

MEMORANDUM FOR THE RECORD

Date: January 19, 2022, 10:00 a.m.
Bowers Conference Room, Room 417 / Attendees via WebEx

Subject: Minutes of the South Carolina 911 Advisory Committee Meeting

Attendees: *Committee Members* – Mike Flynn – PSAP Rep. Spartanburg County, Neil Baxley – PSAP Rep. Beaufort County, Mitch Fulmore – PSAP Rep. Florence County, Rick Blackwell – PSAP Rep. Greenville County, Dent Adams – Wireless Rep. FTC, Ben Spearman – Wireline Rep. Comporium, Jack Maguire – Consumer Rep., David Morrison – RFA SC 911 Program Manager, Adam DeMars – GIS Expert/RFA. *Staff* – Paul Athey – RFA Division Director, Michael Ball – RFA SC NG911 Program Manager, and Kathryn Kelley – RFA Mapping and Operations Program Coordinator

- I. Chairman Blackwell called the meeting to order at 10:00 a.m.
- II. Roll call was taken for the record; all committee members were in attendance.
- III. Chairman Blackwell presented the November 16, 2021 meeting minutes and asked if any members had edits or questions. Neil Baxley motioned to approve the minutes; Mike Flynn seconded the motion and all members voted aye. Chairman Blackwell declared the minutes approved as written. (*see minutes*)
- IV. PSAP Outage Notification – Presentation by Everbridge
 - David Morrison introduced the Everbridge presentation by providing background of the request to evaluate an outage notification system after the big outage that happened near the coast in the summer. Jessica Collins with Everbridge introduced Brian Toolan, VP of Public Safety to conduct the presentation and demonstration.
 - The presentation consisted of the capabilities of the system, the process of setting up a system to meet the state’s particular need, and the manual process capabilities.

The presentation and demonstration generated further discussion between committee members and Everbridge. Chairman Blackwell thanked Everbridge for their time and information to be considered for the South Carolina PSAP outage notification system.

- V. ESInet Implementation Update
 - Michael Ball provided an update and the following items were addressed:
 - There are no significant changes to report. The Abbeville migration has been moved to January 20, 2022

- Group 2 kickoff calls have been completed and migration dates have been set.
- Next Steps include:
 - Focus on Group 1.5 Migrations
 - Initial PSAP visits and surveys for Groups 3 & 4

VI. Last Routing Option (LRO)

- LRO is a single phone number in the Next Generation Core Services (NGCS) that all PSAPS will utilize if all other alternate routing fails. It is required as part of the NGCS programming and cannot be assigned to multiple phone numbers.
- All PSAPs that migrate to the SC ESInet are mandated by RFA to choose a minimum of four alternate routing PSAPs for 9-1-1 calls.
- Barnwell County is the current LRO and onboarding PSAPs in the next two groups have declined to be the LRO leaving Barnwell County with a possibility of answering 9-1-1 calls from large centers with regular periods of much higher call volume.
- The following issues have been identified with LRO duties:
 - What to do with the call (attempt to transfer, take information, etc.)
 - Inability to dispatch units for outside, unfamiliar agencies.
 - Inability to communicate with other PSAPs.
 - Liability for the call.
- RFA is requesting that the 9-1-1 Advisory Committee recommend utilizing a 10-digit phone number with a recorded message as the LRO and would like the Advisory Committee to assist with the wording of the message.

After discussion among the committee members regarding the wording of the message, it was decided that RFA would seek a legal opinion on the matter for the next meeting. Additionally, Michael Ball requested the committee consider for the next meeting the issue of Barnwell County no longer being the LRO and what the short-term solution should be.

VII. Coastal ESInet PSAP Participation

- David Morrison addressed the committee regarding the request to allow Hanahan and Goose Creek to join the Coastal ESInet at the reimbursement percentage the Coastal ESInet was receiving at the time of the request. The request was expanded to include Summerville.

Sam Gaither spoke on behalf of the request, who further explained that the Town of Summerville, City of Goose Creek, and City of Hanahan are requesting to join the cooperative with the state paying the cost at 80% reimbursement. Per Mr. Gaither, this request makes logical sense as Coastal ESInet is currently the backup for these entities. Mike Flynn motioned to approve the request; Mitch Fulmore seconded the motion and all committee members voted aye with the exception of Neil Baxley who did not participate in the discussion or vote. David Morrison will provide the request to the RFA Board for final approval.

VIII. Fiscal Model Discussion

- Paul Athey presented the final fiscal numbers for December and provided the following information:
 - The program operates on a calendar year so the December numbers are essentially the year-end statement.
 - A fund balance of \$41 million was originally estimated for year-end however, the program finished the year with a fund balance of \$38 million for the following reasons:
 - The month of December collections were over half a million dollars less than what we normally get per month. This could be a result of the timing of when the money is deposited to the Department of Revenue and disbursed out.
 - December showed a higher month in cost reimbursements to PSAPs.
 - Paid more of our NextGen Invoices than originally anticipated but that means we can reduce next year's projections for those invoices.
 - Projections versus actual were at a 1.49% variance so our forecast for the revenues are consistent.
 - The reimbursements to PSAPs were about 11% less than what the forecast was which has been consistent with the last few years. We will be reviewing the forecast method to see if we need to adjust it down.
 - There will be a model for the committee to review in February which would provide information regarding potential fee increases.

IX. Other Items and Discussion

- David Morrison presented the request from the previous meeting to consider adding EPD and EFD to the reimbursement list. Research is ongoing but preliminary findings show that the numbers would be a fairly significant impact if these items were added. The committee came to a consensus to table this item to the end of the year in order to perform more detailed research.

X. Adjournment

Neil Baxley motioned to adjourn the meeting; Adam DeMars seconded the motion and all members voted aye to adjourn the meeting at 11:29 a.m.

Public Notice of this meeting was posted at: <http://rfa.sc.gov> and at the Rembert Dennis Building.

These minutes were approved on Feb. 16, 2022

Amy Simpson 