

MEMORANDUM FOR THE RECORD

Date: May 16th, 2023, 10:00 a.m.
Rembert Dennis Building / Room 417

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, Rick Blackwell – PSAP Rep. Greenville County, Terrance Ford – CMRS Provider AT&T, Melony Burgess – Wireless Rep. FTC, Sharon O’Bryant – Wireline Rep. Piedmont Rural Telephone, Jack Maguire – Consumer Rep., 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, Michael Ball, Amy Simpson, Kathryn Kelley, and Monica Russell. Ken Roper – Pickens County (SC Assoc. of Counties), arrived after roll call.

Note: Meeting information and log-in instructions are posted on the RFA website, and in the Rembert Dennis Building.

- I. Chairman Blackwell called the meeting to order at 10:00 a.m. Roll call was taken for the record; eleven committee members were in attendance.
- II. Chairman Blackwell presented the March 231st, 2023 meeting minutes and asked if any members had edits or questions. Hearing none, Jack Maguire motioned to approve the minutes; Neil Baxley seconded the motion and remaining members voted aye. Chairman Blackwell declared the minutes approved as written. (*See minutes*)
- III. ESInet Implementation Update
 - David Morrison presented the following items:
 - SC Statewide ESInet – 2023 Statistics
 - Physical PSAP Count – 32
 - Hosted CHE/CPE Count – 22
 - Circuit Count – 86
 - On-Premise CHE/CPE Count – 10
 - Maximum Network Bandwidth Usage – 11%
 - 9-1-1 Call Count, January – April 2023 – 202,904
 - SC Statewide ESInet Overview
 - Group 5 Migration dates are complete.
 - Planned 2023 migration dates for the remainder of the calendar year, and a map view of the Network Status Dashboard were reviewed.
- IV. Telecommunicator Reclassification
 - David Morrison updated the committee on Telecommunicator Reclassification Legislation (H. 3345). https://www.scstatehouse.gov/sess125_2023-2024/bills/3345.htm
 - The bill was sponsored by Representatives J.L. Johnson (Hopkins), Brian Lawson (Chesnee), Dennis Moss (Gaffney), Craig Gagnon (Abbeville), and Bill Hixon (N. Augusta)
 - No changes were made before the bill was reintroduced this legislative session; the bill died in committee as a result because it did not

specifically define who qualifies as a 911 professional or what benefits they're asking for, making it difficult to determine the fiscal impact.

- David Morrison spoke with SC APCO President, Alisha Smith, and SC NENA President, Amy McDowell, explaining processes RFA and the 911 Advisory Committee followed when NG911 legislation was passed to aid in their preparation for reintroduction in 2024.
 - SC NENA President, Amy McDowell, gathered information from other states who have successfully passed similar legislation to develop a "legislative notebook".

V. Telecommunicator Reclassification

- Last year a bill to reclassify telecommunicators was introduced and was sent to the 3M committee for review. The committee requested a fiscal impact, and the results of the impact were undetermined as PEBA reported additional information was needed on the implementation of identifying 911 professionals and which benefits they will be entitled to receive.
 - Legislation was reintroduced this year, and the bill resides in the Ways and Means Committee for consideration. (Telecommunicator Reclassification (H. 3345) https://www.scstatehouse.gov/sess125_2023-2024/bills/3345.htm)
 - The bill is sponsored by Representatives J.L. Johnson (Hopkins), Brian Lawson (Chesnee), Dennis Moss (Gaffney), Craig Gagnon (Abbeville), and Bill Hixon (N. Augusta)
- Consensus amongst the committee members was to form a coordinated effort between APCO/NENA in preparation for reintroducing the bill next calendar year. Additionally, they encouraged interested members of the PSAP community to reach out to either Alisha Smith – SC APCO President, or Amy McDowell – SC NENA President if they would like to offer their support/assistance; as well as continue to contact your local Representatives.

VI. Aerial Imagery Project

- Adam DeMars presented the committee with an update and provided the following information:
 - Preliminary QAQC review of the aerial imagery collected has begun; the project is progressing rapidly and going well.
 - Mr. DeMars noted that RFA GIS staff also tasked with provisioning boundaries specific to the ESInets for both Indigital and Comtech networks.

VII. Cyber Security

- Chairman Blackwell introduced the topic stating the following:
 - The City of Dallas, TX was attacked by ransomware in early May. Their 911/CAD application was disabled; however, they were still able to field 911 calls for service. He encouraged South Carolina to get ahead of this issue and pursue mitigation/cyber security insurance as the state moves forward with ESInet call routing delivery.
 - Mike Flynn and Misty Wise each discussed similar issues they've experienced, adding if PSAPs don't have multi-factor authentication, they will not qualify for the insurance. Ken Roper mentioned the cost of premiums for this type of insurance are high and continue to climb.

- Chairman Blackwell encouraged the committee to explore the financial impact of adding multi factor authentication and/or 911 System(s) cyber security insurance to the list of reimbursable items.
 - Vice-Chair, Melony Burgess, volunteered to start a sub-group of volunteers to investigate which PSAPs have insurance policies in place, and those who do not, in effort to educate the community about the security risks involved and verify if someone at the PSAP level is exploring insurance options. Misty Wise added another important cost evasive element the sub-group should verify is which licensing model is in use for those who have policies in place. She shared with committee members the insurance application completed when SC 811 applied for cyber security insurance.

VIII. Other Items / Discussion

- Ken Roper mentioned Pickens County is considering a public relations media campaign to raise awareness and educate the citizens on NG911 in the upstate once all the new features were implemented.
- Sam Gaither asked Mr. Morrison if Dorchester County would have the capability to transfer calls to Berkeley County after they transition to the State ESInet system in the event of an outage; as a follow up, he explained the Coastal ESInet group initiated a “Round Robin” procedure which allows them to share resources in the event of an outage to efficiently field the increased volume of calls for service. He asked if Dorchester would be able to participate once they transition to the State ESInet system. Mr. Morrison responded yes to both questions and advised Mr. Gaither to reach out to Michael Ball as Dorchester’s migration date gets closer to coordinate his request.
- Misty Wise shared a link to a state organization affiliated with SLED in the group chat for those interested, as a resource for penetration testing, and to assess cyber security threats, etc.

IX. Adjournment

Jack Maguire motioned to adjourn the meeting; Adam DeMars seconded the motion and all members voted aye to adjourn the meeting at 10:19am.

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

These Minutes were approved on July 18th, 2023.



Amy Simpson
911 Program Coordinator