

## MEMORANDUM FOR THE RECORD

DATE: September 20<sup>th</sup>, 2016  
Room 417, Dennis Building  
10:00am

SUBJECT: Minutes of SC CMRS Emergency Telephone Advisory Committee Meeting

ATTENDEES: Committee Members - Ted Creech-Chairman (Wireless Rep.), Ben Spearman (Wireline Rep.), David Morrison (RFA), Jim Lake (PSAP Rep.) by telephone, Jack Maguire (Consumer Rep.), Dent Adams (Wireless Rep.), Katie Morgan (RFA Appointment), Joey Avery (PSAP Rep.) by telephone. Staff - Frank Rainwater (Executive Director RFA), Amy Simpson (RFA) Guests - Josh Morton - Saluda, Sherri Matthews - Saluda, Rick Blackwell - Greenville, Allen Brandon - York, Leonard Koulalski - Mission Critical Partners, Philip Penny - Mission Critical Partners, Elaine Golden - Calhoun. Phone Guest - Jeff Holshouser - Airbus, Lee Canipe - Frontier, James McCloud - Century Link, Green Morris - Frontier, Neil Baxley - Beaufort, Wendi Lively - Spartanburg, Debra Beard - Newberry.

1. Chairman Creech welcomed everyone to the meeting and took roll call.
2. Approval of the minutes from the meeting on June 8<sup>th</sup>, 2016  
~Jack Maguire made motion to approve the minutes, Joey Avery 2<sup>nd</sup> the motion. All voted aye, and the minutes were approved.
3. Sub-Committee Updates  
~Chairman Creech asked David Morrison to have each Sub-Committee to give status updates.
  - \*GIS - Jack Maguire updated the committee that they've got a diverse committee with large and small counties. County lines are a challenge however they have reached out to almost all the counties with varying degrees of success and are starting a second round to contact the remaining counties, some will require site visits. They're working on agreements between counties for NG911 response. By the time they're finished, there will be some financial impact but they're not sure exactly how much but they have started talking figures. The main ongoing cost would be staffing requirements needed to pull all the data together, as well as aerial photography.
  - \*Training - Allen Brandon updated the committee that they have met several times and began dialogue with the Criminal Justice Academy. The CJA have been receptive to things the Training Sub-Committee has presented. Some of the things being discussed are retention of employees, ongoing certification of dispatchers, and opportunities for field training. The dialogue with the Criminal Justice Academy is ongoing and they're building a strong relationship with them.
  - \*Financial - Katie Morgan updated the committee that they've been meeting every couple of weeks. They started out working on developing a budget model or structure for potential funding focusing on the current As is cost structure, looks at the To be, and the Transition Costs. They then populated the budget model with cost estimates of an efficient progression for statewide NG911 based on the experiences of other states (Tennessee, Iowa, & Maine) in order to provide estimates to decision makers, and to document assumptions and other variables. Katie developed a complex and very detailed power point presentation and explained each of the different budget models to the Committee showing that as is, the fund was not sustainable at the current reimbursement rate of 80%. This was based on rolling averages, collections, and static expenditures. The final design of the network is necessary before they can accurately estimate the cost.

**\*Legislative - Ted explained that they as a committee have been going through the existing legislation which is much outdated, they're working on collecting and developing updates and changes they would recommend. They are also using information from the other sub-committees to collect additional ideas to use for their suggestions. From there they will take those ideas to the Legislative Council to incorporate in the draft of the new proposed legislation. Frank added that once they receive the initial draft, they will come back to the community for them to review and have a chance to comment. He also thank each of the different sub-committees for their hard work, their time, and commitment.**

**4. SCRA/MCP - Wireless Accuracy Testing - Solutions**

**~Chairman Creech asked David Morrison to introduce Mission Critical Partners.**

**\*Len Kowalski and Philip Penny were present to update the committee on the wireless accuracy testing they conducted in preparation for NG911. Once the testing was completed, they recognized they had identified several issues that included misrouting of calls which resulted in transferring the call to the proper PSAP, cell tower addressing issues, and undisclosed cell towers. They've had meetings with the State team with regard to the issues they identified as well as how to bring about solutions which will require additional funds as these other issues were not included in the original estimate. David Morrison asked that MCP provide him with written estimates so that he could share them with the committee.**

**5. Training Reimbursements - SC APCO**

**~ Chairman Creech provided the committee with a letter written by Tasha Todd. David Morrison added that Tasha was sorry she was unable to attend the meeting because she was at a training session.**

**\*The committee discussed the letter and Ted Creech suggested that this item would fall along the Training Sub-Committee route. Ben Spearman had some concerns that there were no financial estimates provided and would like to know what kind of impact this would have on the fund as far as reimbursement requests they would be looking at. He stated on the record that he supports all training especially in a life or death situation but before he would be able to vote on anything regarding reimbursement he would like more information on cost. Jim Lake agreed with Mr. Spearman and added that under the current legislation, he doesn't believe the committee has the legal ability to approve this proposal. He then suggested to Chairman Creech that the Training Sub-Committee become a standing Committee so that when requests such as this come up in the future, they can vet the request before it is brought before the CMRS Committee. Mr. Creech agreed that was a good idea.**

**6. 911 Apps**

**~Jim Lake addressed the committee, and all of the guests to start the conversation on 911 apps. He talked about developers who are promoting apps that claim to be directly connected to 911 access and they are not. They can't deliver what they're promising and it's being asked that the PSAPs pay for this service. Jim stated that he brought this agenda item to the committee so they could start thinking about how they are going to handle this going forward.**

**\*Mr. Morrison added that some counties have been approached by vendors promoting these types of apps and they're telling them it's reimbursable. He urged the PSAP community to contact the State office if they're approached.**

**\*Ben Spearman added that he believes they have a responsibility to the PSAP community to communicate that these types of apps have a questionable viability and until there is some type of verification or standardization, there's a liability issue. He added that there needs to be communication to the general public as well that these**

types of apps create a dangerous situation and should not be looked at as a substitute for dialing 911 in an emergency situation.

\*Ted Creech suggested that APCO/NENA organizations be contacted and see what their thoughts were on this subject, if they had any input and come back at the next meeting. Rick Blackwell added that from a National level, NENA is already aware and have put out suggestions on their website titled "Public Safety Considerations to Smart Phone App Developers" on what their apps should include and not include because they don't want to put anyone out of business but at the same time they recognize what a huge issue this is. Wendi Lively also added to what Rick said stating that NENA has looked into it and also the PSAP Education Committee has discussed putting out a public service announcement to the general public on the issue.

7. Other Items and Questions

~There were no other Items or Questions from the Committee or Audience.

~With no further business pending, Jim Lake made motion to adjourn, Jack Maguire 2<sup>nd</sup> the motion. All members voted in favor and the meeting was adjourned.

The next scheduled meeting is to be determined.

Attachments: Agenda, Meeting Materials

Public Notice of this meeting was posted at <http://rfa.sc.gov/e911>

These minutes were approved on 12/13/16

  
\_\_\_\_\_  
Amy Simpson