

## 911 Board Meeting Minutes September 22, 2011

Call to order by Secretary Schiliro at 2:00 pm

Members present:

Secretary Schiliro, Secretary Sills, James Turner, Michael Metcalf, Michael Vincent, and Art Lewis.

Motion to approve minutes from the June 16, 2011 meeting made by Mr. Lewis and seconded by Mr. Metcalf.  
Motion carried. Corrections to Minutes: none.

Terry Whitham reviewed the Status Reports. He noted that he is working on gathering calls stats from the recent hurricane and earthquake incidents. Secretary Schiliro commented on activating the 2-1-1 call center during the Hurricane for information and that they will be looking at the assistance this provided and its future uses. They averaged 1,000 calls per hour during the storm.

Terry reported on changes at OMB to our accounting process. They have closed the pass through account and all funding now comes directly into the 9-1-1 Account and the counties receive 1/12<sup>th</sup> of the money they are due by the legislation each month. He will report on the budget process later in the meeting.

Jim Cole reported on receiving the normal bills and that all bills are now being processed through DSHS personnel. He noted there are 346 items on the trouble reports and nothing stands out as a major issue. He is working with Verizon to get Trouble report information to the PSAP Managers. There were no reported abnormal phone events during the hurricane or earthquake.

Terry gave a review of the status of all current Board projects.

Budget – Changes have been made at the State Level for the processing of Board Finances. He is working on detailed budget for future operations, this will allow for better planning for the use of our funds and prioritization of projects.

ANI/ALI Exchange – additional meetings have been held with PA, MD, and NJ for the sharing of ANI/ALI information across state lines. They are working on setting up network testing, discussing cost division, and working on legal issues with Verizon.

Single Button Transfers – They have compiled a list of what is available at each of the County PSAPS and will be adding the necessary numbers from the other Centers for a master list. This list will then be approved by the PSAP managers and implemented.

CAD Project – the RFP is still on the initial timeline and we hope to have back for first draft back in the next few weeks for our next meeting. Terry commented on the need to maintain the current system until the migration to the new system. He is working on a presentation of our options for the December Board meeting.

New World to TriTech interface contracts have been signed and they are waiting for the assignment of a Project Manager at New World.

Secretary Sills reported not having a Users/Technology meeting since June, but he had several updates on Technology issues.

There were no call blocking of mass call events locking up the system during the hurricane and earthquake. We are in the final stages of planning the Suscom Upgrade and hope to have upgrade completed by October 26.

We are working with Verizon on the New Castle County proposal which will include 44 stations. The cost will be slightly over \$3,000,000. A special meeting will be scheduled to review the proposal. Secretary Schiliro asked about impact in the budget and Terry noted these systems were not in this year's proposed budget. Secretary Sills reported on working with the University of Delaware on 9-1-1 call volume issues from their campus security phone system. It has currently been escalated to Tier II for resolution. Based on the discussions, Secretary Schiliro asked if it was felt we were doing everything reasonable to resolve the problem. Secretary Sills and U of D representatives noted that we are working with Verizon, the vendor, and Intrado in gathering additional data on the possible causes. Everyone is currently working effectively to resolve the issue, but there is a concern with how long it took to get problem escalated. Mr. Turner asked if contact had been made with other places using this type of system to see if they are having similar problems and the answer was Verizon was not aware of any other documented cases. Mr. Ellis asked if the Viper upgrade had been ruled out as the cause of the problem and it was noted that they are still working on determining if this is a possible cause. U of D noted that the Viper upgrade was done soon after the install of dorm phones which added more than 265 units as of August 15, 2010 to the Emergency Phone system, which was prior to the Viper, install. As the phones were installed they were properly tested and documented that no volume issues were noted. Secretary Sills reported that he is being updated by U of D Technology group and his office is working to coordinate the testing and implement solutions. Secretary Schiliro asked to be notified if the University didn't feel problem was receiving proper attention. Mr. Metcalf commented on how long it is taking to resolve and escalate and he would like to see something from Verizon on how long the process is taking. Secretary Sills followed up on the process to date.

Terry Whitham reported on Wireless Cost Recovery invoices received. Motion by Mr. Vincent to pay wireless cost recovery to AT&T in the amount of \$11,747.26 and Sprint in the amount of \$49,573.00 for a total of \$61,320.26. Second by Mr. Lewis. Motion carried.

Legislative Committee – meeting was cancelled plan to schedule a meeting next month.

Training Committee – Terry has been asked to create a chart from the NFPA and ASTM standards of items that need to be addresses. They are looking at Public Education components, but the Training standards need to take precedence.

Terry presented the annual maintenance contract for the New World Software. Contract will be effective October 1<sup>st</sup> for one year and is in the budget as a line item. The cost is \$355,190 and covers all of the agencies using New World. Motion to pay the maintenance contract by Mr. Turner and second by Mr. Metcalf. Motion carried.

Recommendation was made to change the Contract for the Suscom Viper upgrade to include 5 years of maintenance instead of 3 years. This is an increase of \$298,000 for a total contract cost of \$780,757.93. Motion to accept the recommendation by Mr. Turner and second by Mr. Vincent. Mr. Lewis recuses himself. Motion found in favor by show of hands with no votes in opposition.

Recommendation was made for extensions of the PBX and ILEC maintenance at New Castle County pending their Viper Install in the amount of \$15,261.10 for the PBX renewal followed by T&M after January 2012 and \$28,842.10 per month for the ILEC equipment. Motion to accept the recommendations for the maintenance contracts by Mr. Vincent and second by Mr. Metcalf. Mr. Lewis recuses himself. Motion found in favor by show of hands with no votes in opposition.

#### Public Comment

Director Grubb of the Division of Communications provided an update on improving redundancy of the State Radio Towers, updating of some older equipment, loss of power at site during hurricane Irene, and current status of the system. They are obtaining pricing for work on 14 towers and some other equipment. The 700 MHz install has been completed. They are working on some issues it was originally designed for in-street coverage for DelDot but has been migrated to the Department of Corrections.

Jim Cole made comments on funding availability for projects including the CAD system, IP network, and system upgrades. IP network will increase our monthly costs by about \$100,000 per month. Legislative committee should begin to look at rate increases and/or additional funding avenues. Mr. Turner noted that the CAD systems were not originally part of the 9-1-1 Board operations and we may need to look at returning this expense back to the agencies. A strong case will need to be made to get any change in funding. Dawn Lynch noted it may be time to look at collection of surcharge fees on prepaid phones. They use the service the same as contract users but are not paying any surcharge fees and their use has a significant impact on calls to the centers.

It was noted that Sussex 9-1-1 operations will be moving to Kent County from October 21 to 26 for the install of their upgrade.

Kevin Sipple asked about the finishing of Diversity for Kent Center. Jim Cole to work with Kevin to resolve any issues.

Meeting adjourned at 3:20 pm.