

Regional Advisory Council Meeting

February 23, 2016 2:00PM

Members on the Audio Bridge:

Allan Weese	Charlie Udriet	Andrea Gaines	Melissa Foster
Terry Hall	Tony Castillio	John Powers	CW Thomas
Carol Adams	Jason Malloy	Carl Levandoski	Michelle Surdam
Jeff Shupe	Kurt Plowman	Virginia Fowler	JR Powell
Jolena Young			

Staff on the Audio Bridge:

Steve Marzolf Stefanie McGuffin

The meeting of the Regional Advisory Council began at 2:00pm.

Mr. Marzolf asked for a roll call of participants on the audio bridge. Mr. Terry Hall recapped the accomplishments of the February 10th meeting. Mr. Marzolf presented an overview of the Data Analytics Pilot Program; what was done and what was learned. He stated that staff will be proposing to the Board a recommendation for a wider deployment of the ECATS solution. There was staff & council discussion.

Ms. Stefanie McGuffin began the Data Analytics presentation by defining three goals; discovering useful information, suggesting conclusions, and supporting decision making. It should also provide Business Intelligence; analysis focused on a specific business, capable of interpreting large volumes of data, and identifies areas and issues that require proactive management. Ms. McGuffin described how the ECATS system collects and reports data. Also presented were the need for state-wide data reporting, and the need for that data to be standardized. There was council discussion about data ownership. Ms. McGuffin covered the importance of accurate and comparable data across PSAPs due to the impacts on the current PSAP funding formula. Ms. McGuffin reviewed circuit reports generated in the ECATS system. There was council discussion on the trunking issues within a PSAP. Ms. McGuffin covered the call transfer data and the call transfer reports that are able to be generated. There was council discussion of the issues of call transfers between PSAPs. There was a discussion of costs associated with hosted/regional/shared service CPE solutions. Mr. Marzolf said that VIT A staff would try to assist PSAPs in creating and analyzing reports. Ms. McGuffin logged in to the live ECATS system and presented the live system to the council. Various reports were shown. There was council discussion.

Mr. Marzolf covered some of the costs associated with a state-wide deployment. Upfront, the deployment would be \$300,000 for ECaTS and \$250,000 for activating call detail report ports in the CPE for each PSAP. Recurring costs would be ~\$400,000 per year for a state-wide deployment. The first year costs could be around \$1 million. Funds could be found in the annual VITA network improvement budget. If unused, the unspent money would roll into the PSAP Grant Program. Mr. Marzolf stressed that the system would be critical to establish a performance baseline to further develop NG9-1-1. Also discussed were future funding, and roll-out scenarios. There was council discussion. Mr. Castillo asked that the costs be reflected in the minutes. Mr. Marzolf said there is a contract in place, and there are 3 cost elements. 1) The RDDM boxes need to be installed; the list price is \$4,000 per PSAP. That would total \$350,000 statewide. 2) If you have an Airbus system, the CDR port needs to be activated. That averaged \$3,500 per PSAP. The state-wide estimate is \$250,000. 3) The monthly recurring cost is based on a sliding scale based on call volume from \$300 to \$1,400 per PSAP. If the deployment is state-wide, then the cost drops to \$300 as a flat rate per PSAP. That would be approximately \$360,000. It does not include some additional features, such as the text-to-911 feature. VITA staff would be available to present this to individual PSAPs or on a regional basis. Mr. Hall discussed managing expectations and perceptions, and this would be a valuable tool for NG9-1-1. Mr. Hall also said that FOIA issues would be a big takeaway. Mr. Marzolf said that a preliminary data sharing agreement has been drafted and will be available for review. Mr. Jason Malloy suggested making a presentation at the APCO/NENA winter conference.

The council meeting of the Regional Advisory Committee ended at 4:55pm.