



SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE
Transforming data into solutions for South Carolina

S.C. WIRELESS 9-1-1 PROGRAM

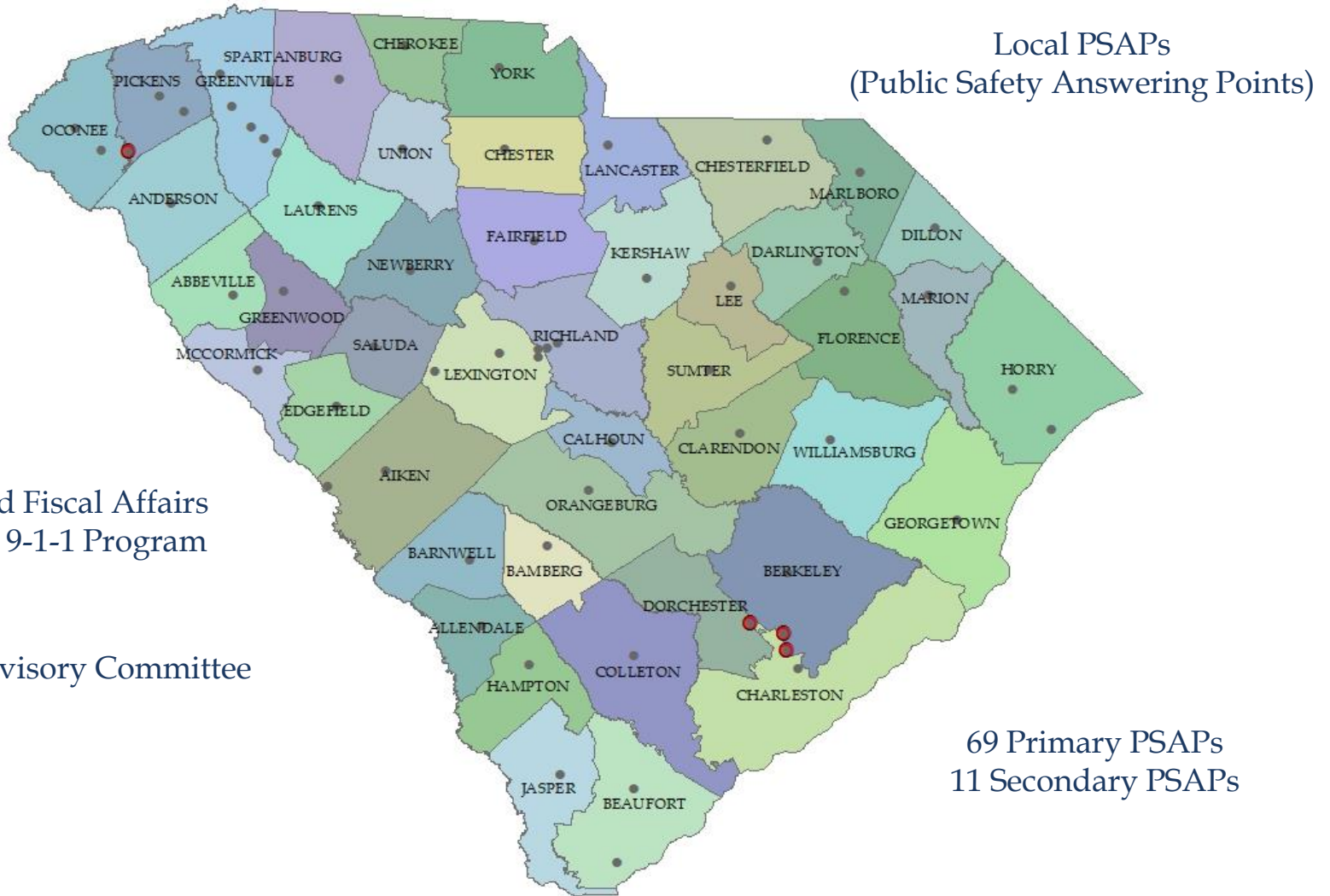
REVIEW OF 2019 ACT 60 (NG 9-1-1)

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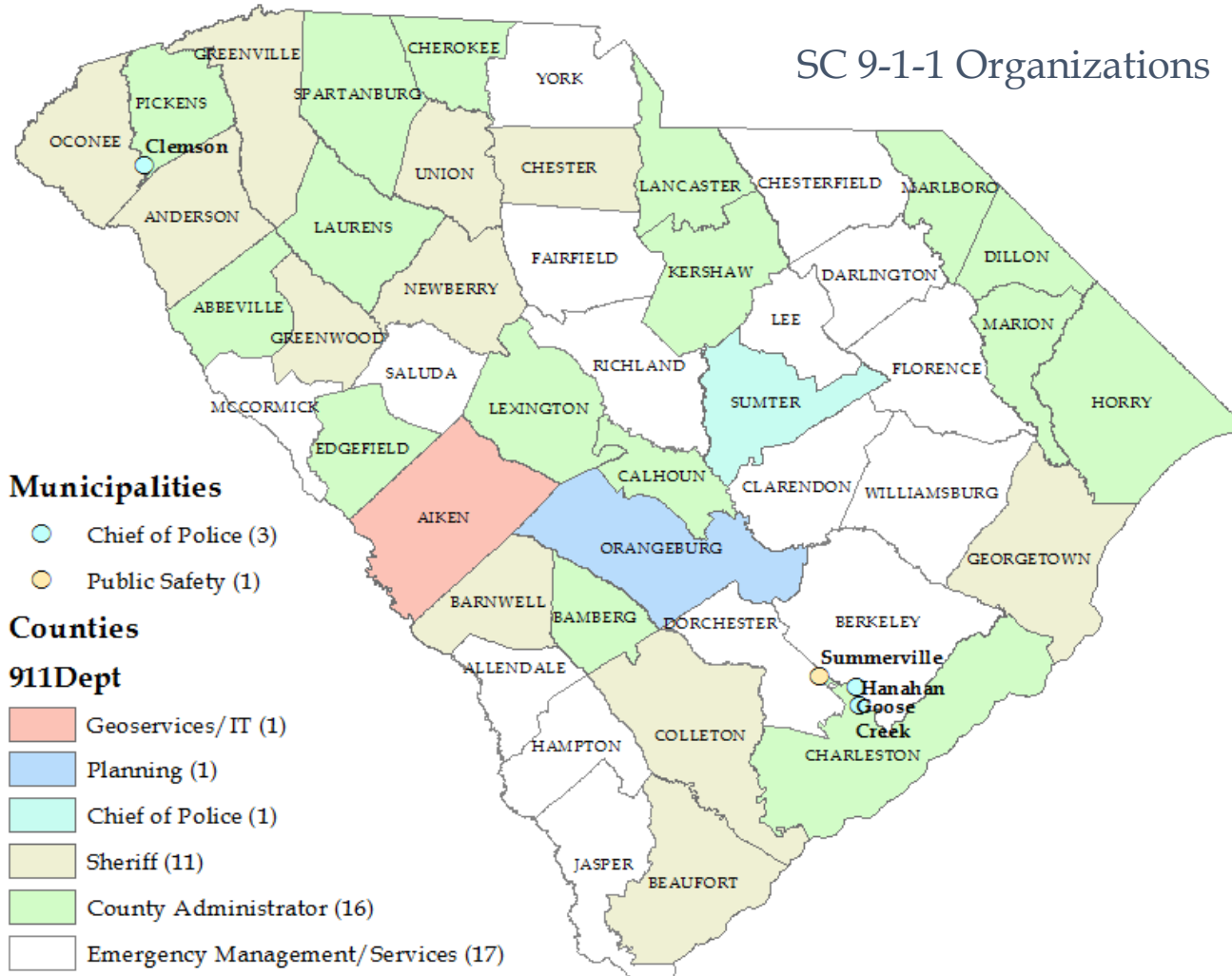
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STATE 9-1-1 COMMUNITY



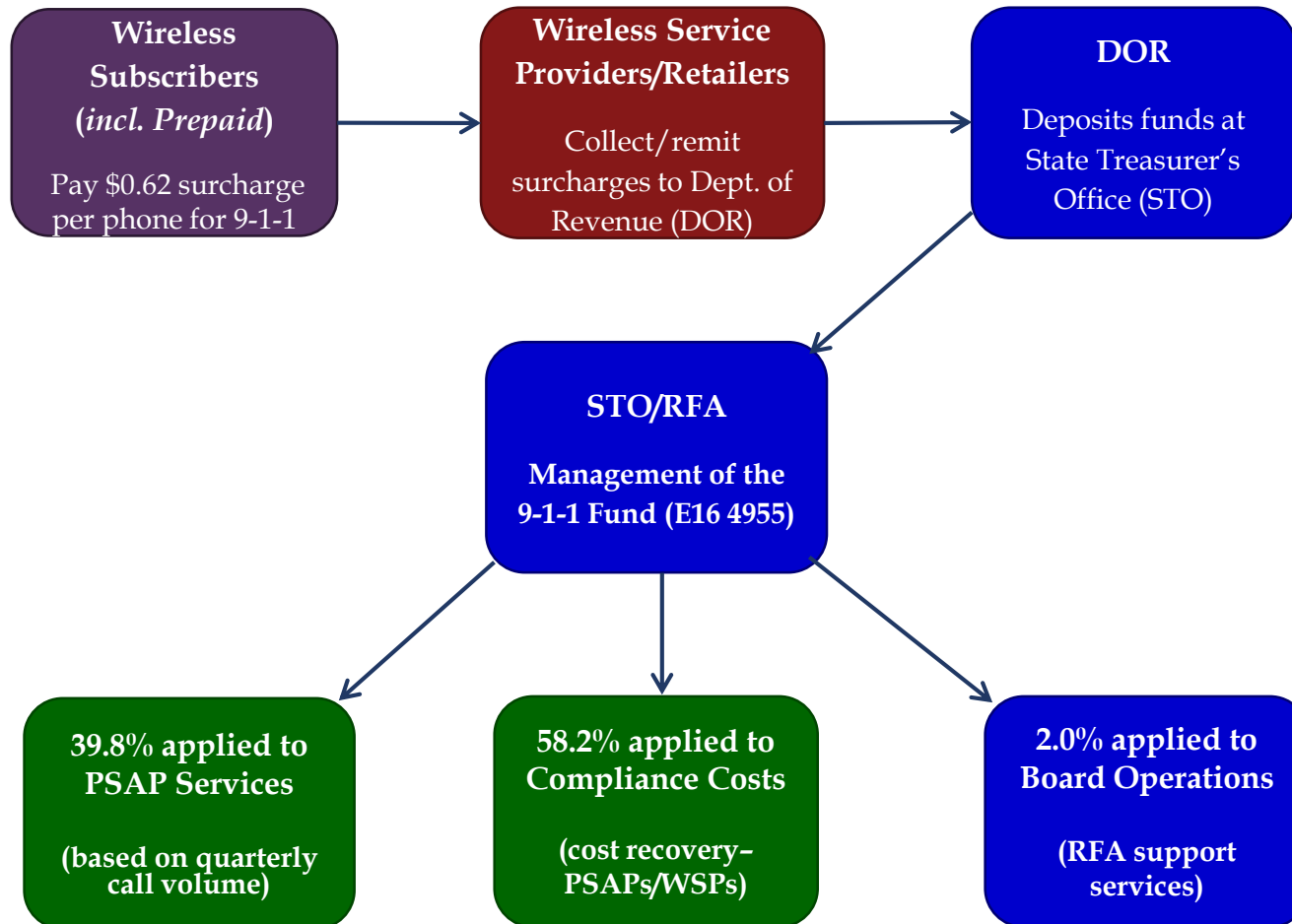
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LOCAL COMMUNITY GOVERNANCE



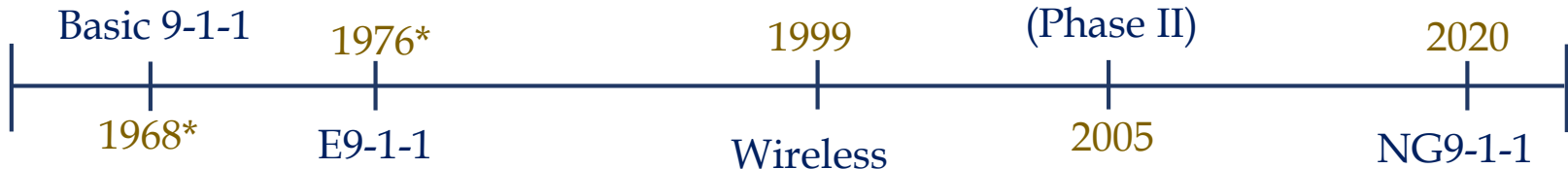
S.C. WIRELESS 9-1-1 PROGRAM

DISTRIBUTION OF WIRELESS 9-1-1 SURCHARGES



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EVOLUTION OF TECHNOLOGY

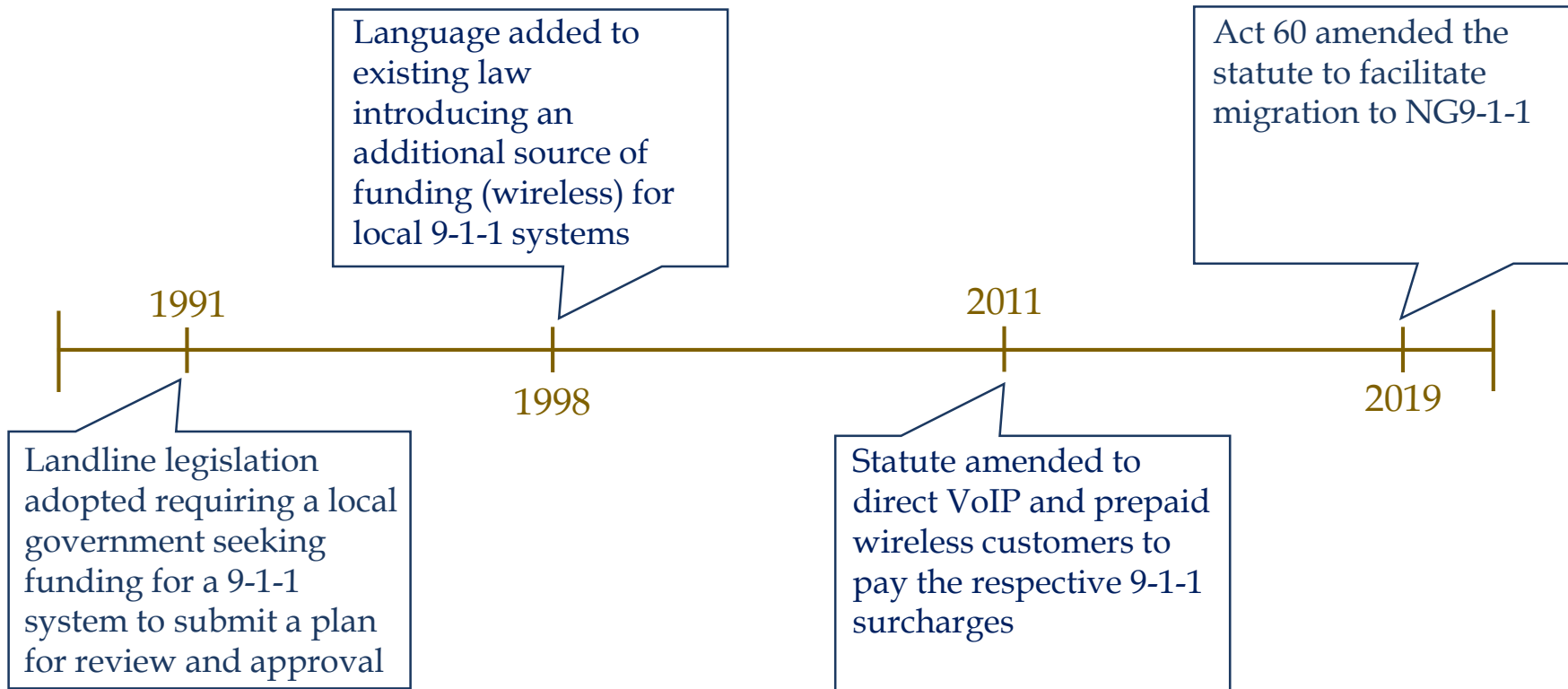


** Dates refer to first occurrences in the U.S.*

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HISTORY OF STATUTORY UPDATES

SC CODE OF LAWS § 23-47 - PUBLIC SAFETY COMMUNICATIONS CENTER



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CURRENT STATE OF TECHNOLOGY

- ❖ The current technology utilized by 9-1-1 centers across the state is reaching end of life
- ❖ Broadband-enabled IP networks referred to as ESInets (Emergency Services Internet Protocol Networks) are replacing local copper wire 9-1-1 systems
- ❖ These new networks support enhanced functionality known as Next Generation (NG9-1-1), which includes the transmission of text, images, video, and other data sets not supported by most PSAPs (local 9-1-1 centers)
- ❖ Although some PSAPs are in the process of replacing outdated technology, the network on which most are currently connected cannot support the transmission of information

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REASONS FOR ACT 60

- ❖ Under the original 9-1-1 statute, each PSAP would have been required to incur the initial and ongoing costs of implementing the new technology and request reimbursement from the wireless 9-1-1 fund retrospectively
- ❖ For counties with limited access to resources, funding this investment in new technology would have been restrictive
- ❖ Act 60 allows the state, through RFA, to incur these costs directly for the PSAPs utilizing the wireless 9-1-1 fund
- ❖ In addition to relieving the local jurisdictions of the heavy investment burden, a statewide implementation offers the most cost efficient method for transitioning to the new system

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KEY POINTS OF EMPHASIS

- ❖ This transition is necessary because the current infrastructure has become outdated
- ❖ The new technology will allow for shared services and equipment to help manage costs
- ❖ The transition planning for NG9-1-1 has been a collaborative effort between RFA, the S.C. 9-1-1 Advisory Committee, and local 9-1-1 officials from across the state
- ❖ Statewide implementation of the new technology ensures the same standard of functionality for every county across the state...it does not alter the number or the operational control of local PSAPs

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TRANSITION TO NG9-1-1: BENEFITS



❖ Citizens

- Ability to receive text, images, video, and other data sent over IP networks, making 9-1-1 more accessible for everyone

❖ Local 9-1-1 centers

- Improved, consistent, and standardized 9-1-1 functionality
- Enhanced backup capabilities for natural disaster events and improved interoperability between all PSAPs (call transfer info)
- More accurate 9-1-1 caller location information



❖ State

- Cost and operational efficiencies through statewide solutions and shared services

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STRATEGIC PLANNING PROCESS

- ❖ Delegates from the local jurisdictions recommended RFA work with a consultant to establish a long term strategy to address changing technology
- ❖ As a result, RFA coordinated with L.R. Kimball, Inc. to develop a five-year strategic plan
- ❖ Plan development incorporated local input throughout the process
 - Initiated the project by interviewing state and local officials
 - Conducted six town hall meetings across the state to solicit local input
 - Greenville, Aiken, Charleston, Florence, and two in Columbia
 - Solicited and collected survey data from local jurisdictions to develop the outline for a rough draft of the plan
 - Reviewed draft plan with stakeholders prior to completion

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STRATEGIC PLANNING PROCESS

❖ Goals and Objectives Identified in the Strategic Plan

- Update the 9-1-1 statute to facilitate NG9-1-1 implementation
- Manage (via RFA) the acquisition, implementation, and maintenance of this new technology
- Maintain a technology neutral, vendor agnostic approach to procurement
- Establish a statewide i3 compliant* ESInet that will work in coordination with regional and local ESInets
- Ensure PSAPs have the ability to share statewide ESInet and core services
- Develop a process that will support GIS needs of the NG9-1-1 environment

** NENA standard*

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CONTRIBUTIONS OF SUBCOMMITTEES

- ❖ To begin implementing the strategic plan, the 9-1-1 Advisory Committee charged four subcommittees with addressing the following questions:
 - How much will it cost?
 - *Fiscal Subcommittee*
 - How do we prepare our GIS data for NG9-1-1?
 - *GIS Subcommittee*
 - How do we prepare our telecommunicators with the training necessary for NG9-1-1?
 - *Training Subcommittee*
 - What legislative changes are necessary to implement the statewide transition to NG9-1-1?
 - *Legislative Subcommittee*

Which leads us to Act 60...

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SUMMARY OF ACT 60

- ❖ Section 1
 - Adds new terms and definitions for technology associated with an NG9-1-1 system

- ❖ Section 2
 - Gives RFA the responsibility for creating and updating a comprehensive strategic plan for a coordinated statewide 9-1-1 system with input from the CMRS Advisory Committee, local officials, service providers, and the public
 - Allows RFA to request written verification from PSAPs regarding compliance with current or updated standards as outlined in this section
 - Specifies the minimal requirements of NG9-1-1 or subsequent systems
 - Allows CJA to “certify” dispatchers but provides the opportunity for training at the local agency/regional level*

- ❖ Section 3
 - Prohibits the use of 9-1-1 funds for communication equipment outside the 9-1-1 system and removes the prohibition on the use of funds for mapping purposes

**subsection 15(a)*

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SUMMARY OF ACT 60

- ❖ Section 4
 - Adds requirements for the repayment of funds, within 90 days, if an audit discovers inappropriate use of 9-1-1 funds
 - Changes the levying of a CMRS 9-1-1 charge from a connection assigned to a South Carolina area code to the primary residential or business street address to align with federal requirements

- ❖ Section 5
 - Allows RFA to designate one office per county as the addressing official

- ❖ Section 6
 - Increases the membership of the SC 9-1-1 Advisory Committee from 8 to 12 members to increase representation from the local PSAPs (**refer to the following table...**)

SECTION 6

DETAIL OF COMMITTEE CHANGES

Current (8):

Revised (12):

6 Appointed by Governor

- 2 CMRS providers (Wireless)
- 1 Telephone service provider (Wireline)
- 1 Consumer
- 2 PSAP employees
 - 1 recommended by SC APCO
 - 1 recommended by SC NENA

2 Appointed by RFA Executive Director

- RFA Designee
- Communications and/or technology expert

8 Appointed by Governor

- 2 CMRS providers (Wireless)
- 1 Telephone service provider (Wireline)
- 1 Consumer
- 4 PSAP employees
 - 2 recommended by SC APCO
 - 2 recommended by SC NENA

4 Appointed by RFA Executive Director

- RFA Designee
- Communications and/or technology expert
- *GIS Expert*
- *County Administrator (upon recommendation of the South Carolina Association of Counties)*



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SUMMARY OF ACT 60

- ❖ Section 6 (continued)
 - Allows committee members to be reimbursed for travel associated with education or training expenses in connection with service to the committee
 - Clarifies a member cannot circumvent the two-term limit by being appointed in a different capacity
 - Allows the 9-1-1 committee to appoint subcommittees that may include other knowledgeable individuals but may not delegate statutory duties to them
 - **Clarifies the role of RFA to develop and contract up to ten years for the implementation of a statewide 9-1-1 system and authorizes use of the reimbursement (58.2%) portion of the wireless fund for this purpose**
 - Ensures local entities will still receive their monthly distribution based on wireless call volume (39.8%)
 - Authorizes RFA to act as the State 9-1-1 Coordinator and to apply for grants
 - Maintains the formula for calculating the monthly wireless fee

SECTION 6

IMPACT ON WIRELESS SURCHARGES

- ❖ Call Volume (39.8%): allocation to the local PSAPs based on quarterly wireless call volumes. Under the Act 60, these funds will continue to be allocated to the PSAPs based on their percentage of wireless 9-1-1 call volume
- ❖ Reimbursement (58.2%): reimbursement to local PSAPs for 9-1-1 equipment purchases, system upgrades, and maintenance. Under Act 60, the state will pay for the transition to a statewide NG9-1-1 system, absorb more of the local costs, and continue to provide reimbursements to local PSAPs
- ❖ Admin (2%): allocation to support RFA in providing administrative services of the 9-1-1 program. Under Act 60, this portion will support the 58.2% reimbursement fund for the administration, implementation, and operation of a statewide NG9-1-1 system and reimbursements to locals

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SUMMARY OF ACT 60

- ❖ Section 7
 - Provides that local call information gathered in the statewide system are records of the local 9-1-1 system
 - Prohibits the release of call location information without written permission of the originating county
 - Defines the terms individual identifying information and reasonable expectation of privacy for purposes of protection from disclosure

- ❖ Section 8
 - Changes the term “telephone” to “contact” to incorporate any means of communication available with 9-1-1 dispatchers as technology advances

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NEXT STEPS - PROCUREMENT AND IMPLEMENTATION

- ❖ **Procurement Development** – team consisting of RFA staff and local 9-1-1 experts tasked with spearheading the Request for Proposals (RFP) with State Procurement
 - Michael Ball (Charleston 9-1-1) – *Team Lead*
 - Rick Blackwell (Greenville 9-1-1)
 - John Carter (Rock Hill 9-1-1)
 - David Morrison, Paul Athey (RFA)
- ❖ **Collaboration** – the team solicited input from and shared updates with the 9-1-1 Advisory Committee and the local PSAP community
- ❖ **Selection Panel** – comprised of individuals from RFA, the 9-1-1 Advisory Committee, and local PSAPs as well as technical experts
- ❖ **Procurement Timeline** – procurement process should be completed and vendor selected by December 2020
- ❖ **Implementation** – RFA intends to recruit a technical expert to coordinate with PSAPs and manage the vendor and program, as well as convene a group similar to the RFP development team to assist in overseeing the implementation

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NEXT STEPS - PROCUREMENT AND IMPLEMENTATION

Goals and Objectives

- ❖ The procurement process will...
 - provide a timeline with specific milestones regarding implementation
 - develop best estimates of initial, transition, and recurring costs for implementation
 - clearly identify costs and operating efficiencies

- ❖ The system implementation will...
 - deliver a comprehensive model built upon NENA i3 standards
 - include technical and operational standards, security, and inter-agency agreements needed to become operational and secure
 - identify and address key decision points and best options for items or issues not addressed in the RFP

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IMPACTS ON LOCAL GOVERNMENTS

In summary:

- ❖ 9-1-1 services across the state will significantly improve with enhanced backup and interoperability, expanded means of communication, and improved caller location information
- ❖ Statewide implementation of the new technology ensures the same standard of functionality for every county across the state...it does not alter the number or the operational control of local PSAPs
- ❖ Local representation on the S.C. 9-1-1 Advisory Committee substantially increases
- ❖ Although more of the costs for providing 9-1-1 services will be absorbed by the state, PSAPs will continue to receive quarterly distributions and cost reimbursements

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THANK YOU!

SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE



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