

## MEMORANDUM FOR THE RECORD

**Date:** June 15<sup>th</sup>, 2021  
Bowers Conference Room  
Room 417, Rembert C. Dennis Building  
10:00 am  
(Members attending via WebEx)

**Subject:** Minutes of the South Carolina 911 Advisory Committee Meeting

**Attendees:** *Committee Members* - Mike Flynn - PSAP Rep. Spartanburg County, Mitch Fulmore - PSAP Rep. Florence County, Rick Blackwell - PSAP Rep. Greenville County, Dent Adams - Wireless Rep. FTC, Ben Spearman - Wireline Rep. Comporium, Misty Wise - SC 811 (RFA Appointment), David Morrison - RFA SC 911 Program Manager, Adam DeMars - GIS Expert/RFA, Ken Roper - Pickens County (SC Association of Counties). *Staff* - Paul Athey - RFA Division Director, Michael Ball - RFA SC NG911 Program Manager, Amy Simpson - RFA SC E911 Program Coordinator.

- I. Chairman Blackwell called the meeting to order at 10:00am.
- II. Chairman Blackwell presented the May 18<sup>th</sup>, 2021 meeting minutes to the members and asked if any member had edits or questions. Dent Adams made a motion to approve the minutes. Misty Wise seconded the motion. All members voted aye in favor, and Chairman Blackwell declared the minutes approved as written. (*See attached*)
- III. Notification of PSAP Outages
  - A. Chairman Blackwell opened the dialogue by discussing the AT&T outage on Thursday, May 20<sup>th</sup>, 2021 that impacted several counties in South Carolina. Chairman Blackwell stated he received an email from the SLED Statewide Interoperability Coordinator, Bob Stedman, alerting him of the outage. Chairman Blackwell emphasized that monitoring and managing outages is a priority for South Carolina as it transitions towards a statewide ESInet. Chairman Blackwell then invited Jim Lake, Charleston County PSAP Director, to discuss his PSAP's experience during the outage.
  - B. Jim Lake advised that at 10:00am on May 20<sup>th</sup>, 2021, his staff discovered they were not receiving 911 calls and could not dial out. They immediately implemented procedures to resolve the issues and, upon doing so, realized the problem resided with AT&T and not the PSAP. Mr. Lake shared some important takeaways from the outage experience with the committee:
    - Charleston PSAP worked with their Indigital ESInet provider to create a 10-digit number for receiving emergency calls and communicated a message to the public via social media to call this number instead of dialing 911.
    - PSAP staff noticed they were able to see 911 calls on their Rapid Deploy radius map. Radius mapping is similar to Rapid SOS in that they are able to obtain

Apple/Google information. Using this information, the PSAP can generate an SMS text message to the callers stating the 911 system is down and to call the 10-digit number provided or reply to the text with their emergency information.

- Next Gen technology, along with the statewide ESInet, will enable PSAPs to share information and back one another up when needed.
- AT&T did not notify Charleston when the outage occurred and has yet to provide an explanation for the outage.
- A formal statewide notification process is needed for any PSAP outage, regardless of which service provider or network a PSAP is utilizing. Mr. Lake asked the committee to consider whether to recommend the state purchase a solution for all PSAP's as part of the state ESInet project.

- C. Mike Flynn concurred that a statewide system was needed exclusively for PSAPs to communicate with each other. Misty Wise agreed and mentioned the website "downdetector.com" that monitors outages (both statewide and nationally) and lists problems in real-time. She also suggested using Microsoft 365 or a similar software that would provide PSAPs with several options to interact and effectively communicate with one another.
- D. Chairman Blackwell stated it is likely an FCC violation that AT&T did not notify Charleston County of the outage. He asked that RFA immediately notify all PSAPs via email if they learn of any outages going forward. Adam DeMars mentioned that since all PSAPs are on the same Palmetto 800 system, creating a common PSAP user group within that system would be a very fast and effective solution for communicating notifications such as this for the time being. Mike Flynn added that Palmetto 800 as well as many PSAPs throughout the state use the app "bridge4ps.com" (Bridge4PublicSafety) which works in a similar capacity. Tristan Proctor of Dorchester County concurred with Mike Flynn on the bridge4ps.com app as a useful tool for rapid notification among PSAPs during an outage.
- E. Mike Flynn suggested creating a sub-committee to explore all the available options; Chairman Blackwell concurred and asked Mr. Flynn to chair the sub-committee. Mr. Flynn agreed and asked that Misty Wise and Tristan Proctor serve as members. David Morrison offered his help to Mr. Flynn as well.
- F. Chairman Blackwell asked Mike Flynn to assemble the sub-committee and provide recommendations at the next 911 Advisory Committee meeting for error notification regarding outages.

#### IV. ESInet Implementation Update

- A. Michael Ball presented the committee with project updates for the groups that are slated for implementation through the end of calendar year 2021.
- B. Group 1 Project Updates: Solacom PSAP Configuration Calls are continuing weekly for call flow, interfaces, GUI setup, etc. Equipment installs have been completed and systems are online and ready for go-live for Lexington, West Columbia, Batesburg-

Leesville, and Barnwell. Comtech PSAP migration procedure calls are taking place and include all outside vendors. Equipment installations for Bamberg and Allendale are occurring this week. There are no changes in migration dates for group 1 since the last update.

- C. Group 1.5 Project Updates: Data collection and adjustments are continuing (GIS, ALI & MSAG). Final circuit surveys and installations are occurring. There are no changes in migration dates for group 1.5 since the last update.
- D. Group 2 Project Updates: The second round of RFA/Comtech site visits are scheduled for the week of June 28<sup>th</sup>, 2021 and will include the second round of data collection to begin in July. There are no changes in migration dates for group 2 since the last update.
- E. Next Steps: The Go/No-Go meeting with Lexington is scheduled for Friday, June 18<sup>th</sup>, 2021. Their go-live date is scheduled for Tuesday, June 22<sup>nd</sup>, 2021. RFA is asking all PSAP groups to request their GIS and ALI data from outside vendors earlier in the process in order to begin data comparison. True circuit diversity is required per the ESInet state contract. For the sites with only one vendor, Comtech is pairing with Segra/Verizon LTE for circuit mitigation temporarily until permanent services are procured for a more diverse path.
- F. Chairman Blackwell asked why the circuit mitigation was put in place on a temporary basis instead of as a permanent solution. Mr. Ball explained that there are only a few sites that require this type of solution. The latency on the network is critical and has to be at its lowest possible level. He explained that using the Segra/Verizon LTE can be deployed quickly and can still be considered as an option for a permanent solution.

#### V. Fiscal Update

- A. Paul Athey discussed the May 911 Wireless Fund Activity report that was previously emailed to the committee.
- B. Mr. Athey stated he would analyze year-to-date information when the June activity report becomes available to measure the accuracy of the fiscal model projections. Once that analysis is complete, he will adjust those forecast for calendar year 2021 if needed.
- C. Mr. Athey also noted that actual annual collections through May are within one percent of forecasts, so he does not anticipate needing to adjust revenue forecasts. He hopes to complete the analysis of expenditures prior to the July committee meeting.

#### VI. Other Items and Questions

- A. There were no further questions or discussions from the committee or RFA Staff. Chairman Blackwell mentioned his involvement with the Forest Guide procurement process with NENA and their negotiations with Intrado. He also recognized Adam DeMars for the importance of his work regarding GIS data in the Next Gen process and ensuring the data is viable. With respect to the National Forest Guide, Mr. DeMars added that as the PSAP's and GIS professionals continue to massage their data, it will greatly help streamline the Forest Guide.

VII. Adjournment

- A. Mike Flynn made the motion to adjourn. Ken Roper seconded the motion, and the meeting was adjourned at 10:59am.

Attachments: Agenda, Meeting Materials

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

These minutes were approved on 7/20/21.

Amy Simpson 