

Minutes 911 Board Meeting March 19, 2009

Members present:

Secretary Lewis D. Schiliro  
Tucker M. Kokjohn  
Arthur S. Lewis, Jr.  
Michael Metcalf  
David Roberts (Proxy - Jamie Turner)

Absent

Secretary Jim Sills  
Michael Vincent

Meeting called to order by Secretary Schiliro at 2:00 pm.

Terry briefed the Board about the appointment of the 3 new members of the Board. Secretary Schiliro representing Safety and Homeland Security, Secretary Sills representing DTI, and Michael Vincent representing local government.

Today's meeting is strictly a business meeting to address items requiring action to continue with current projects and installations. A work session with the new members of the Board will be scheduled to bring them up to speed on the current status of projects and on the history of the Board.

NetClocks - Terry briefed the Board on existing legislation requiring the standardization of times when calls are processed by the 9-1-1 system. The current NetClocks are not upgradeable to meet the requirements of the new systems and need to be replaced. The proposal is to install units with the upgrades at Rehoboth, Wilmington, and Newark. Question from the Board on whether there is another vendor for a second quote. Terry reported this a sole source vendor on the State Contract list. Question on whether a master unit could be installed to provide time to all units. Terry reported not under the current network. Jim Cole reported that he has had conversations with the personnel in charge of the 800 project and there is a possibility that they were scheduled to install units at the non-county sites as part of that project. There is a possibility that the fund could be reimbursed for installing the units now. The proposed units will also be connectable to all the time equipment in the centers while the current units only connect to the 911 phones.

Costs - Rehoboth Beach - \$16,007; Wilmington - \$17,007; Newark - \$16,007.

Motion to approve the three contracts by Mr. Metcalf. Second by Mr. Lewis. Motion carried unanimously.

The following items are brought forward from the Technology Committee for approval by the Board - ACD for Wilmington, UPS upgrade for Wilmington, UPS for Rehoboth Beach, Updates to the UPS Maintenance Contract, and Monitor Stands for Wilmington.

ACD Wilmington - This is a software upgrade to the Viper upgrade to allow Wilmington to utilize Automatic Call Distribution in the center. This is a system that is used in larger centers to evenly distribute calls among call takers. It assists in efficiency in a call taker environment. This is a software solution as opposed to the PBX separate system that was installed in New Castle County. Mr. Cole responded to questions on how we ensure competitive pricing by explaining how the State has a single system environment, how quotes are reviewed and processed, how the evergreen system works, and that he regularly checks to ensure that all centers are at the same release as Evergreen updates are released. Discussion on how we determine the need for ACD equipment and is this an item that we need to budget for in the other items. The need is based on center operations and would need to be made by Center Management. Many of the Centers will never look at adding the capability due to their size and operations.

Discussion on the UPS Maintenance Contract - this contract does not cover New Castle, Sussex, or the University of Delaware as they have other systems in place. Per the December 2008 Board meeting, those agencies will be providing the Board with their maintenance contract costs for review of cost sharing based on usage.

Mr. Steele reported that all of the items were recommended for approval by the Technology Committee except the Rehoboth UPS which did not have a final cost. However, the committee has no issues with supporting the Rehoboth UPS.

Mr. Lewis asked that the ACD unit be voted on separately as he needs to recuse himself from that item.

Motion by Mr. Roberts, Second by Mr. Metcalf to approve the purchase of the ACD unit for Wilmington at a cost of \$177,353.  
Motion carried unanimously with Mr. Lewis recusing himself.

Motion by Mr. Metcalf, Second by Mr. Lewis to approve the reconfiguration for the Wilmington UPS at a cost of \$17,400; purchase a UPS for Rehoboth at a cost of \$15,600; Reconfigure the maintenance contract at a cost of \$21,250 (an increase of \$6,162.50); and monitor stands for Wilmington at a cost of \$5,726. Motion carried unanimously.

Joe Mulford gave a short report on Long Term Disaster Recovery Committee. Short term procedures are in effect at all Centers. The group is working on adopting standards for all the centers. With regard to long term fold there are some technical issues with the throw switches that need to be looked at. We are looking at new technology, such as network control modems, to address long term scenarios and issues associated with a large center folding to a

smaller center. Secretary Schiliro would like to see a presentation on the current processes, plans, and issues.

Mr. Lewis asked for information on the status of Alternate Serving Wire Centers. We have performed this at Suscom/Georgetown and what is the status for other agencies. Terry reported this was discussed at the Technology meeting, this is not an item that was included when the current Budget was developed and adopted. The Technology Committee voted not to proceed with forwarding this to the Board at the time, but that it needed to be included in the Strategic Plan and properly budgeted. Mr. Cole commented back that this is an issue that has been before the Board since its inception and while the amount was not in the budget it does not need to be done all at one time. It is a process that has been included in past upgrades. Mr. Cole commented we have done past presentations in the past we have quotes that are valid now after extensive work. Part of the goal of this diversity is to reduce the amount of diversity in the center. Comments from Mr. Metcalf on use of non-Verizon fiber owned by State or other entities and other usage of the fiber. That this is a project that needs to be reviewed as part of the strategic plan for the Board and that bring to the Board the benefits vs. costs of any project. Mr. Cole states there would be no other usage of this fiber so it is only for 9-1-1 circuits. This only includes the four centers recently upgraded. New Castle and Sussex were done with new buildings. Kent Center and Dover are not part of this project. Secretary Schiliro commented that the new Board will need a little time to understand all of these issues, and he hopes those who have worked on these projects to be patient as we move forward.

Terry brought forward the payments due to the Counties for their 2008 leveling funds as required by the legislation. The amounts are New Castle \$447,391.58; Kent County \$82,068.07; and Sussex County \$85,794.71. Motion to approve the appropriate payments by Mr. Kokhohn, Second by Mr. Metcalf. Motion carried with Mr. Roberts recusing himself.

Meeting adjourned 3:00 pm