

911 Board Meeting Minutes March 17, 2011

Call to order by Secretary Schiliro at 2:00 pm

Members present:

Secretary Schiliro, Secretary Sills, Tucker Kokjohn, Michael Vincent, Michael Metcalf, Jamie Turner, and Art Lewis.

Motion to approve minutes from the December 16, 2010 meeting made by Mr. Turner and seconded by Mr. Kokjohn. Motion carried. Corrections to Minutes: none.

Terry Whitham reported on the Status Reports. The phone stat report revisions have been implemented and now include data on how calls are received (landline, cellular, VoIP) and the number of incidents dispatched. The report also shows totals by Center, County, and State. The new format also meets the standards for annual reporting to the Federal 9-1-1 Office. The current report does not have data for Wilmington as they are having an MIS issue. Terry is looking for feedback on the new format and if any other information would be helpful to the Board. Secretary Schiliro would like to see what percentage of the total calls are handled by each Center. Secretary Sills would also like to see a comparison of this year's calls to previous years. Terry can show wireless but VoIP and landline from prior years would be combined as VoIP is a new data field being collected. The discretionary fund report also has a new format showing the deposits and expenses for January and February. Mr. Turner asked for a breakdown of the bills. Mr. Cole reported that most of them are in his report.

Mr. Cole reported he is also working on reformatting his reports to make them more useful. His report also contains the normal bills and two price quotes to be brought up under the Users and Technology report. Joe Thomas asked that trouble report data also be sent to the PSAP Managers. Mr. Metcalf asked about having a "category" view of the trouble reports so the Board can see what percentage of reports are "administrative" and which are equipment failure issues. Mr. Cole also noted that he is now getting an email for every trouble report generated by the NOC and Customer Care Centers so that he can keep a real time view of issues.

Wireless Cost Recovery – ATT/Cingular has submitted for the last quarter of 2010 in the amount of \$19,204.84. Discussion on invoicing from other vendors – Verizon, T Mobile and Metro PCS are doing self recovery and not billing the fund. Discussion on the report Terry receives to justify the invoice. Motion to pay the invoice by Mr. Kokjohn and second by Mr. Lewis. Motion carried.

Secretary Schiliro welcomed Matt Laick as the new GIS Data Administrator for the 9-1-1 Board.

Users and Technology Committee –

Secretary Sills reported that the Committee met on March 8th and received an update from Terry on the CAD Users Group, an update from Joe Mulford on the Fold Down committee, and reviewed a proposal for a Viper Upgrade with 5 additional positions at Sussex County.

The Technology Committee recommends a Viper Upgrade at Sussex County for a total cost of \$1,354,394.40 which includes hardware, software, installation, training, and 3 years of maintenance for 22 positions. The approximate cost per position of this upgrade is \$61,000 per position. Extensive discussion was held on the issue. Mr. Metcalf asked what is wrong with the system that we need to do such an extensive change and upgrade at the four year mark. He also asked to see a business case showing our options so the Board can make the best decision and show we are operating in a cost

effective manner. Secretary Sills noted that Verizon will only extend maintenance out to the five year mark. Joe Thomas and Jim Bowden commented on a problem with software upgrades due to the hardware not having the RAM and speed to operate the software and several glitches that are hard to trace due to the older version of software they are using. Mr. Metcalf asked for information and a technical analysis of what functionality we are losing by not upgrading and what issues we are having with the current version. Mr. Bowden commented on the new software allowing for separate call taker positions. Mr. Arthin commented on Verizon policy of only providing maintenance contracts to the 60 month point after that they only provide T and M service to fix breaks but do not replace. The evergreen contract only covers the software. Mr. Turner asked about the status of upgrading New Castle. Bill Streets and Bill Arthin commented that they have begun discussions on upgrades but that the needs assessment for a quote have not been completed at this time and noted that New Castle is the only Center that is not on an IP system and on two major failures during mass call events. Mr. Sills commented that there is no guarantee that an upgrade would have prevented the problems as Verizon has not determined the exact cause and similar issues have occurred in other states. Discussion continued on the availability of information for cost comparisons for other systems and purchase options that should be included in a business case and that in the best interest of the public we need to look at the pros and cons of a straight vendor quote and discounts that may be available for full system purchases as opposed to each center individually. Discussions continued on single point of contact vs multiple contacts when purchasing from the vendor. Motion by Mr. Turner to table the discussion to allow for the appropriate research to be done and for the Secretary to schedule a special meeting before the April 13 maintenance contract expiration to discuss the issue. Second by Mr. Vincent. Motion carried. Mr. Lewis recused himself as it involves a Verizon issue. Mr. Turner also commented on the possible need for an item in the contract regarding vendor resolution of problems in a timely manner based on the discussions.

The Technology Committee would like to recommend that the Board purchase a Network Control Modem Training Card at a cost of \$3,850 for 24 months to allow for training/practice using the Network Control Modems without affecting the flow of actual 9-1-1 calls. Motion to approve by Mr. Vincent and second by Mr. Metcalf. Motion carried. Mr. Lewis recused himself due to the contract being with Verizon.

CAD Users Group

Terry Whitham reported that we have had several meetings and that each agency has an active member on the committee. He discussed recent hardware failures that show the need for a bandaid on the current servers. He also reported that the group feels we need professional assistance to get a proper RFP out in a timely manner. The group would like to recommend that the Board enter into a Contract with RCC Consultants for the CAD needs assessment and RFP preparation in the amount of \$47,352.50. Terry commented that they are a licensed state contractor and we can hire them under professional services since the cost is under \$50,000 without bidding out the contract. Terry gave an overview of their proposal and the tasks that would be completed under the proposal. Goal time frame for a releasable RFP is 6 months. Mr. Turner commented on the need to include resource management in the needs assessment. He also noted we might want to change the 10 day turn around on final review as this may be too short a time for the group to review the information. Mr. Cole asked about how we intend to fund a CAD system with the other needs of the 9-1-1 system and Mr. Turner commented on the need in the future to look at other source funding or co-funding. Motion to enter into the contract with RCC Consultants by Mr. Turner and seconded by Mr. Vincent. Motion carried.

The CAD users group recommends an extension of the hardware maintenance on the Dell CAD servers through June 30, 2012 at a cost not to exceed \$20,000. This is the maximum extension that Dell will

offer. Discussion on what is covered (parts or on-site service) and are all servers covered. Contact will be made with Colleen Gause to verify the coverage and ensure the list is updated. Motion by Mr. Turner to approve the extension of the maintenance contract up to \$20,000 subject to final review by DTI. Second by Mr. Kokjohn. Motion carried.

Terry commented that the on the need to have a clear understanding that once the RFP process results in the selection of a CAD System E911 Board needs to adopt a policy on CAD funding. It must be made clear to every agency that whatever vendor is selected, it will be the statewide interoperable CAD system. If an agency elects not to participate, they are on their own and will not receive any board funds for the operation of their perspective CAD system. It should also be considered that they bear costs in developing an open operational interface between the boards CAD system and theirs. Secretary Sills noted this is something that may need to be addressed but that he hopes that consensus building will result in a system everyone wants to utilize.

Terry commented that we are moving forward with the New World to TriTech interface and that we need to make sure it included multiple IP's. This will allow Sussex connectivity to the TMC via the CAD. If this cannot be accomplished, the board should rethink the merits of the project due to cost and RFP process. Scott Bundek commented that the Board needs to appoint a primary Point of Contact for all CAD issues, this responsibility has fallen to the side with projects like the TriTech Interface and EMS interface since the retirement of Capt. Papili last year. Moving forward Terry Whitham will be the point of contact for these issues and projects.

PSAP Managers

Joe Thomas reported having a conference call on March 17.

The managers would like to have the ability to single button transfer to all of the other PSAPs. This is currently limited at some center. Motion by Mr. Vincent and second by Mr. Metcalf for Mr. Cole to make the necessary arrangements with Verizon to implement same. Motion carried. Mr. Lewis recused himself as a Verizon issue.

He reported for informational purposes, when you have an established 3 port conference call (Caller, Dispatcher, and Language Line) and you attempt to transfer that call it will be dropped because the system will not allow a 4 port conference call.

Rave Wireless will be demonstrating their Smart911 product on March 31, at Kent Center.

We have been contacted by Julia from the Crisis Hotline and will be setting up a meeting with the PSAP Managers to explain their services and see how they can work with us.

There is a proposed testing of Texting 911 and Seaford will be utilized for this test, it has been said that once this feature is tested that it will be available to public, if that is the case the PSAP Managers are against this until we have had time to formulate our procedures and protocols for handling these call.

Discussion on the scope of the project and future implementation. Discussion on the public education aspect as we roll out regarding vendor responsibility and Board responsibility.

Kent County utilized the DENS system recently and found the data is old and needs to updated, also the ability to dial registered numbers did not work either. DEMA is looking into it.

Next Meeting – June 16, 2011 DSHS

Meeting adjourned at 4:00 pm