



911 Funding Committee
January 15, 2014
N.C. Information Technology Services
3900 Wake Forest Rd
Raleigh, NC
10:00 PM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour, Chair	Richard Taylor	Lloyd Moskowitz –Gaston Co
Laura Sykora	Richard Bradford	
Len Hagaman - phone	Marsha Tapler	
Dave Bone	Tina Bone (Phone)	
Jean Thaxton-phone		
Tonya Pearce-phone	Contractor – Board	
Andrew Grant - phone	Dave Corn	
<u>Members Absent</u>	<u>Staff Absent</u>	
Wesley Reid	David Dodd	

Jason Barbour called the meeting to order at 10:00 AM.

Chair's Opening Remarks

Jason Barbour introduced the new committee member Dave Bone.

Request from Johnston County to Reconsider Licensing Tablets/Smart Phones for Silent Dispatch:

Jason Barbour has brought to the Committee a request from Johnston Co PSAP the approval of paying for the licensing of Tablets/Smart Phones for silent dispatching. Richard Taylor explained the use of the licensing for the Smart Phones/Tablets and noted that the licensing was similar to the MCT

licensing that was already approved but this would be used by EMS and Fire. The request is for just the licensing and not purchase of the device that allows for the silent dispatch.

Laura Sykora clarified that the licensing is allowing the equipment in PSAP to talk to the device which is the same as what is already approved. Jason Barbour stated yes, that was correct. Mr. Barbour stated this is more on the dispatch function side of the language. It's the same thing currently allowed on laptop but now new technology allows for it to work on other devices like Tablets and Smart Phones.

Dave Bone asked if this could be used for Law Enforcement and not just EMS or Fire. Jason stated right now, due to security reasons, the features like NCIC/DCI and others are not available so this licensing is not attractive to Law Enforcement. There's nothing to say it could not be used by Law Enforcement for silent dispatch but since there are security issues it's just not attractive to Law Enforcement like MCT laptops.

Mr. Bone asked if there were any other security issues and Mr. Barbour stated yes. He noted that Smart Phone devices require an internal IP address and most IT people do not like that: they would rather have a false IP address which Mr. Bradford clarified as a dynamic IP address. Mr. Barbour further explained that the app he was purchasing would have middleware between the device and the firewall to help negotiate the request of what the device is asking for so the Smart Phone will not be on the same side of the firewall. Mr. Bone asked if this could be put on devices only in the jurisdiction or on personal devices as well. Mr. Barbour stated yes it could go onto personal devices but that would be up to the agency to allow.

Len Hagaman asked Richard Bradford is there any complications or issues with definition regarding legislation that could cause problems later. Mr. Bradford stated the key definition of call taker which was to include dispatching. The statutes are often arguable but the point of argument is whether the statute defines it as two-way communication or just sending the communication out. Mr. Bradford stated that sending the information out rather than two-way is more in line with the FCC order.

Mr. Taylor presented the definition to committee to show where this fit within guidelines.

Mr. Bradford asked if redundancy is a matter for the Committee. Should the Committee allow for the purchase of the user to have the ability to purchase licensing for MCT, Smart Phone and Tablet? After much discussion over the possible redundancy of cost, it was determined that it should be up to the PSAP to determine what licensing was needed.

Laura made a motion to approve licenses for Smart Phone and Tablet.

Dave Bone seconded.

Approved

Request from Gaston County for eligibility of training equipment.

Lloyd Moskowitz requested of the committee to allow the purchase of computers for telecommunicator training. Richard Taylor explained that the statute was clear as to what was allowable for training. Mr. Taylor stated that most if not all used their backup centers for training. Mr. Moskowitz wants to be allowed to purchase software and hardware for training the telecommunicator but not necessarily at the backup center.

Mr. Moskowitz then presented his perspective and language on why the purchase of hardware and software should be allowed to train telecommunicators outside the PSAP or backup center. The computers purchased could vary but it would be based on each PSAP's need. Dave Corn asked where the training facility would be located. Mr. Moskowitz stated his training facility is located in the Police Department and is not part of any backup center. Laura Sykora asked if he could use the backup center for training and he stated he could but he stated it was better to be trained in the training center. Jason asked about the software and Mr. Moskowitz explained it may be the CAD license or other licensing to enable the computer for training an individual on the same software as what is used in the PSAP.

Mr. Bradford explained statutory construction. The list is considered to be not exclusive but gives an idea of what should be included but not limited. You look at the context on whether the item can be determine if eligible. Do you pay for the complete package or just a percentage? Laura Sykora mentioned that the Board wanted PSAPs to have an approved backup. If training equipment is approved, then I believe the equipment cost would take away from backup centers. Richard Taylor reiterated that yes; this is the goal of the Board to have backup centers and this gives a better training environment.

David Bone mentioned he had a two position PSAP and he is now taking training into consideration. He stated it was difficult to train individuals since he does not have the staff to assist when they are down a position due to sending an individual for training. They are pursuing both backup and training but they do not have the physical space for training and sees the need for allowing for an outside training facility.

Laura asked if there is another training tool purchase by the Board that we could sign out the PSAP and Richard Taylor has stated he had something in mind. Jason stated he would rather the old PC be used for training than a new PC. Dave Corn mentioned best practices should be followed.

Richard Taylor restated he had an idea on training and asked that it be put to the side until the next meeting. All agreed.

Continuation of Discussion Regarding Request from Carteret County to Reconsider Multi-Line Hunting Feature for Admin Lines

Continuation of Rodney Cates request that the hunting feature for admin lines be an allowable expense. Mr. Cates discussion advertised admin lines in phone book that were outside the line of eligible cost. The intent of legislation is for a dispatcher to reconnect to a dropped wireless caller.

Richard Taylor reviewed other features that were made eligible back a couple of years back and mentioned that this item was brought before the Board previously and denied. Jason Barbour stated he did not want a customer to get a busy signal and felt the feature was necessary. Laura Sykora stated due to recent outages she now felt the hunt feature was necessary so the customer does not get a busy signal if a PSAP line is down. Richard Taylor mentioned that when lines are down rolling over to the admin lines was not a good idea. Jason mentioned it can work if it is done correctly if this feature is in place.

Richard Taylor also stated his concerns that admin cost per line per seat cost is all over the place and it does not represent cost correctly. What is a single line cost? Mr. Taylor noted it was difficult in determining cost.

Laura Sykora made mention of across the board amount. Richard Bradford stated this was not allowable. Richard Bradford stated the law would need to be changed in order to have an across the board rate. Ms. Sykora stated phone companies could provide cost for each feature to assist in determining correct cost.

Jason Barbour stated since the admin cost issue needed to be researched further that the hunt line must be determined now because he did not want a PSAP to have customers call in and get a busy signal. Richard Taylor asked about how the language should appear and it was determined multi line hunt feature would be after call forwarding under current language.

Laura made motion to add multi line feature to the current Approved Use of Funds list under Admin Lines.

Dave Bone seconded

Approved.

Discussion on Implemental Functions Costs and Reporting

Jason Barbour noted it would take longer to discuss In-house Functions cost than time allotted so he asked Richard Taylor to give a brief now and we would discuss this at the next meeting.

Richard Taylor noted that this cost was becoming a huge problem. Mr. Taylor noted some PSAPs that have already added these cost to report causing it to increase from last year. Laura clarified that this is where you would hire someone within the department instead of outside to provide this service. Richard Taylor agreed. Mr. Taylor mentioned he was aware of issues with PSAPs stating they are spending 100% of time for these cost when most of the time this is not the case. Mr. Taylor stated that since we do not have an established procedure we currently use job descriptions and a spreadsheet that Ron Adams developed to determine eligible cost. He asked the Committee for direction on how this issue could be resolved. Mr. Bradford asked that the Opinion letter from the AG's office regarding this issue be sent out to members for them to review for this future discussion.

Richard Taylor voiced concerns of increased functions cost due to this issue noting there should be some control with spending.

Jason Barbour stated we needed a meeting soon for this issue. Meeting was set for February 4, 2014.

Adjourned the meeting at 12:10 PM.