro reported that the Governor's Office receive a letter reference to the 9-1-1 System and a call in New Castle County. Terry reported that the complaint was investigated and resolved to the Governor's satisfaction.

Meeting adjourned at 3:15 pm.