

MEMORANDUM FOR THE RECORD

DATE: April 21, 2016
Room 417, Dennis Building
Upon adjournment of BEA meeting

SUBJECT: Minutes of the Revenue and Fiscal Affairs Board (RFA) Meeting

ATTENDEES: *Board Members* – Chad Walldorf-Chairman, Howell Clyborne, Emerson Gower, *Executive Director*, Frank Rainwater. *Staff* – Gordon Shuford, Karen Rhinehart, Muhammed Salaam, Diane Porter, Steve Sklar, Will Roberts, Jason Bagwell, David Patterson, Byron Kirby, Sarah Crawford, Amy Simpson, Debbie Glen, Sandra Kelly, David Morrison, Deb Wilcox, John Dickerson. *Guests* – Jim Lake (Charleston 9-1-1), Sara Weston (LR Kimbell), David Kerr, Nikki Rodgers (Lexington County), Rick Blackwell (Greenville County), Anthony Mack (Clarendon County), Katie Morgan (E9-1-1 Committee), Ben Johnson (Department of Commerce), Ted Creech (AT&T), Paul Koch (Department of Administration).

Press:

1. Chairman Walldorf called the meeting to order.
2. Meeting Minutes for February 10, 2016 were adopted by the Board.
3. Frank Rainwater recognized employees with anniversary years-of-service. (See attached)
4. Diane Porter presented 3-Year Budget/Expenditure Projections. (See attached)
~Chairman Walldorf suggested that RFA review the cost to customers to ensure cost saving measures are extended to them as well.
~Mr. Rainwater noted he will meet with the Board members over the summer regarding budget priorities.
5. Byron Kirby presented Customer Satisfaction Results. (See attached)
~Mr. Gower asked if RFA customers are satisfied with the cost for services received and if they can obtain these services elsewhere. Mr. Kirby indicated that the survey didn't address cost; we don't know definitively but respondents seemed to be very happy with services provided. Speaking for the Health and Demographics section, quotes are provided before services are rendered. RFA is the only place most of these services can be obtained.
~Chairman Walldorf suggested that it may be encouraging to share outstanding service comments with RFA staff.
6. Jim Lake shared the South Carolina NG9-1-1 Strategic Plan. (See attached)
Some comments on specific Goals are noted as follows:
~Goal 8 – Mr. Rainwater mentioned and he and David Morrison have traveled to Tennessee to gain insight into their E9-1-1 process.
~Goal 9 – Mr. Gower asked how many folks need training to participate in the NG9-1-1 system to which Jim Lake responded approximately 1,200 – all who will be answering 9-1-1 calls. There is currently a backlog for training. Mr. Walldorf asked if training can be done regionally to speed-up the training process which Mr. Lake responded it could be discussed with the Criminal Justice Academy. Ted Creech mentioned that on-the-job training is provided as well.
~Next Steps/Timeline – David and Amy are reaching out to folks to help keep them engaged in the updating process. Jim Lake mentioned that regional meetings are helpful in encouraging people to participate.

~Rick Blackwell mentioned that many states are working on this transition and the PSAPs would like to keep their funding.

~Nikki Rodgers mentioned that the E9-1-1 system is more effective when the employees focus only on E9-1-1 calls and are not tasked with other duties.

~Chairman Walldorf asked if funds are available to update to the NG9-1-1 system to which Mr. Rainwater responded that is being researched and currently there are no plans to requesting funding from the legislature. The goal is to focus on this change between now and October 2016.

~Mr. Rainwater asked if the Board is in support of the direction in which the transition to the NG9-1-1 system is proceeding to which all members agreed that they are.

With no further comments or business pending, the meeting adjourned at 4:05pm (Mr. Gower motioned, Mr. Clyborne seconded).

The next scheduled meeting is June 16, 2016.

Attachments: Agenda, Meeting Materials

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

These minutes were approved on 8/25/16.



Karen Rhinehart