

North Carolina 911 Board Meeting
MINUTES
Banner Elk Room
3514A Bush Street, Raleigh, NC
January 27, 2017
9:30 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Dave Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Josh Brown (LEC) CenturyLink	Tina Bone (DIT)	Fred Baggett, NCACP
Heather Campbell (CMRS) Sprint	Ronnie Cashwell (DIT)	Randy Beeman, Cumberland Co 911
Eric Cramer (LEC) Wilkes Communication (WebEx)	Dave Corn (DIT)	Rachel Bello, Wake Co
Andrew Grant (NCLM) Town of Cornelius (WebEX)	David Dodd (DIT)	Nikki Carswell, Iredell Co 911
Chuck Greene (LEC) AT&T	Karen Mason (DIT)	Meghan Cook, DIT
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Jim Correllus, DIT
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Brian Drum, Catawba 911
Jeff Ledford (NCACP) City of Shelby PD		Tonya Evans, DECC
John Moore (VoIP) Spectrum Communications		Greg Foster, Alexander Co 911
Jeff Shipp (LEC) Star Telephone		Michaelene Greenly, CMPD
Jimmy Stewart (NCAREMS) Hoke Co 911		Casandra Hoekstra, NCACC
Slayton Stewart (CMRS) Carolina West Wireless		James Holloway, ECU
Donna Wright (NENA) Richmond Co Emergency Services		Jeff Holshouser, Airbus
		Vivian Lassiter, Vance Co 911
		Jesus Lopez, DIT
		Tim Mitchell, Cumberland Co 911
		Christine Moore, Guilford Metro 911
<u>Members Absent</u>	<u>Staff Absent</u>	Melanie Neal, Guilford Metro 911
Dinah Jeffries (NCAPCO) Orange Co Emergency Services		Veronica Parham, Vance Co 911
Niraj Patel (CMRS) Verizon (pending)		David Poston, CMPD

		Jason Reavis, Vance Co 911
		Jonnie Shearin, Vance Co 911
		Brian Short, Vance Co 911
		Candy Strezinski, Iredell Co 911
		Keith Whitfield, Whitfield PSS
		Linda Woloski, Akimeka
		<u>WebEx Guests</u>
		Cliff Brown, Federal Engineering
		Byron Burns, CRS
		Kristin Byrd, Holly Springs PD
		Brad Fraser, Shelby PD
		Jon Greene, GeoComm
		Jim Lockard, Federal Engineering
		Lora Nock, Dare Co 911
		Bob Smith, RCES
		Corinne Walser, MEDIC
		Travis Wilkerson, RCES
		Victor Williams, Beaufort Co 911
		Stephanie Wiseman, Mitchell Co 911
		Doug Workman, Cary 911

Call to order

Shortly after 9:30 North Carolina 911 Board Executive Director Richard Taylor called the meeting to order, advising that yesterday afternoon the State CIO Keith Werner, who, as the statutory Chairman of the 911 Board, had designated Chris Estes to serve in that capacity, stepped down from his position as State CIO. Shortly thereafter Mr. Taylor received an email from Chris Estes saying he would not be able to attend the meeting today. Without a State CIO in place to designate another acting Chair, Mr. Taylor realized that today's first order of business must necessarily be to elect a Vice Chair for 2017. Mr. Taylor also pointed out that in light of these and other changes the draft Agenda has been changed dramatically, but that he had uploaded the new agenda and agenda book to the 911 Board website within the last twenty minutes, so it should now be accessible to all.

Noting that in order to have a quorum the new 911 Board members appointed to begin their terms this month must be sworn in, Mr. Taylor conducted the swearing-in ceremony for Josh Brown, Chuck Greene, and Donna Wright, noting that Chief Jeff Ledford was expected as well, although he hadn't yet arrived.

Roll call

After the ceremony Mr. Taylor polled Board members Andrew Grant and Eric Cramer over the telephone bridge, whom he expected to be participating online. Mr. Grant replied he was online, but Mr. Taylor received no audible response from Eric Cramer.

1. Election of 911 Board Vice Chair for 2017

Observing a quorum had been met, Mr. Taylor moved to the election of the Vice Chair for 2017 by reading aloud the Board's bylaw pertaining to that appointment. He noted that nominations had been opened earlier in the week, and that David Bone has been nominated. He then opened the floor to further nominations. Hearing none, Mr. Taylor called for a vote, and Mr. Bone was elected unanimously. Vice Chair Bone moved to the Chairman's position at the table, and as he was doing so Chief Ledford arrived. Mr. Taylor performed the swearing-in ceremony for Chief Ledford. Upon completion of the ceremony, Mr. Taylor turned the meeting over to Vice Chair Bone.

2. Vice Chair's opening remarks

Vice Chair Bone said he was deeply honored by the nomination and vote of confidence and looks forward to continuing to serve with this Board and the staff, "...as we move forward in trying to improve the emergency communications services for all of the State of North Carolina." He then moved on to what he observed the Board has often stated is one of the most meaningful and important parts of its work, which is the recognition of the great jobs telecommunicators do across the state. He stated today's recipient is Henderson-Vance County 911 Telecommunicator Veronica Parham, and returned the floor to Mr. Taylor.

Mr. Taylor began by relating how oftentimes the 911 call recordings we listen to have a good outcome—good things happen and we all feel good at the end of the presentation—but this one, unfortunately, did not end that way. He added, however, what is really notable here is how Ms. Parham handled this call, beginning with how difficult it was to get a good address to respond to. He then played an excerpt from the 911 call recording, in which a two-year-old child had been struck by a vehicle being driven by his aunt. Mr. Taylor observed that listening to the entire call recording is very difficult, but to listen to how Ms. Parham handled that call is amazing. Noting that this was a team effort, he pointed out that as she was confirming the correct address, which took nearly thirty seconds, her team members were in fact dispatching responders within one minute of the call receipt. Mr. Taylor then asked Henderson-Vance County 911 EM Director Brian Short to step to the podium to provide more detail.

Mr. Short confirmed it was, indeed, a team effort, observing, "At 911, we don't do anything alone." He said all the resources of the 911 center were brought to bear on this call, and it affected everyone very deeply, necessitating several Critical Incident Stress Management sessions in its aftermath. Noting that a Sheriff's deputy was first on scene, immediately beginning mouth-to-mouth resuscitation on the child, he added that first responders of all disciplines saturated this call. He said that the call immediately illustrated to him how everyone should work together all the time, not just in the communications center, but also in its relationship with responders in the field. Although the outcome of the call was tragic, Mr. Short said he still felt it highlighted the importance of teamwork on any call, observing it was a credit to the entire shift.

Mr. Taylor then invited Ms. Parham and her teammates to the podium for the award presentation. As they were approaching the podium, Mr. Taylor commended Ms. Parham for keeping the child's mother from moving the child, noting Ms. Parham's level of training was apparent throughout the call. He then read the inscription on the plaque, and offered it to Vice Chair Bone for presentation. Vice Chair Bone said, "Veronica, on behalf of the 911 Board we present this honor to you, and to the entire team. It was truly an inspiration the way you worked together, and we hope we can work together as a team as well."

Called on to say a few words, Ms. Parham said she was doing everything she could to try not to cry. Noting that she is an emotional person, with a two-year-old grandson of her own, this call really hit home with her. She said she knew she had to keep it together and utilize her training to do everything she could possibly do to help this mother and child. She also acknowledged that she had "an awesome team," that as she was gathering information from the caller she was calling it out to her team members who were immediately relaying it to

responders. During one of the debriefing sessions, she said responders commended that teamwork, saying that because of it they were able to come up with a plan while enroute, rather than having to wait until they arrived on scene to formulate one. She concluded by saying “I really really really really love what I do.” She acknowledged that sometimes it works out and sometimes it doesn’t, but she takes pleasure in knowing she did everything she could to help—that is what’s gratifying and brings satisfaction to her.

3. Ethics Awareness/Conflict of Interest Statement

Vice Chair Bone read the Ethics Awareness/Conflict of Interest Statement printed in the agenda and asked if any Board members were aware of any conflict or potential conflict of interest with respect to matters coming before the Board today. Both Josh Brown and Chuck Greene advised they would abstain from voting on agenda item 9a.

4. Consent Agenda

Vice Chair Bone noted that the complete reports comprising the Consent Agenda were in the online agenda book, and asked if anyone wished to make any adjustments to the Consent Agenda. Hearing none, he entertained a motion to approve the Consent Agenda as presented. Sheriff Hagaman so moved, Chuck Greene seconded. Hearing no further discussion, Vice Chair Bone called the motion, which passed unanimously.

5. Public Comment

Vice Chair Bone read the invitation for public comment printed in the agenda. No one had registered in advance to speak, so he opened the floor to anyone present who might wish to. No one spoke up, so he moved to the next agenda item.

6. 2017 Goals discussion

Mr. Taylor displayed on screen the high level draft document of the Board’s 2017 goals compiled during December’s 911 Board Work Session and subsequently discussed at the December 911 Board meeting the following day, reminding everyone that several concerns about the wording of some of the goals in the draft document had been expressed during that discussion. He said the wording has since been tweaked in an effort to address those concerns, displaying and reading aloud the reworded versions on screen (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/01272017%20Meeting%20Agenda%20Book.pdf> pages 68-73 for details).

Vice Chair Bone asked Mr. Taylor to display on screen the modified 2017 goals document distributed by Andrew Grant to Board Members via email shortly after the December meetings, then asked Mr. Grant to speak to his proposed modifications (please see the ‘Appendix to the Minutes’ at the end of this document to view the proposed modifications). Acknowledging that he thinks all interested parties agree that professional certification and accreditation of telecommunications is appropriate, Mr. Grant expressed concern that existing organizations which offer such training not be overlooked when determining how to meet that goal; that the Board needs to *evaluate* how to appropriately and efficiently implement it. Mr. Bone solicited comments from other Board members regarding Mr. Grant’s proposal.

Education Committee Chair Jimmy Stewart stated that a voluntary standard defeats the purpose; that if we are going to create a standard it needs to be mandatory. He further reasoned that a voluntary certification is essentially what we have now, without legislative change; if we’re going to go to the legislature to ensure all telecommunications meet the same minimum standards, it needs to be mandatory. He added that in regards to

the organizations cited in Mr. Grant's proposed modification ("NC Criminal Justice and Training Standards Division, NC Sheriff's Education and Training Standards Division, and established Fire and EMS service certification entities to perform certification and accreditation"), if we're going to form a standard, it needs to be vendor-neutral at this point rather than stating specific organizations, possibly giving the appearance that we're advocating one organization over another.

Donna Wright said she supports what Mr. Stewart is saying; many PSAPs currently *are* voluntarily seeking certification, and she agrees that being vendor-neutral is important, as PSAPs who do already voluntarily seek certification use many different vendors' approaches to achieve the same outcome, typically meeting a *national* standard.

Board Counsel Richard Bradford offered for the Board's general information that comparing this issue across the country with all other states, he has found that either in statute or in rule, states provided for grandfathering people already in position and also provided a means of transition to full implementation. He suggested that any type of legislative change would anticipate those issues and include them, although it has not been stated in this draft of the goal. He added there are other mechanics to that process that have been gathered and are in discussion in the Education Committee that are also relevant to this goal.

Saying he appreciated the comments, Mr. Grant offered he would be amenable to striking the word 'voluntary' from his proposed change to the language of the goal, stressing, however, he still feels strongly we must thoroughly evaluate how we want to implement it. He added he did not intend that the organizations he listed in his proposed language change be the *only* organizations considered; he simply wants to ensure that they be considered among others, as he agrees with the concept of vendor neutrality.

Vice Chair Bone summarized what he thought Mr. Grant was saying: take out the word 'voluntary' from the first bullet point, stressing the need to *evaluate* implementation rather than moving forward right into implementation. Mr. Grant concurred, citing the difficulties encountered in the implementation of the Backup PSAP Plan mandate as an example of perhaps insufficient evaluation. He also added that rather than completely striking the third bullet point, perhaps modifying it to say "Consider utilizing the expertise of existing organizations that provide accreditation and certification" rather than listing specific organizations.

Mr. Stewart pointed out that these are things that have been discussed within the education committee with regards to certification—the methodology used to establish a certification program. He added nothing has been made public yet because the discussion has just been starting, but he wanted Mr. Grant to know that it is, in fact, being addressed within the committee.

Vice Chair Bone asked Mr. Grant to move to the next changes he was proposing to the language in the document. Mr. Grant observed PSAP consolidation is an aspirational goal that works well for some local communities' PSAPs but not for others. He said it's not a 'one-size-fits-all' solution and he feels some of the push-back the 911 Board has historically received from local governments is partly because of a feeling that they are being encouraged, sometimes strongly, to consolidate, when, again, it is not something that works well for all communities. He added that understanding the efficiencies the Board needs to accomplish from a fiduciary standpoint, he thinks that consolidation is a good goal when it's appropriate, but he wanted to change the language of the goal to emphasize that consolidation is a local choice. He said that again, he feels we need to evaluate this further.

Chief Ledford said he agreed with Mr. Grant's stressing local choice; that he agreed with his email and comments. He said that while consolidation is something that's always been on the table, and it's always been a word that makes some people 'draw up,' it's good in some situations and in some it's not. He added, also, that autonomy is something local governments protect.

Vice Chair Bone asked if there were any further comments on this goal, and Mr. Taylor reminded everyone that staff had been directed at the last Board meeting to modify or 'tweak' the language of the goals document, and he felt that the revised language for this goal, which he displayed on screen at the beginning of the discussion of this agenda item, had already addressed Mr. Grant's concerns. He displayed that goal on screen, and Vice Chair Bone observed that he felt the deletion of the final sentence of the original was good. He also said he felt the words 'at least' at the end of the first sentence doesn't add anything, to which Mr. Taylor acceded.

Vice Chair Bone once again asked for any further comments on this goal, and Mr. Grant said that as much as he appreciates the staff's revision and elimination of the final sentence, he would recommend adding the language he proposed at the very beginning of his revised goal so it would read, "While recognizing local choice in maintaining PSAPs, evaluate new ways to encourage PSAP consolidation to augment...etc."

Hearing no further comment or discussion, Vice Chair Bone said he would like to entertain a motion to consider these goals, and asked Mr. Grant if he had one. Mr. Grant said he would like to make a recommendation that we approve the goals with the revisions as discussed by the Board this morning. Mr. Bone asked if that was clear to everyone; consensus was that it was. He then asked for a second, which was offered by Heather Campbell. He asked for any further discussion, and Jeff Shipp said that although he has "...the most respect for my colleagues..." he feels that these changes weaken the original mindset of the goals. Mr. Bone thanked him for his comment, asked for any further comments, and hearing none, called the motion, which carried unanimously.

7. Technology (formerly NG911) Committee Report

Vice Chair Bone asked Technology Committee Chair Jeff Shipp to proceed with his report. Mr. Shipp enquired as to whether Jim Lockard from Federal Engineering had arrived yet and was told he was on the phone. Mr. Shipp then reported the committee had met twice this month—a physical meeting on the 18th and a conference call on the 25th—and expressed thanks to Greg Hauser for handling the physical meeting. He characterized it as a good meeting in which they reviewed what they were planning to present today, keeping it in the same format as the previous projects by creating a conceptual design concept for GIS. He then invited Mr. Lockard to take the floor to review that design.

When it appeared Mr. Lockard was not on the phone, committee staff member Dave Corn was asked to contact him via text message, and Mr. Lockard replied he was dialing back in. While waiting for him to connect, Mr. Taylor offered that the Technology Committee reviewed this document very thoroughly, stimulating a lot of good input. Mr. Shipp advised this had been moved up in the agenda because Mr. Lockard did have another meeting and speculated that perhaps we should back it down, although he did want to get it in while Mr. Lockard is available. Acknowledging that he knew Mr. Corn had not expected to have to make a presentation to the Board, Mr. Taylor nonetheless asked him to the best he could.

Mr. Corn noted that the GIS Conceptual Design is part of the third major piece of the Next Gen project, with the first having been the ESINet and hosted CPE solutions and the second being the NMAC. He related that this is the first part of that process in which the committee develops a conceptual design, asks for the Board's approval, and upon receiving approval moves forward with putting together an RFP. Conceding that he is *not* a 'GIS person,' Mr. Corn said the reason we need a GIS solution is that the carriers' current method of routing 911 calls is going to go away, so NENA and other standards-making bodies have put together a plan to perform call routing using GIS, which is especially important for wireless calls. He summarized the purpose of putting together an RFP for GIS is to hire a vendor to bring different ways of performing this function into a single component that can be used by the ESINet provider to route calls. Observing there is much more information in the conceptual design, he said it essentially distills down to that. He stated the GIS portion is critical; in his mind the piece of our Next Gen project that really is Next Gen, whereas something like the ESINet is at its simplest an IP network, a concept that has already been around a long time.

Mr. Taylor asked him to speak to how an MSAG is based upon a civic address, and with Next Generation 911 it is going away; routing will be location-based according to X/Y coordinates, not civic addresses. Mr. Corn observed that the MSAG and ALI database are technologies that were developed before the advent of wireless phones, and what has happened over time is that the wireless call traffic has been changed at the selective router level to adapt to the constraints of routing based upon a wireline phone system solution. He also pointed out that if an emergency occurs in the middle of a lake or a wooded area where there are no roads and no physical addresses, routing by latitude/longitude is a much more precise way of locating the caller. He observed that an entire section of the Conceptual Design speaks to transitioning from the current call routing model to the GIS based one, and recommended Board members read that section especially. He admitted that building a database from a hundred different counties and municipalities will be both a challenge and a slow process, but added that one thing North Carolina has going for it that other states may not is a statewide street centerline map put together by DOT using a grant it had received. Noting that another group within DIT is working on the addressing piece, he said the team hopes that over time those two databases may be combined into one unified database to work from.

Jimmy Stewart asked Mr. Corn if this is related to the NENA document on GIS that was sent out for public comment this week. Mr. Corn advised they *are* related; the committee is staying very close to the NENA I3 guidelines, the reason being that it expects all the other states to stay close to those I3 guidelines as well. He added that down the line, the team envisions interfacing with other states, notably Tennessee and Virginia. At that point Mr. Lockard joined the phone bridge, explaining he had dialed into the WebEx bridge rather than the 911 Board telephone bridge, not realizing they were unique to one another, and had heard everything Mr. Corn had said but was simply unable to make himself heard. Mr. Corn asked if he wished to add anything. Mr. Lockard said Mr. Corn had done a good job of summarizing what the team had done, but added that although this is referred to as the conceptual design for GIS, it is really about using GIS as a tool to manage the new datasets, so it is talking about the need to have a system that can manage the tables and the data at a statewide level through a GIS system. He noted many databases in use today are tabular rather than spatial: the ALI database from the phone company which stores the telecom records that are used to route calls, the selective routing database which uses the ALI to route the call based upon the records that are there, and the MSAG at the edge, which is what the PSAP uses to make sure all of that stuff gets mapped to a location. He continued that in Next Gen it is incumbent upon GIS to be the tool that manages those linkages.

Mr. Lockard noted that the document speaks to a lot of the Next Gen components that are going to be introduced, and that they all reflect NENA standards, as corroborated by the standards reference within the document, demonstrating that the team is following the same path as NENA. He then spoke briefly to the Emergency Call Routing Function (ECRF) and the Location Validation Function (LVF), touching upon how the ECRF is one of the engines that can identify where a call is coming from and utilize expanded or enhanced abilities to do that, i.e. use location to do that. Admitting that while we have ways to manipulate the location through the database today, he observed the ECRF will be able to do that more efficiently in the Next Gen environment; the ECRF is kind of a mandatory thing. He observed that much of this conceptual design speaks to getting to that capability; there are references to the existing databases because we don't necessarily want to lose the information that's there or rip out what is successful with those databases, but we want to move them and progress them into this new environment. Speaking briefly to what Mr. Corn had observed about interfacing with other states, Mr. Lockard observed call transfers among states is currently very difficult to accomplish, and that routing calls using the ECRF will allow that to happen. He then asked if there were any questions from Board members.

Donna Wright asked if she was understanding correctly that the team is going to depend upon DOT data, and expressed concern about that because it is very, very generic; that the information from the local agencies is much more relevant to accurately routing calls. She added it is her understanding that the DOT information is very basic, and although local agencies own the street names and the addresses, the Post Office owns the zip

codes. Mr. Corn concurred with some of her observations, but explained that the DOT ROME project actually collected street centerline databases *from* local governments and connected everything together, and it is his understanding that it is *not* generic, but instead is very detailed. He acquiesced that they might not have all the layers that we need, and that's where we'll have to tie in some other information as well, but again, is very detailed. Mr. Lockard enjoined that we are not relying solely on DOT information, either; it's not like we're going to use the DOT information and that's all. He added there is a transitional process and workflow where we take MSAG information, match it with the street layer data, and what we have found to date is that in areas where we may be able to supplement the local information, to edge-match or do a scrub on the data, the DOT information will allow us to do that. He summarized that the DOT data is just another dataset to be used in conjunction with others in the team's efforts to normalize all of the data that's available, including the MSAG, ALI information, selective routing database, and any other local tables which are available and may be helpful. He asked Ms. Wright if that helped, and her reply was, "No, because I've seen DOT's data, and it has no spatial references, no addresses, and if it doesn't have these core things, if we're just starting with that, then I'm concerned that we're starting off on the wrong foot."

Mr. Corn and Mr. Lockard spontaneously and concurrently replied we're not starting with that at all. Mr. Lockard continued, reiterating that's just another method of making sure we have all of the centerlines throughout the state—that's all—adding it is *not* a primary source of data for the project. He said it is a source of information that we can use to help adjust and normalize *all* of the information gathered. Ms. Wright then asked if we have the support of CGIA on this, any comments from them on this document. Mr. Taylor replied that Joe Sewash, who works for CGIA and also serves on the Technology Committee, commented on the document, saying they were in full support of it. Observing he didn't want to get too deep into the DOT ROME project, Mr. Taylor explained that the goal of the project is to develop what he would characterize as a central repository of street data, uploading information from local governments to accomplish that goal. He added their goal is not just to have basic information or operate in a vacuum, but instead to have a very data-rich database, one that encompasses all the information that all of the stakeholders are looking for. Mr. Taylor also relayed they have consulted with us, and are very excited to be working with us on Next Gen. He then reiterated what Mr. Lockard had said earlier, this is only going to be one of the tools we use to accomplish our goals. Confirming that, Mr. Lockard offered several examples from his work with other states regarding data comparisons and cleanups; how errors would fall out from telco records, MSAGs, ALI databases, GIS databases, etc.—virtually every data source which was examined—and how the goal of the RFP that results from this Conceptual Design is to hire a vendor to do that work, to make those corrections. He said again this is a process of normalizing *all* of that dataset information so we can move to ECRF functionality.

Greg Hauser offered that although he shares Ms. Wright's concerns, he thinks the document being discussed today is, indeed, just a conceptual design; once the process moves forward we will be able to ensure these issues are adequately addressed, to hold the vendor to a certain standard. He speculated that if we're asking for assistance from a third party to help us put this together, when it comes to the point of getting those datasets in and making sure they're right, and if feedback from PSAPs and GIS folks indicate DOTs dataset isn't working, then we'll have to take that into consideration. Mr. Corn reminded him we will be running both systems concurrently—legacy and NG911—and will be looking for the deltas, the problems, and will fix the problems...and that it's going to take time.

Vice Chair Bone repeated Ms. Wright's question to Mr. Taylor regarding whether CGIA endorses this document, "...wholeheartedly, as written." Mr. Taylor said he has not spoken directly with Tim Johnson, CGIA's director, but again, Joe Sewash, who is Mr. Johnson's "number two person," has been very active with the project from its inception, and is very much in agreement with it. Mr. Taylor added that although he hasn't spoken directly to Mr. Johnson, he feels very comfortable with CGIA's involvement and acceptance. He then asked John Correllus, Deputy State CIO and Chief Data Officer for the State of North Carolina, to offer his comments.

Mr. Correllus stepped to a microphone and observed that he thinks all of the points made around the table are extremely important and extremely accurate. Speaking specifically to the references to the DOT database regarding whether or not it contains all the information needed to just flip a switch and use it today, he said no, you wouldn't do that. He related that DOT is actually building more intelligence into their road networks, which is really important, because they're looking for feedback from the communities that could use this road network, to continue to invest in it, so it meets the needs of everyone. He said they like to use a concept based upon master address, master datasets, so that they're investing in the right resources to support multiple needs. He stated that currently local sources provide datasets to the state or provide datasets to one another multiple times, maybe multiple times a day for different purposes, then rhetorically asked how do we actually invest in a dataset that is going to serve multiple purposes, one that will be more useful? He said from an organizational perspective he would like to pick up on Mr. Hauser's comment, saying he thinks CGIA (which reports to him) is supportive, and he is supportive, of a conceptual design, observing that a conceptual design is, "...you know what you know today..."—you're charting a path, you're going to find out more information, you're going to see what works, you're really just 'peeling the onion'—so this is the conceptual design today, and you're still gathering information. Observing this design may not yet be completely locked down or is completely how it's going to go into the RFP, he said he thinks he can clearly say he is supportive of it.

Vice Chair Bone asked if there were any further questions or comments, and hearing none, gave the floor to Mr. Shipp, who offered this committee recommendation to the Board as a motion not requiring a second, and asked for its approval. Hearing no further discussion, Mr. Bone called the motion, which passed unanimously.

8. Executive Director Report

a) Update on Annual FCC Funding Report—Mr. Taylor reviewed the FCC's *Eighth Annual Report to Congress On State Collection and Distribution of 911 and Enhanced 911 Fees and Charges* (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/01272017%20Meeting%20Agenda%20Book.pdf> pages 138-254 for details) for those who were unfamiliar with it, observing that one of the reasons the PSAP Revenue-Expenditure reports submitted annually to the 911 Board are so important is to respond to this annual report required by Congress. He noted that the main impetus behind requiring this report (117 pages long this year) was to compel states that were misusing their 911 funds to stop that practice by withholding any federal grant funding for 911 opportunities from them, adding that North Carolina has not misused its 911 funds since this requirement has been in place. He anticipates receiving and completing this year's report within the next couple of months, explaining that he must complete and the State submit the report every year. He then displayed highlighted sections of the report containing data he thought Board members would find interesting, including an increased priority being given to cybersecurity, costs and cost estimates of what is being spent on 911 across the country (as well as what funds can be spent on), and a recognition of North Carolina's legislative decision to create a dedicated NG911 fund (the '10% fund').

b) Update on PSAP Funding Model Consultant—Mr. Taylor reported progress in reaching out to possible consulting contractors, and although it would be premature to make any comment about that, we have made several positive contacts over the last couple of days and will probably have more concrete information to present to the Funding Committee by its next meeting.

c) Board Member Orientation--Mr. Taylor reported he felt the Board Member Orientation was very successful, albeit a very long day, and displayed onscreen a photo of the attendees.

9. 911 Funding Committee Report

Vice Chair Bone introduced a Funding Reconsideration Request from Caswell County involving its Backup PSAP Plan implementation, including purchase of a CAD server, workstations, and additional equipment. He noted the county has \$183,212.73 available in fund balance which it intends to spend on this project, and said

the committee recommendation is to provide funding for 2017 in the amount of \$514,796.08 with an approved carry forward amount of \$25K. Recalling his comments from previous meetings, Mr. Bone noted that this reflects the Board's renewed attention to carry-forward amounts based upon the financial challenges presently being faced by the 911 Board. Marsha Tapler observed that Caswell intends to complete the project by May of 2017, so the expenditures will be made by then. Mr. Taylor added that this also reflects a new approach to how funds awarded through a reconsideration request are distributed—the additional funds are not just added to the PSAP's monthly distribution, but are, instead, used to pay for the specific costs incurred in accordance with the plan as the expenditures are made. Reminding all that this recommendation comes from the committee in the form of a motion with no second required, Vice Chair Bone called the motion, which carried with Josh Brown and Chuck Greene abstaining.

Mr. Bone added he wanted to mention that additional PSAP Funding Reconsideration Requests regarding Backup PSAP Plan implementations are presently being reviewed by the Funding Committee and staff is diligently working through them as quickly as possible due to the time-sensitive nature of those requests. Mr. Shipp asked if there were any updated numbers regarding deployments, observing he feels it is important to stay on top of that monthly between now and July 1st. Tina Bone replied a few additional plans were implemented in January, so now there is a total of 48 implemented plans. Mr. Taylor added two PSAPs are currently non-compliant, but the hope is that will be resolved by the next Board meeting, as staff has been working closely with both of them. Mr. Bone added that he and Mr. Grant are, as they did last year, advocating to their colleagues the pressing nature of the deadline, having sent out an email yesterday to their respective organizations' memberships to that effect. He added they will be attending a Manager's Conference next week, and they intend to again stress that point at the conference.

10. Standards Committee Update

a) Training Update—Donna Wright reported the Standards Committee met January 19th at Raleigh-Wake 911, and Dominick Nutter and his staff were not only gracious enough to host the committee meeting, but also allowed the committee to use the center as a sort of training ground for the process of peer-review. She also thanked Greg Hauser and Candy Strezinski for taking over for her when she was sick, as their goal last week had been to present a class developed by all three of them on how to train the folks that have volunteered to be peer reviewers to the committee, which they did. She said they received good feedback from Standards Committee members regarding the checklist peer-reviewers will use, and will be tweaking that checklist to reflect that feedback. Ms. Wright then noted February 16-17 is when the actual training is scheduled to take place for the peer-reviewers who have been approved by the Board. Mr. Taylor commended the three of them on the tremendous job they have done, relating that all staff members have taken the training.

b) Approval of Peer Reviewers—Ms. Wright then presented a list of reviewers the committee has selected to perform the reviews to the Board for its approval (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/01272017%20Agenda.pdf> page 3 for the list). Vice Chair Bone reminded all that the recommendation comes from committee as a motion, so no second is required, and hearing no further discussion, called the motion, which carried unanimously.

11. Updating State 911 Plan

Mr. Taylor reported he has a legislative report due in February, which will be along the lines of the State 911 Plan, and he hopes to have draft copies of both available for Board review at the February 24th Board meeting. Vice Chair Bone asked if the legislative report comes before the Board before going to the legislature; Mr. Taylor said yes, he would like for the Board to approve it.

11. Hurricane Matthew After-Action Report

Greg Hauser reminded all that the Board Chairman had, at the last Board meeting, asked for an update or follow-up on the OEM's request that the Department of Homeland Security look specifically at how emergency communications performed during hurricane Matthew, including preparations, response, and recovery from that event. He related that the team putting that report together is still gathering information; they've done an extensive job of that, and are now reaching out to PSAP managers. He said once that information is compiled, according to Statewide Interoperability Coordinator Seth Russell, a rough findings report is anticipated by the end of February, which will be shared with the Director of Emergency Management, who will in turn share it with the 911 Board. Josh Brown asked if they will be reaching out on that to the vendors as well; Mr. Hauser replied he's not sure, but will try to find out.

Other Items

Vice Chair Bone asked if there were any other items to come before the Board.

Adjourn

Hearing no other items to be brought before the Board, Vice Chair Bone adjourned the meeting at 11.09 AM.

APPENDIX

Appendix to the Minutes –Andrew Grant's proposed modifications to the language of the *DRAFT 2017 911 Board Goals* document presented to the Board at the December 2, 2016 911 Board meeting.

- ~~Implement~~ Evaluate the implementation of voluntary professional certification and accreditation for all North Carolina telecommunicators, provide PSAP manager training classes, establish telecommunicator retention metrics.
 - ~~Implementation of professional certification and accreditation for North Carolina telecommunicators will likely require a statutory change, and although that may conceivably happen within the next legislative session, it may take longer.~~
 - Richmond Community College is on track to provide PSAP manager training, and will be ready to offer the class within months.
 - Consider utilizing the expertise of organizations, such as NC Criminal Justice and Training Standards Division, NC Sheriffs Education and Training Standards Division, and established Fire and EMS service certification entities to perform certification and accreditation.
 - Data must be gathered to assess telecommunicator retention in North Carolina. Once sufficient data has been acquired, 911 Board shall provide best practice recommendations, hopefully by the end of the year.
- Develop an improved funding model for distribution of funds to PSAPs. Implementation will likely require more than one year, but continuing the work already begun by the Funding Committee and its PSAP Funding Model subcommittee is imperative as funding reserves are stretched due to the reduction net PSAP Fund revenue (the 10% allocation to NG911) and increased financial demands on the PSAPs (backup PSAP plan implementation).

- Continue the NG911 project as already in process, with an eye toward how the implementation of project goals will intersect and/or dovetail with FirstNet as it, too, moves closer to completion. Neither initiative will be completed within the year, but progress on each must be maintained to ensure the Next Generation of 911 becomes reality in North Carolina within the project's timeline.
- ~~While recognizing local choice in maintaining PSAPs, evaluate N~~ new ways to encourage PSAP consolidation ~~must be developed~~ to augment the grant process, as grant funds are likely to become more scarce in the near future at least. ~~The statute already provides the Board with authority to promote consolidation through managing fund usage, so a statutory change is not necessary.~~ Although great strides may be made within the year, this will continue to be important long afterward.
- The Board must continue to monitor the progress of backup PSAP implementation as required by statutory directive, assisting PSAPs wherever/whenever possible in achieving successful implementations.
- The Board must refresh its strategic plan (911 State Plan), moving beyond goals and strategies stated in the prior plan(s) to address and respond to more current challenges to 911 in North Carolina. This goal should be achievable, and a document ready for Board review, at the January 27, 2017 911 Board meeting.