

## **E911 Emergency Services Board Meeting November 28, 2011**

**Attendees-** Chairman Schiliro, Secretary Sills, Michael Metcalf, Tucker Kokjohn, Michael Vincent, Jamie Turner and Art Lewis.

**Staff-** DAG Thomas Ellis, James Cole, Matthew Laick and Terry Whitham.

The meeting was called to order by Chairman Schiliro at 10:30. There were no minutes to approve so the first agenda item was called upon.

**Update on University of Delaware volume problems-** Secretary Sills reported that additional testing was performed and tapes were sent to Intrado for analysis. He also spoke of a meeting with college officials with Chairman Schiliro and Terry Whitham present. They assured everyone present that the board was dedicated to correct the problem with whatever means it took. After Intrado reviewed the recordings it appeared that the calls were coming in at an extremely low audio level which fell below the expected threshold. Because the level was so low, the CIM card interpreted the audio levels as network echo and attenuated the voice by an additional 12 dB when the voice fell below the threshold.

To compensate for these extremely low audio levels, Intrado made a manual modification to the CIM card to lower the CIM cards' voice detection threshold to prevent this potential attenuation.

After testing the new parameters with the Gai-tronics speakerphone device, Intrado and Verizon now feel comfortable that they have sufficiently compensated for the low audio levels coming into the Viper in the lab environment. The change not only significantly increased call volume, but they also noted that drop-offs and fluctuations in volume were also reduced or eliminated. The caller's orientation to the microphone was also able to be changed with little to no impact on the call quality. Further testing was completed from other wire line and wireless devices, to ensure there was no adverse effect to other calls from callers on other devices. None were experienced.

Verizon officials cautioned that devices in high traffic areas with background noise may still pose a problem. The recommendations by Intrado will be implemented tomorrow. Once in place additional testing will occur and performance will be monitored by college officials.

A follow up report will be given at the December 15<sup>th</sup> E911 Board Meeting. The board members also asked to be kept updated on situations as they occur. Chairman Schiliro then moved on to the second item on the agenda.

**New Castle County Viper upgrade-** Secretary Sills presented the business case for the Viper upgrade. The current system will soon be out of warranty as of April 2012 and is the last system in the state that requires the Viper upgrade to enable the future IP platform. This is by far the largest PSAP in the state which requires more redundancy and a different architectural approach.

With Verizon being the lead vendor inventory is maintained and the technicians are familiar with the equipment. This gives us a single point of contact for trouble equating to less down time and quick responses. As we are leasing the equipment Verizon disposes of it when it reaches the end of life.

The dual Viper allows the Fire Board to be completely integrated into the system. Previously, the Fire Board looked as a secondary PSAP basically running on 1A2 equipment due to the Nortel PBX not being able to handle the amount of lines they utilize. (For example the phones ring to the fire stations as well as to their alarm lines.) This also will support, if established, a second location for ReCom to work from in case of an emergency. ReCom has talked this scenario over for a number of years and now the equipment will have the capability. Once networked, the dual or B viper will be able to accommodate other PSAPS, as well, once the A9-1-1 network is in place. This is another form of redundancy for not only ReCom, but all other PSAPS as well.

The total price which includes a sixty (60) month maintenance period is \$ 3,169,700.00. In comparison to our recent install in Sussex County it equates to \$ 77,309 per position. Due to this being a significant expense we could opt for annual payments of \$ 1,057,628.00 per year or monthly payments of \$ 88,135.00. The floor was then opened up for questions.

Michael Metcalf questioned from a business perspective the options of competitive pricing. From a leased managed platform this seems to be rather costly. We have other projects on the radar that also need to be judged on their merit for consideration and funding. The financing options were discussed. Mike voiced his concerns on the amount of spare cards in the system. Verizon stated they required 10 %. A question was presented on the failure rate of the cards? Do we monitor this with the monthly trouble reports? We need to be tracking equipment failures.

There was a great deal of discussion on the need for spares with the dual Viper backup. It was agreed that Verizon will break down those costs from the regular hardware proposed. They will also have to check with their legal people on what is required. Chairman Schiliro also voiced concerns on the budget impact with the current fund. It was concluded to table this matter until the December 15<sup>th</sup> meeting. Those matters will be brought before that meeting for discussion and consideration.

With no other business before the board there was a motion by Jamie Tuner, 2<sup>nd</sup> by Michael Vincent to adjourn. Motion passed.

The business meeting was adjourned at 11:32.

Respectfully Submitted,

Terry M. Whitham