



AGENDA

NORTH CAROLINA 911 BOARD MEETING

February 27, 2015

Banner Elk Room

3514A Bush Street

Raleigh, NC

10:00 AM – 12:15 PM

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>	<u>Time (min)</u>
1.	Chairman's Opening Remarks	Chris Estes	5
	<ul style="list-style-type: none"> <i>Introduction of New 911 Board Staff Member, Jean Thaxton, Financial Review Specialist</i> 		
2.	Ethics Awareness/Conflict of Interest Statement	Chris Estes	5
	<p><i>In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.</i></p>		
3.	Consent Agenda (<i>vote required</i>)	Chris Estes	5
	<i>(Complete Reports Located in Agenda Book On Web Site)</i>		
	a) Minutes of January 30, 2014 Board Meeting		
	b) PSAP Liaison Report		
	c) Network Specialist Report - Bone		
	d) Network Specialist Report - Corn		
	e) Update On 2014/2015 Revenue Expenditure Reporting		
	f) Grant Project Updates		
	g) CMRS January '15 Fund Balance \$ 2,643,250		
	1) CMRS January '15 Disbursements \$ (61,468)		
	h) PSAP January '15 Fund Balance \$ 9,391,722		
	1) PrePaid January '15 CMRS Revenue \$ 840,718		
	i) Grant Fund January '15 Balance \$ 280,779		
	1) Grant Fund January '15 Encumbered \$ (34,619,834)		
4.	Public Comment	Chris Estes	

The NC911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and

interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the 911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

Ellis Frazier Communications Director Yadkin Co Sheriff's Dept
President, North Carolina Chapter of APCO

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|-----|-------------------------------------------------------------------------------------------------------|-------------------------------------------|----|
| 5. | Executive Director Report | Richard Taylor | 10 |
| | a) Request From Brunswick County for Grant Extension
<i>(vote required)</i> | | |
| | b) Update On 911 State Assessment Project | | |
| | c) 911 Board Road Map
<i>(vote required)</i> | | |
| 6. | Proposal From CGIA On Statewide Orthography
Project As A Statewide Grant
<i>(vote required)</i> | Tim Johnson
Executive Director
CGIA | 20 |
| 7. | Update From Funding Committee | Jason Barbour | 30 |
| | a) School Safety Coordination | John Dorman
NC Emergency Management | |
| | b) Military PSAP Funding | Richard Taylor | |
| 8. | Update From Education Committee | Margie Fry | 20 |
| | a) Radio Advertising Proposal
<i>(vote required)</i> | | |
| 9. | Update From 911 Standards Committee | Laura Sykora | 15 |
| | a) PSAP Compliance Process
<i>(vote required)</i> | | |
| 10. | Update From NextGen 911 Committee | Jeff Shipp | 20 |
| | a) Johnston County NG911 Project | Jason Barbour
Michael Lee - Intrado | |

Other Items

Adjourn

Next 911 Board Meeting

**March 27, 2015
Foothills Higher Education Center
Room 163
2128 South Sterling Street
Morganton, NC**

Northeast Region PSAP Managers Meeting Wednesday, March 11th

10:00 am

Chowan County EOC

305 West Freemason St, Edenton, NC 27932

Southeast Region PSAP Managers Meeting Thursday, March 12th

10:00 am

Craven County 911

411 Craven St, New Bern, NC 28560

Central Region PSAP Managers Meeting Thursday, March 19th

10:00 am

Jordan Lake Educational Training Facility

2832 Big Woods Rd, Chapel Hill, NC 27517

Western Region PSAP Managers Meeting Thursday, March 26th

10:00 am

Burke County 911 Communications

650 Kirksey Dr, Morganton, NC 28655

School Safety Coordination Committee

Tuesday March 17

1:30 pm

3415A Bush Street

Raleigh, NC

911 Board Funding Committee

Tuesday March 24

1:30 pm

3415A Bush Street

Raleigh, NC



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Chairman's Opening Remarks

Chris Estes

Introduction of New 911 Board Staff Member, Jean Thaxton, Financial Review Specialist

Ethics Awareness/Conflict of Interest Statement

Chris Estes

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Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today?

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Consent Agenda (vote required)

Chris Estes

(Complete Reports Located in Agenda Book On Web Site)

- a) Minutes of January 30, 2014 Board Meeting**
- b) PSAP Liaison Report**
- c) Network Specialist Report - Bone**
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- i) Grant Fund January '15 Balance \$ 280,779**
 - 1) Grant Fund January '15 Encumbered**
\$ (34,619,834)

North Carolina 911 Board
MINUTES
January 30, 2015
3514A Bush Street
Raleigh, NC

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Jason Barbour (NENA) Johnston Co 911	Tina Bone (OITS)	Tammy Aldridge-Rutherford Co 911 (Phone)
Darryl Bottoms (Police Chief) Pilot Mountain PD	Richard Bradford (DOJ)	Angie Bailey-Department of Commerce
Tommy Cole (NCSFCA) Pinecroft-Sedgefield Fire Dist.	Ronnie Cashwell (OITS)	Randy Beeman-Cumberland County Emergency Services
Eric Cramer (LEC) Wilkes Communications	Dave Corn (OITS)	Bill Boger-Charlotte-Mecklenburg Police Department
Rick Edwards (CMRS) Sprint (pending)	David Dodd (OITS)	Jerry Boggs-Catawba County 911
Chris Estes (Board Chairman) NC State CIO	Marsha Tapler (OITS)	Johnny Bowles-Rockingham County Emergency Services
Margie Fry (VoIP) Time Warner	Richard Taylor (OITS)	Brad Brawley-Iredell County 911 (phone)
Andrew Grant (NCLM) Town of Cornelius-Phone		Sherri Bush-L. R. Kimble
Sherriff Len Hagaman (Sheriff) Watauga County		Nikki Carswell-Burke County Emergency Communications
Rick Isherwood (CMRS) Verizon Wireless		Michael Cone- Wilson Co 911(phone)
Dinah Jeffries (APCO) Orange Co. EMS		Meghan Cook-NC Office of Information Technology Services
Jeff Shipp (LEC) Star Telephone		Janice Costello-Cherokee County 911 (phone)
Rob Smith (LEC) AT&T-Phone		Brian Drum-Catawba County 911
Jimmy Stewart (NCAREMS) Hoke Co. 911		Gary Dudley-NC Justice Academy (Phone)
Slayton Stewart (CMRS) Carolina West Wireless		Rick Ellis-Lincoln Co 911 (Phone)
Laura Sykora (LEC) CenturyLink		Laurie Flaherty-National 911 Office (phone)
		Greg Foster-Alexander County 911
		Brad Frazier-Shelby Police Dept (phone)
<u>Members Absent</u>	<u>Staff Absent</u>	
Lee Worsley (NCACC) Durham Co		Ellis Frazier- APCO (phone)

		Del Hall-Stokes Co 911 (Phone)
		Stacy Harrison-Granville Co Sheriff 911 (Phone)
		Andrea Kiernan-Booz-Allen-Hamilton (Phone)
		Stanley Kite-Craven Co Emergency Services (Phone)
		Wes King-OITS/FirstNet
		Marshall Lavoie-Havelock PD (Phone)
		Lloyd Moskowitz-Gaston County 911 (Phone)
		Tim Mitchell-Cumberland County Emergency Services
		Melanie Neal-Guilford Metro 911 (phone)
		Steve O'Connor-Synergem Technologies
		Tonya Pearce-Durham 911
		Philip Penny-Mission Critical Partners
		Susan Poe-Chatham County Emergency Services
		Josh Robinson-Orange Co Emergency Services (phone)
		Jordan Rubright-CenturyLink (phone)
		Allan Sadowski-OITS/FirstNet
		Kathy Scott-Chatham County Emergency Operations
		Janet Scott-Chatham County Emergency Operations
		Roman Scruggs-Rutherford Co 911 (phone)
		Joe Sewash-CGIA
		Ray Silance-Onslow Co Emergency Services (phone)
		Lisha Stanley-Henderson Co Sheriff 911 (phone)
		Candy Stezinski-Burke County Emergency Communications
		Jeff Sural-OITS/FirstNet

		David Whicker-Rockingham County IT
		Bruce Williams-Wireless Communications
		Brenda Womble-Wilson Co 911 (Phone)
		Brett Wrenn-Person County 911 (Phone)

Chairman's Opening Remarks

Chairman Estes called the meeting to order at 10:00 a.m.

Chairman Estes commented that in the meeting in December some of the discussion pertained to the Board improving customer service. He has received several comments that the Board is doing so and he wanted to commend them for it. He also introduced Rick Edwards who would be a new Board member in the near future. Rick Edwards introduced himself to the Board and Chairman Estes said that he would be sworn in at the next meeting in February.

Ethics Awareness and Conflict of Interest Statement

Chairman Chris Estes read the ethics awareness/conflict of interest statement printed on the agenda and asked the Board members to indicate if they felt they had any conflict or potential conflict of interest with any of the matters scheduled to come before the Board. Laura Sykora indicated that she would abstain from voting on item number 8 on the agenda due to a conflict of interest. This was the request by Lenoir County for an extension on their grant. No other conflicts were cited.

Approval of Minutes-Minutes for the December 5, 2014 Board Meeting

Executive Director Richard Taylor announced that there were two changes which had to be made to the meeting minutes from this Board meeting. The first one was on page one, in the attendance Chris Bubel needed to be changed for spelling and the name Chris Jordan was added where it should not have been on both the attendance sheet and on page 5 of the minutes. The name was stricken and the correct name Jordan Rubright was added into the minutes in its place.

Consent Agenda

(Complete Reports are located in the Agenda Book Website.)

The following items were discussed and voted on collectively by the Board members:

- a) **Minutes for the December 5, 2014 Board Meeting**
- b) **PSAP Liaison Report**
- c) **Network Specialist Report-Bone**
- d) **Network Specialist Report-Corn**
- e) **Update on 2014/2015 Revenue Expenditure Reporting**
- f) **Grant Project Updates**

- g) **CMRS November 2014 Fund Balance-\$1,501,621**
 - 1) CMRS November 2014 Disbursements \$ (783,991)**
- h) **PSAP November 2014 Fund Balance-\$6,174,008**
 - 1) PrePaid November 2014 CMRS Revenue \$771,452**
- i) **CMRS December 2014 Fund Balance \$1,940,821**
 - 1) CMRS December 2014 Disbursements \$ (353,348)**
- j) **PSAP December 2014 Fund Balance \$7,852,729**
 - 1) Prepaid December 2014 CMRS Revenue \$728,513**
- k) **Grant Fund November 2014 Balance \$250,507**
 - 1) Grant Fund November 2014 Encumbered \$38,359,180**
- l) **Grant Fund December 2014 Balance \$266,446**
 - 1) Grant Fund December 2014 Encumbered \$36,450,804**

Jason Barbour motioned that the minutes and the consent agenda be accepted. Dinah Jeffries seconded the motion. All in favor, with no opposition.

Public Comment

Jason Barbour announced that Johnston County had updated their phone system and gone with Intrado. He announced also that they were the first to deploy the Intrado LTE system which is similar to FirstNet. He stated that there would be a presentation at the next Board meeting because they believe that they are the first 911 center in the nation to use this technology.

Election of 911 Board Vice-Chairman for 2015

The Board elected the Vice-Chairman of the NC 911 Board for 2015 as required. Paper ballots were handed out. Jason Barbour, who was currently serving in that role, was nominated and the Board was asked to write in other candidates if there were any. After the votes were counted Jason Barbour was elected again to this position.

Executive Director Report

- a) **Update On Staffing and Retention Class**
Richard Taylor presented pictures from the classes which David Dodd as PSAP Liaison is conducting throughout the state of NC to increase retention in PSAP staffing. The turnover rate in the PSAPs is very high. Mr. Dodd has done five classes so far. Mr. Taylor shared the feedback that he has received where the classes have taken place so far. He also presented highlights of these comments to the Board. The comments made by those in Waynesville, NC, were very impressive and he wanted to share them. The PSAP managers (especially those in the mountains and western NC) would like to have more classes in their areas. He thanked David Dodd for setting up the classes in western NC as they are more remote. He also commended Mr. Dodd for reaching the right people and Chairman Chris Estes thanked him as well.
- b) **Showcasing GIS in NC: In State and Local Government**
Chairman Chris Estes is involved in this event which is taking place February 25th. Richard Taylor announced he had given the rest of the Board invitations to this event. It shows how GIS is being used across multiple agencies in state government. It encourages cross-agencies coordination and they will be able to see how this process works. He invited those on the Board to attend.

c) Update on Durham 911/Frontier Tariff Issues

Richard Taylor announced that a settlement had been reached between Frontier and Durham 911 regarding tariff charges originally discussed in August 2014. This has been a concern for a long time and involved a considerable sum of money. Jim Soukup, the Durham 911 Director had been working toward a settlement for some time. The dollar amount was such that they were able to use fund balances to settle. A copy of the settlement is in the agenda book online. The settlement is for \$630,000. In the future there will be a flat monthly fee of \$13,000 per month. Mr. Taylor gave Durham County and Jim Soukup credit for keeping the Board informed and handling the matter professionally.

Update on FirstNet in North Carolina

Allan Sadowski addressed item Number 7 in the agenda. He introduced his new supervisor and the new head of communications at FirstNet. His first point was the need for FirstNet as a way to get data to first responders in the field and he said it was good to have LTE to provide backup when lines are down. He explained that FirstNet will be an LTE system designed for data and not a competitor with LMR. It will work with LMR. He explained that the FirstNet program is two years old and \$7 Billion will be given to FirstNet nationwide to help the build out. It is on spectrum for first responders to use rather than general public use. This is especially good during peak weekends at the beaches and holidays because cellular networks are often overloaded. FirstNet is funding education, outreach, and planning. FirstNet is working to answer questions. FirstNet is not there to tell 911 what to do, but take their questions and figure out how to do it. Richard Taylor is a PSAC member so NC is represented. In the future-April 23rd-there will be a meeting between the state and federal government about how \$1.5 million dollars will be released. At some point the state has to tell the federal government that they like or don't like what FirstNet is doing. The meeting between state and federal government will be in Raleigh, NC and it is the chance to say we want in or we do not want to participate.

Chris Estes announced and Allan Sadowski reiterated that it will be the Governor who makes this decision.

Allan Sadowski said that there must be concurrent rural build out. Rural areas have to have the same capabilities as the cities. How much it will cost is unknown because it varies from one area to another. He then asked for questions and concerns. Will it replace LMR? FirstNet says that it will not replace them. There is no standard for voice on LTE devices. Mr. Sadowski says that no one is going out to locals telling them that they have to buy it. If they like the service they have they can stay with it. What FirstNet hopes to do is give them options. FirstNet is not building anything. They are using what is there. Only the carriers can do that. How soon will it be available? In terms of roaming they are looking to get contracts with commercial carriers. He then asked for questions from the Board.

He stated that the PSAPs are the nexus for information. Richard Taylor stated that he looked at the PSAPs and 911 centers will be the central point for information and serve as the gateway for information. Allan Sadowski said that the 911 role would expand. Instead of using first responder he used emergency responder as the first responders have a specific role. Emergency Management is one and they should be able to tie into the system when needed. Power companies also need to be able to access the system as well. All of these entities have a role when something bad happens. Mr. Sadowski pointed out that DOT is also an organization that has a role in disasters. Mr. Taylor pointed out that in NextGen 911 centers would not just move voice and data, but it would

also move all of the data that the other responders need. All of the information on FirstNet would be a gateway for what is important information.

Jeff Shipp asked that during the five to six years it will take to get FirstNet going is there a design of how it will be deployed? Mr. Sadowski said that they are not doing that because they are gathering requirements. They are getting information from the carriers, but when it will be implemented they do not know. Mr. Sadowski said that they are experimenting in Houston, where they have an eight site system testing FirstNet. They are also testing in Colorado. There are a few other states with agreements with FirstNet. FirstNet is working on what the requirements are so far and they are using as much existing infrastructure as they can.

Lenoir County Grant Extension Request

Richard Taylor addressed item number 8 on the agenda. He stated that Lenoir County is consolidating with Jones County and they are partnering with Onslow County on their radio system. In doing this they are running into issues with negotiations concerning Onslow County on their system. Lenoir County hoped to have all of this done by December 24th, but they need an extension until March 31, 2015 so that they can complete the agreements to connect the system. The recommendation by staff was to grant the extension. Chairman Chris Estes asked for motions. Jeff Shipp motioned that it be approved and Rick Isherwood seconded the motion. Chairman Estes asked if this was just a time extension and Richard Taylor said that it was just time not monetary. Laura Sykora abstained from this vote due to a conflict of interest. All in favor, with no opposition.

Update on NextGen911 Committee

Chairman Chris Estes announced that Jeff Shipp would be addressing this agenda item. Jeff Shipp said that the RFP would be open until February 13th. He said that more work would be done during February and the first part of March. The notes are available for the Board in the online agenda. He is expecting a few more respondents by the due date. They hope to have a recommendation to the Board in the March meeting.

Update on the 911 Standards Committee

Laura Sykora and Richard Bradford addressed agenda item 10. Laura stated that at the December Board meeting they found that they had to go back to the compliance process. They thought that they had final language in November, but they have had to go back to this process. They have gone step by step to work through it. She showed what they adopted on the January 15th meeting of what the committee recommends for the evaluation process for the PSAP once the standards have completed the rule making process. She asked that the Board vote on this at the February meeting. The Board needs to work through this as it will be a policy of the Board. She then asked Richard Bradford to explain the rules. He stated Marsha Tapler has been working with OSBM to complete the financial justifications for a fiscal note needed for the rules. They are close to reaching this. Laura Sykora explained that the Standards Committee developed standards which are formatted as rules. Dave Corn will then develop a checklist. They are now working on what the PSAPs can expect from this during the rulemaking process. Chairman Estes asked her to explain the process they are using. She said that they have a Standards Committee and an Enforcement Subcommittee. These involve various first responder representatives and they also have representatives from the PSAP community. They have worked with the Enforcement Committee to develop a document. After the January meeting concluded one of the new members mentioned putting together a flow chart for the enforcement process so it is not just words, but a clearer pictorial representation of how the Compliance Process will work. They are going to work on this in the

February 17th meeting of the committee. Chairman Estes said that the intent is to open this up for comment and to vote on it at the next 911 Board meeting and Laura Sykora agreed that it was. She invited questions for the committee and subcommittee, but asked that they have them on or by the 17th.

Richard Taylor said this document is to be used by the staff and a group the Board will create to inspect PSAPs. This is the process that the inspectors will use in how they will inspect and if they find deficiencies how they will handle them. It outlines responsibilities and what will happen. He said that each step of the process is explained in the document which is important because it will help PSAPs understand what the expectations are and how they are evaluated and how the standards will be enforced. These are safeguards. He asked the Board to go through it and others to review it and express their thoughts about it. The Board wants comments and they want everyone to understand what is going on.

Chairman Estes said that this would solve the problem of inconsistency. It would level the playing field. He asked for other comments.

Dinah Jeffries commented that the PSAP managers want consistency. She said that whether they like it or not they need to make comments because they have to show that they want to be part of it to make it a stronger system. They can agree or disagree, but it will affect all of the incoming PSAP managers as well as those working now. They need to understand what the standards are. She asked the managers to make some kind of a comment because once it becomes final it is too late.

The Board has already voted to accept the standards, but they are working on the rule making process. Laura Sykora said this and added that they should use the email system which has been implemented that the standards should go out not just the rules that they are working on.

Chairman Estes asked for more comments and this time there were none.

Update on Funding Committee

A) Military PSAP Funding

Jason Barbour asked Richard Taylor to brief the Board on this item. Mr. Taylor said that Jason Barbour, Len Hagaman and Laura Sykora, members of the Funding Committee, had gone to Jacksonville to meet with representatives of Camp Lejeune and the City of Jacksonville in December to get more information about their request for funds. They received information about the actual network from the representatives in Jacksonville. Mr. Taylor said this was informative, but it led to more questions. He said that in looking at how Jacksonville was set up with CenturyLink it did not seem to work as it was explained. At a later meeting in January, Mr. Taylor suggested testing the network and they (Jacksonville and Camp Lejeune representatives) were surprised that the system did not work as previously described. They quickly got with their vendor and they emailed him later that they had done network changes to fix the problem. It doesn't include Onslow County as stated in the MOU. He said he now has the information that he needs and can make a recommendation from staff to the Funding Committee as far as their request. As for Fort Bragg they have not had any further communication so he is not planning any further action at this time. He has asked for the cost of the interface between the two CAD systems and their vendor has not yet provided this information.

Chairman Estes asked for questions and Dinah Jeffries asked if all communications were cut between the county and Jacksonville? She was answered with the statement that the city and county were separate by Richard Taylor.

B) School Safety Coordination

Richard Taylor thanked Chairman Estes for connecting the members of this committee with other parties getting information on the project. John Dorman, NC Emergency Management has been asked to present what he has gathered so far to the Board next month. Mr. Taylor said what he has put together is amazing. He took a few slides out of his presentation and showed the program he has created for getting information. He has been working with Kym Martin with the NC Center for Safer Schools and the Department of Public Instruction. Mr. Dorman would like to set up a meeting with 5-10 PSAPs to get technical information on what it would take to interface with their CAD systems. His goal is by the end of March to have all the floor plans of all schools in NC accessible in his application.

Mike Anderson, a former school resource officer, knew that 911 was often left off of training for active shooters and he is developing a program for them. Dinah Jeffries stated that Mike is being brought in with Emergency Management to develop recommendations for how all 911 centers should handle active shooters. They are looking forward to Mike joining their group because he has a lot to offer.

Richard Taylor said that they were meeting in March to see where everyone was on all of this.

Proposal for Statewide PSAP Assessment

Item 12 on the agenda was addressed by Laurie Flaherty of the National 911 Office and Andrea Keirnan of Booz-Allen-Hamilton. Richard Taylor introduced both Ms. Flaherty and Ms. Keirnan to the Board and highlighted who they were. He then introduced that he and Ms. Flaherty had an idea of adapting the EMS' self-assessment program to 911. At this meeting she and Ms. Keirnan were going to give a formal presentation of what this would involve.

Ms. Flaherty thanked Mr. Taylor and the Board for having them and for sharing information with them. They then went on with their presentation. She introduced Ms. Keirnan to the Board. She said that they would be covering familiar ground to the Board and how the process of assessment would work.

Ms. Keirnan stated that at first they would talk about what NC 911 is doing to assess itself. In 2005, NC 911 began developing a plans for wireless 911 and in 2007 wireline and VoIP 911 were added and the Board started working with Intrado to work on the short and long term implementation of 911. In May 2009, a study group was created to look at how operations were going. She said that during the study group meetings 13 recommendations were made and approved by the Board. There are a couple of things outstanding for this year, but progress is being made. She then saw that they were ready to plan for NextGen911 and the RFP that has been created is a good step. What the Board should be looking at is how does this fit in with the National 911 system. NextGen911 will be a system of systems. Consistency will be very important. What needs to be looked at is how can this assessment be used to make sure you are being consistent and what better way is there than by a system of peers.

Ms. Flaherty said that when 911 first started they were all separate systems, but in NextGen911 they will all be one interconnected system. Uniformity will be important as never before. She said that measuring how NC

compares nationally is a smart approach. NextGen911 will enable calls to be tracked nationally. Questions of technology and administration will come up. She stated that the Board and NC 911 could use an objective party for information and to ask questions. She then presented the state assessment guidelines. The National 911 program has existed for about ten years. As NextGen911 moved forward they heard the same comments over and over. They modeled the 911 assessment after the EMS assessment because it has been successful in improving their system at a state level. The guidelines were not written by National 911, they brought together stakeholders and PSAPs from all kinds of backgrounds to discuss and decide what was important in a statewide 911 system as far as operations. They did not assess technical issues, just the operational ones because this should be emphasized and they thought about how the administrative and people in the system work. As such the focus of this assessment is how the system of people operates. It is voluntary. The state asks and pays for the assessment and the assessment becomes property of the state.

Ms. Flaherty showed the guidelines of the assessment. The state is not compared to other states, but to benchmarks of eight categories. These pertain to the administrative workings of a 911 center and they were broken out before the Board. They do not say how the functions should be done only that they should be occurring and they are measured as “good, better, best”. The state can evaluate itself then a team of peers will come in and give recommendations to the state as to how the state can improve. The assessment provides validation. A sample of the guidelines that they use was presented to the Board along with the criteria for “good, better, best” and an explanation of the criteria and the need for it was also included. Documentation is provided for why the state is at this level then an assessment team comes in and reviews the results.

Ms. Keirnan said that the assessments give a holistic view of the whole system. It sets objective benchmarks of where the system is and how it can improve. She reiterated that it would be done by peers and reviewed by peers. She explained that the assessment team consists of 5-7 assessors and an administrative person and they work for about five to seven days. She did not go into the specifics, but she said that it would be a six to nine month process. They would train the assessment team as needed and logistical support. For NC the biggest thing would be gathering the assessment team and data on the current environment (where the criteria are being met at the present time) for the assessment team and logistics for the assessment team and financial support while they are there. They need to understand what NC needs as far as time to put together resources. She provided an example of the assessment costs-\$17,000 to \$23,000. And they would like to make it a smooth process.

Ms. Flaherty then presented the next step which would be a conference call to discuss what the next move would be as far as making arrangements to coordinate efforts. Who would be on the team in NC and who would come from Washington. She said there was a range on purpose because some states need more time than others. It is a new process for 911, but they are confident that their service will be useful in preparing for NextGen911. She then asked the Board for questions.

Laura Sykora said that she had only seen a few examples of the “good, better, best” assessment. She asked if the Board and NC911 would do its own assessment and then the national assessors would come in. Ms. Flaherty said that is what they would do and the state would provide documentation of why they thought they were where they were and the national assessors would then come in and check their findings. The documents would serve as points of reference. The team members are assigned different categories based on their expertise. Sometimes it is hard to get documentation in writing, sometimes they just need clarification. The participants in the process often learn from the assessments as much as those being assessed do.

Rick Isherwood commented that this may affect the RFP process. Could something come out of the RFP process that we need to address in this assessment? Richard Taylor responded that the RFP is a technical assessment, while this is an operational one. That is the key difference as we move forward in NextGen911 deployment, with the RFP we will see technically what is going on, but this will help us operationally. We can do both at the same time so we can move forward at the same rate. Mr. Taylor said that the recommendation of staff was to approve this assessment.

Chairman Chris Estes asked for clarification. Mr. Taylor said that the Board needs to approve the expenditure. At the high end it would be \$25,000 maximum to do the assessment for the NC 911 system. Laura Sykora asked what the PSAP role would be. Mr. Taylor said that they would be responsible for getting the data. Some information would be from the state level too.

Jeff Shipp said that it would be a good idea because it would provide an objective review.

Chairman Estes asked if Richard Taylor had numbers on the staff costs to gather this information and additional staff was needed to get it done. He said that this seems like a good program, but we need to know what all the costs would be not just the fee to the national level. Slayton Stewart asked about a timeframe and Mr. Taylor said that they were looking at about nine months. He said that he had not set down with staff about the additional work load. Laura Sykora said that as they are working through the standards review process and this may add extra work for the PSAP community all at the same time if we add this too. Mr. Taylor said that a lot of the standards are a part of this assessment so they will go hand in hand. Dinah Jeffries commented as a PSAP manager this is vital as it will play a role in looking at operational standards. She knows it is work on them, but it would provide them operationally with standards across the Board and the recommendation should be accepted.

Jason Barbour asked that they make sure it can be done and contract it out. Can we do this? Do we have the staff to do it? Will it hurt to table the issue so there could be time to look into it? Mr. Taylor said that was not an issue, it could wait. Chairman Estes said that it is important work. Jason Barbour said that they need to make sure they can handle it and a contractor should be looked at as the Board and staff is already spread thin. Has our cost via contractor been looked at? Marsha Tapler was asked if there was money in the budget to hire a contractor to cover the cost of this. Ms. Tapler said that they had budgeted for a project, about \$80,000 was there for contracting individuals and there is a fund balance. The problem was that the cost was presently unknown. Jason Barbour said he could make a motion to approve it, but he wanted to make sure it could be done. Jeff Shipp stated that some of the preliminary information was already available and gathered. He said that if the recommendation was from staff they were already committed to it. Slayton Stewart asked if staff had “the bandwidth” to handle this. Mr. Taylor said he did not want to overcommit them. Mr. Stewart said then that it should be definitely put out to a contractor. Mr. Taylor said that at the February meeting numbers could be provided. Chairman Estes said that a roadmap needs to be made for this against what timeline. They are being asked for information and participation in a short window which may create problems for the PSAPs. Jeff Shipp made a motion that they move forward if the financial resources are available for contract labor if needed to support this project and Slayton Stewart seconded the motion. Mr. Taylor agreed to provide more financial information on contract labor in the next few weeks as asked by Mr. Shipp. Chairman Chris Estes abstained from voting because he formerly was employed by Booz-Allen. All in favor, with no opposition.

Review of 2015 Goals

Committee Appointments

Richard Taylor and Chairman Chris Estes addressed item 13 on the agenda. The Board went through a goals setting exercise at the work session in December. Richard Taylor announced the goals that came out of this vote were as follows:

#1-The “Easy Button” for financial reporting efficiencies (and a new funding model) was assigned to the Funding Committee under Jason Barbour.

#2- NextGen911 deployment went to the NextGen911 committee chaired by Jeff Shipp.

#3-Outreach to stakeholder management officials went to the Education Committee chaired by Margie Fry.

#4-Backup and recovering went to the Standards Committee chaired by Laura Sykora.

#5A-Communications to PSAP managers both from the Board and to the Board went to the Education Committee under Margie Fry.

#5B-Communications and training also went to Education under Margie Fry.

Members have also been added to the various committees from individuals representing the PSAPs. The hardest job in the coming year will be looking at financial reporting and the new funding model. There are also still vacancies on the different committees which they are looking to fill as soon as possible. Chairman Estes said that one of the feedbacks they are receiving from the PSAPs is that the way money is being handled is cumbersome and it needs to be easier to understand and more consistently applied. He said that he had received a passionate plea to change this process. Jason Barbour asked if more financial people had been added, Mr. Taylor said that one had resigned and moved and that one was still in discussion. Chairman Estes said that if anyone was interested they would like to have more financial people involved in the committee. Jeff Shipp said that he had asked Eric Cramer to join the NextGen911 Committee filling one of the vacant seats on that committee. The other open Board committee position was in Standards and Chairman Estes directed people from the PSAPs to fill this position by contacting Laura Sykora or Richard Taylor.

Dinah Jeffries asked if there needed to be a special committee on school safety included in the listing. Mr. Taylor said that it could be made permanent. Dinah Jeffries asked if there could be a list of the special committees.

Richard Taylor said that next month would be the Education Committee’s “turn to shine”. Jason Barbour asked if Len Hagaman would be available during the next Funding Committee meeting as he has a conference regarding the LTE implementation in Johnston County.

NC911 Board Social Media Update

Tina Bone addressed the 14th item on the agenda. She has been working with Liz McClain on the website and social media pieces being integrated. On the Facebook page a different PSAP is being featured each week and the same one is on Twitter. The PSAP managers’ list serve is working well. There has been a lot of feedback and the number of people signing on for the phone and web conferencing is helping them become involved. Richard Taylor said that he attributes the number of people joining in via web and telephone can be attributed to social media and the new newsletter which is going out.

Chairman Estes said that there should be more ways to recognize operators in the field. They could possibly be nominated and awarded online as well in person. Mr. Taylor said that one is being recognized in February. Ms. Bone stated that there are lots of Tweets going on and some are being repeated.

January 911 Outages

David Dodd addressed item 15 on the agenda. There have been two since January 1st.

He said that on January 11, 2015, at 8:11 a.m. there was an outage for about 2 hours in the Frontier Communications area. Their investigation said that the problem was in the replacement of a faulty card in the system switching equipment in the Sylva Office. By April 1st 2015 they are looking to send this to a second and diverse OC fiber ring so that it will not happen again. This affected Madison, Yancey, McDowell, and Mitchell County PSAPs.

On January 28, 2015, in Orange County there was an outage at 5:39 p.m. in the Rocky Mount router. The failsafe procedures worked. The Rocky Mount trunks were sent to the Clinton Selected Router. Based on the emails received from the emergency services manager and the data services manager there is concern that CenturyLink did not detect the outage until someone from Orange County called. This outage was in the CenturyLink area. Dinah Jeffries commented that Orange County seems like where things start when there are failures, but they were excited that the roll overs did work. The issue is notification from the NROC or NOC or monitoring center period. There is an expectation of most 911 centers that they have communication so that they know something is wrong. They have to call and report their own problems. The issue is they are not sure that the monitors are really watching. Is it a misunderstanding of what NROC is and what the responsibilities of it are and if it is not a responsibility then of the 911 community needs to know to do it. There needs to be clarification on this and it is a concern. She said that she appreciated Jordan Rubright answering questions and the NROC there told them that it was a fiber cut. But Person County was on the same route and they had no issue. The 911 centers are hearing the NCROCs asking each other for information and if there are calls from other centers and this is causing the 911 centers to lose faith in their ability to maintain the system. Chairman Estes said that they need to establish what the communications should be as far as notification and staff should look into this.

A representative from one of the PSAPs said they tend to concentrate on the failures, but his concern is how they handle the recovery. The representative was Lloyd Moskowitz in Gaston County. They exercise their backup center on a regular basis. They had a planned event of an outage so that they could see what the actions would and should be by both the 911 centers and the providers. Chairman Estes agreed that he would put staff on gathering information on what the communication between both groups should be. He said this is why the Board is a mixture between providers and PSAP operators. Mr. Moskowitz said he would be glad to provide information on this. Margie Fry said that she could and would provide information from Time Warner Cable if needed.

Other Items

Richard Taylor announced that as of February 12th he and David Dodd would have new phone numbers. These will be sent out to the Board.

Adjourn

Jason Barbour made a motion to adjourn at 12:28 and it was unanimously seconded by the Board.

The NC911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC911 Board members.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Speakers:

***Ellis Frazier, Communications Director Yadkin Co
Sheriff's Dept
President, North Carolina Chapter of APCO***

Speakers:

Executive Director Report ***Richard Taylor***

***Request From Brunswick County for Grant
Extension***

(vote required)



February 9, 2015

Good Afternoon Mr. Taylor and Members of the Board

At the February monthly building project overview meeting we learned that the completion date for the Brunswick County 911 Call center project will now be August 1st, 2015. Due to the original completion date being July 2015 I wanted to formally ask for an extension with a realistic date of "move in / operational" being November - December 2015.

The reason for the date being moved up is due to some weather related issues and a few "unseen" construction matters early on related to foundation obstructions from the old building that was on the site and some additional foundation concerns that had to be met. At this time the building is on schedule and within budget. I have been working closely with Chancel builders and county staff along with MTS services of Wilmington who will handle the "specialty services" contract. MTS services will continue working after the August 1st date in the building with installs, testing of equipment etc. Staff will have "possession" of the building at that point and will continue pressing forward to get the building equip and ready for service.

Since being named Communications Director for Brunswick County Sheriff's Office in September 2013 I have been working hard to make sure this project runs as smoothly as possible while staying on task. I strongly feel that this timeline is a realistic one and one that allows for all contracts, PO's and equipment needs to be tested, completed and closed. We are excited to see this project through as I know the NC 911 board is as well.

Please allow this to stand as a formal request for a grant extension. If I can be of any assistance please know you can call on me. I also plan to be in attendance at the NC911 Board meeting when this matter comes before you to answer any questions.

Respectfully,

Lieutenant Todd Coring
Communications Director
Brunswick County Sheriff's Office
3325 Old Ocean Hwy. Bolivia
910-253-2578

tcoring@gmail.com

Executive Director Report ***Richard Taylor***
Update On 911 State Assessment Project



State 911 Assessment Guidelines: Document Collection Tool

December 2014



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Introduction

This document is intended as a guide to help states gather the materials and information needed to conduct a state 911 assessment. The materials and information gathered demonstrate how a state meets each of the national 911 assessment guidelines. Thus, this guide is intended to be used in conjunction with the National 911 Assessment Report Tool, a publication of the National 911 Program. The national 911 assessment guidelines were developed in consensus by 911 professionals from local and state government, national associations, and industry experts.

The national 911 assessment guidelines provide a uniform assessment process for states to use to evaluate the status of the operation of their statewide 911 system. The assessment itself allows states to measure where they currently stand and obtain objective feedback on potential ways to enhance the operation of their system.

The National 911 Program's role in a statewide 911 assessment is only to facilitate the establishment of an independent assessment team of your peers, who will conduct the assessment, and to facilitate the assessment process. The report issued by the evaluation team is "owned" by the state, to be used however the state sees fit.

The materials and information identified herein are not intended to be exhaustive or to limit you to these items only. They are simply examples of the types of materials and information that you could use to demonstrate how your state meets a particular guideline. You may have access to other types of materials and information that also could be used.



Statutory and Regulatory

Guideline	Synopsis	Examples of Reference Materials
SR1	The statutory environment provides for comprehensive statewide 911 coordination.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 plan
SR2	The state has a designated state 911 coordinator.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 plan • State 911 coordinator job description • State 911 program staff job descriptions • State 911 program organization chart
SR3	The statutory environment defines jurisdictional roles and responsibilities.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 plan • Governance agreements
SR4	The statutory environment provides for dedicated and sustainable 911 funding.	<ul style="list-style-type: none"> • State 911 statute or other statute • Audit requirements • Requirement for provider certification of subscriber counts
SR5	The statutory environment prohibits the use of 911 funds for purposes other than those defined in the state's State 911 statute.	<ul style="list-style-type: none"> • State 911 statute or other statute • Audit requirements • Enforcement standards, rules, guidelines, policies and procedures
SR6	The statutory environment authorizes the operation of a 911 system.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 standards, rules, guidelines, policies and procedures



SR7	The statutory environment provides for interlocal cooperation.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 rules • Governance agreements, MOUs, etc.
SR8	The statutory environment enables and allows public and private cooperation in providing 911 services required by statute.	<ul style="list-style-type: none"> • State 911 statute or other statute • State procurement and contracting statutes, rules, guidelines, policies and procedures • Joint service agreements • Public/private partnership agreements
SR9	The statutory environment provides contractual authority to procure and/or operate statewide 911 components.	<ul style="list-style-type: none"> • State 911 statute or other statute • State procurement and contracting statutes, rules, guidelines, policies and procedures
SR10	The state fosters an open and competitive procurement of 911 services.	<ul style="list-style-type: none"> • State 911 statute or other statute • State procurement and contracting statutes, rules, guidelines, policies and procedures • E911 or NG911 RFP
SR11	The statutory environment provides liability protection.	<ul style="list-style-type: none"> • State 911 statute or other statute • Telephone company/911 system service provider tariffs
SR12	The statutory environment fosters the adoption of technical and operational consensus standards for the statewide system.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 technical and operational standards, rules, guidelines, policies and procedures • Training, technical and/or operations committee charters



		<ul style="list-style-type: none"> • Compliance and/or quality assurance standards, rules, guidelines, policies and procedures • State 911 plan
SR13	A mechanism is in place for periodic reviews of statutes and regulations.	<ul style="list-style-type: none"> • Legislative committee charter or other documented process
SR14	The statutory environment provides for stakeholder involvement.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 rules, guidelines policies and procedures
SR15	Service providers that deliver and/or enable telecommunications services to the public are involved in the 911 system.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 standards, rules, guidelines, policies and procedures • Registration requirements • Network provider agreement • Wireline, wireless and VoIP service provider agreement • VoIP positioning center agreement • NG911 user agreements • Emergency Services Gateway access agreement • E911/NG911 test procedures
SR16	The statutory environment provides for a comprehensive quality assurance (QA) program for the 911 system.	<ul style="list-style-type: none"> • State 911 statute or other statute • Service level agreements • Trouble reporting and resolution procedures • QA standards, rules, guidelines, policies and procedures • QA program oversight description
SR17	The statutory environment provides comprehensive quality assurance (QA) for call handling.	<ul style="list-style-type: none"> • State 911 statute or other statute • 911 call handling compliance standards, rules, guidelines,



		<p>policies and procedures</p> <ul style="list-style-type: none"> • Records management rules, guidelines, policies and procedures • QA program oversight description • Caller feedback surveys
SR18	The statutory environment provides for training.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 training standards, rules, guidelines, policies and procedures • State 911 certification and accreditation standards, rules, guidelines, policies and procedures • Training program description • Curriculum • Training staff job description • Performance and compliance monitoring standards, rules, guidelines, policies and procedures
SR19	The statutory environment provides for professional certification and accreditation.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 certification and accreditation standards, rules, guidelines, policies and procedures • Performance and compliance monitoring standards, rules, policies and procedures
SR20	Statute exists for the provision of emergency medical dispatch (EMD).	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 standards, rules, guidelines, policies and procedures • Performance and compliance monitoring standards, rules,



		guidelines, policies and procedures
SR21	Statutory environment provides for medical oversight of the policies and procedures governing the use of emergency medical protocols.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 standards, rules, guidelines, policies and procedures • MOU or other contractual vehicle for medical oversight services
SR22	The statutory environment provides for public education.	<ul style="list-style-type: none"> • State 911 statute or other statute • Public education materials (Public Service Announcements, brochures, Website, etc.)
SR23	The statutory environment provides for the collection of 911 system data.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 standards, rules, guidelines, policies and procedures • Contractual reporting provisions • PSAP survey questionnaires, forms, tools, etc.
SR24	The statutory environment has rules for retention of 911 call records and 911 related data.	<ul style="list-style-type: none"> • State 911 statute or other statute • 911 records retention standards, rules, guidelines, policies and procedures
SR25	The statutory environment defines confidentiality and disclosure of 911 records.	<ul style="list-style-type: none"> • State 911 statute or other statute • 911 records confidentiality and disclosure standards, rules, guidelines, policies and procedures (FOIA)
SR26	The statutory/regulatory environment requires compliance with federal 9-1-1 related laws and regulations.	<ul style="list-style-type: none"> • State 911 statute or other statute
SR27	A statute/regulation exists that addresses multi-line telephone systems (MLTS) statewide for 911.	<ul style="list-style-type: none"> • State 911 statute or other statute



		<ul style="list-style-type: none"> • State 911 standards, rules, guidelines, policies and procedures • Tariffs
SR28	The statutory environment identifies 911 as an essential government service for States that are able to make that distinction.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 standards, rules, guidelines, policies and procedures



Governance

Guideline	Synopsis	Examples of Reference Materials
G1	The state has a comprehensive statewide 911 plan.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 plan • SCIP plan (showing integration with 911) • FirstNet plan (showing integration with 911 and NG911)
G2	An entity has authority and responsibility for statewide 911 coordination.	<ul style="list-style-type: none"> • State 911 statute or other statute • Executive Order
G3	Stakeholder groups participate in 911 planning, implementation, and changes.	<ul style="list-style-type: none"> • State 911 statute or other statute • Planning, training, legislative, technical, operational and user committee charters, etc. • State 911 plan • Written change control procedures
G4	A statewide board or advisory council provides input and oversight for statewide 911 system coordination.	<ul style="list-style-type: none"> • State 911 statute or other statute • Advisory board by-laws • Advisory board meeting schedule
G5	The state facilitates working relationships between 911 and groups within the state that interact with 911.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 plan
G6	The ability exists within the state to facilitate essential partnerships statewide, across state lines, and for specific strategic purposes.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 plan • Interlocal agreements, governance agreements, MOUs, etc. • Inter-state agreements



G7	The state provides a statewide governance model for resource sharing and agreements between jurisdictions.	<ul style="list-style-type: none">• Written statewide governance model• Interlocal agreements, governance agreements, MOUs, etc.
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Functional and Operational Planning

Guideline	Synopsis	Examples of Reference Materials
OP1	All traditional wireline and wireless calls within the state route to a PSAP enabled to receive Enhanced 911 (E911) data, and route to an appropriate dispatcher.	<ul style="list-style-type: none"> • Network diagram • Call flow diagram
OP2	The state is pursuing full implementation of emergency medical dispatch (EMD).	<ul style="list-style-type: none"> • State 911 standards, rules, guidelines, policies and procedures • EMD protocols in use in the state
OP3	Provisions exist for interpretation capabilities statewide.	<ul style="list-style-type: none"> • State 911 standards, rules, guidelines, policies and procedures • Service contracts (for non-English language and/or American Sign Language interpreters)
OP4	The state provides guidelines for the retention of 911 call records and 911 related data.	<ul style="list-style-type: none"> • Records retention standards, rules, guidelines, policies and procedures
OP5	The state requires a data backup plan.	<ul style="list-style-type: none"> • Data backup plan and procedures • Data backup logs • Data backup audit procedures
OP6	State-level guidance exists for public safety's use of social media.	<ul style="list-style-type: none"> • Social media rules, guidelines, policies and procedures • Public information plan
OP7	Statewide support and coordination exist for managing/operating emergency notification systems (ENS).	<ul style="list-style-type: none"> • State 911 plan • ENS use rules, guidelines, policies and procedures • Interagency ENS agreements
OP8	The state has a formalized process and communication plan for change management.	<ul style="list-style-type: none"> • Communications plan • Change management plan • Change management rules, guidelines, policies and procedures



OP9	The State monitors and enforces compliance of 9-1-1 related provisions of the Americans with Disabilities Act.	<ul style="list-style-type: none">• State 911 statute or other statute• State 911 rules, standards, policies and procedures• Compliance monitoring and enforcement provisions
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Standards

Guideline	Synopsis	Examples of Reference Materials
ST1	Standards and best practices have been identified and implemented at the state level.	<ul style="list-style-type: none"> • State 911 plan • Technical, operational, training and other standards
ST2	The state requires specific operational standards for PSAPs to ensure a minimum level of service delivery.	<ul style="list-style-type: none"> • State 911 plan • Technical, operational, training and other standards • Compliance and performance rules, policies and procedures • Enforcement policies and procedures
ST3	The state has defined PSAP performance standards.	<ul style="list-style-type: none"> • State 911 plan • Technical, operational, training and other standards • Technical, operational, training and other committee charters • Compliance and performance rules, guidelines, policies and procedures • Enforcement policies and procedures
ST4	The state requires specific interface standards for the exchange of 911 related data between functional entities.	<ul style="list-style-type: none"> • Data exchange interface standards
ST5	The state has minimum standards for emergency call processing protocols.	<ul style="list-style-type: none"> • Call processing rules, standards, guidelines, policies and procedures • Call processing protocols • Call processing protocol review and updating policies and procedures • Call processing compliance monitoring policies and procedures



ST6	The state program fosters the adoption of technical and/or operational consensus standards and requirements.	<ul style="list-style-type: none">• State 911 plan• Technical, operational, training and other standards• Technical, operational, training and other committee charters• Request for Proposal
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Security/Continuity of Operations

Guideline	Synopsis	Examples of Reference Materials
SC1	The state has business continuity of operations plans (COOP) for 911 to ensure continuous operations.	<ul style="list-style-type: none"> • 911 COOP plan • Critical infrastructure plan • Cybersecurity plan • PSAP back-up provisions • Interagency back-up agreements • 911 system redundancy, diversity and reliability provisions
SC2	Plans are in place statewide that define and meet needs and priorities to respond to and recover from a disaster.	<ul style="list-style-type: none"> • Disaster recovery plan • Disaster recovery policies and procedures
SC3	The state has a plan and procedures in place to safeguard information from unauthorized use, disclosure or modification, damage or loss.	<ul style="list-style-type: none"> • 911 network and data security provisions • PSAP security requirements • Cybersecurity provisions • Reverse ALI lookup provisions
SC4	The state has a procedure that ensures confidentiality of information to the extent permitted and/or required by law.	<ul style="list-style-type: none"> • 911 records confidentiality and disclosure policies and procedures (FOIA) • Non-disclosure agreement • Oversight and enforcement provisions
SC5	The state has a plan and procedures that address the logical security of the system and network.	<ul style="list-style-type: none"> • 911 system security plan • Network and data monitoring provisions • Cybersecurity monitoring provisions • Service interruption (outage) alert provisions • Intrusion alarm provisions
SC6	The state has a plan for physical security and access control.	<ul style="list-style-type: none"> • PSAP security requirements • Critical infrastructure plan
SC7	PSAP facilities and system facilities are planned,	<ul style="list-style-type: none"> • PSAP site selection standards



	designed and constructed according to accepted site selection standards and best practices.	and guidelines <ul style="list-style-type: none">• PSAP construction and renovation standards and guidelines• System facility site selection standards and guidelines• System facility construction and renovation standards and guidelines
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Human Resources/Training

Guideline	Synopsis	Examples of Reference Materials
HR1	The state has minimum / essential telecommunicator training requirements.	<ul style="list-style-type: none"> • State 911 statute or other statute • Training committee charter • Training staff job description • Training rules, standards, guidelines, policies and procedures (initial training, continuing education, remedial training, and certification requirements) • Training program description • Monitoring and enforcement provisions
HR2	The state recommends PSAPs have a professional code of ethics for telecommunicators.	<ul style="list-style-type: none"> • Telecommunicator code of ethics • Standard Operating Procedures
HR3	All emergency communications staffing positions have an associated job description.	<ul style="list-style-type: none"> • PSAP staff job descriptions • PSAP staff performance evaluation requirements and provisions • PSAP staff professional development provisions
HR4	Comprehensive pre-employment screening for telecommunicators exists within the statewide system.	<ul style="list-style-type: none"> • Pre-employment screening and/or testing provisions
HR5	The state recommends regular staff performance evaluations be conducted locally.	<ul style="list-style-type: none"> • PSAP staff performance evaluation requirements and provisions
HR6	The state has a telecommunicator certification program.	<ul style="list-style-type: none"> • State 911 statute or other statute • Telecommunicator certification program description • Telecommunicator certification rules, guidelines, policies and



		<p>procedures</p> <ul style="list-style-type: none"> • Monitoring and enforcement provisions
HR7	The state has continuing education guidelines for operational staff.	<ul style="list-style-type: none"> • State 911 statute or other statute • Continuing education rules, standards, guidelines, policies and procedures • Continuing education monitoring, auditing and enforcement provisions
HR8	The state has a comprehensive stress management program accessible statewide.	<ul style="list-style-type: none"> • Stress management program rules, guidelines, policies and procedures • Stress management program description



Evaluation

Guideline	Synopsis	Examples of Reference Materials
EV1	The state fosters the ongoing evaluation of statewide system(s) quality performance.	<ul style="list-style-type: none"> State 911 statute or other statute Rules, standards, guidelines, policies and procedures for performance quality review
EV2	The state has a comprehensive and standardized quality assurance (QA) process for call processing.	<ul style="list-style-type: none"> State 911 statute or other statute QA rules, standards, guidelines, policies and procedures for call processing
EV3	The state collects information and data for evaluation and planning purposes.	<ul style="list-style-type: none"> State 911 statute or other statute Rules, standards, guidelines policies and procedures for data collection Data collection survey tool State 911 program annual report State 911 plan
EV4	The state utilizes statewide collected data for evaluation purposes.	<ul style="list-style-type: none"> Data evaluation and analysis procedures Benchmarks/standards against which the collected data are evaluated Description of how collected data are used for QA and QI State 911 plan
EV5	The state has guidelines, based on specific metrics, for measuring and managing telecommunicator staffing levels.	<ul style="list-style-type: none"> State 911 statute or other statute Rules, standards, guidelines and policies for staffing levels



Public Education

Guideline	Synopsis	Examples of Reference Materials
PE1	The state has an effective public education program that includes information about the capabilities and appropriate use of 911.	<ul style="list-style-type: none"> • State 911 statute or other statute • State 911 rules, guidelines, policies and procedures • Public education program description and/or plan • Public education materials • Public education program review and update provisions
PE2	The state has a 911 education program for appointed/elected officials and policy makers.	<ul style="list-style-type: none"> • State 911 rules, guidelines, policies and procedures • Public education program description and/or plan • Public education materials • Public education program review and update provisions
PE3	The state has identified special needs populations and developed specific educational programs for each.	<ul style="list-style-type: none"> • State 911 rules, guidelines, policies and procedures • Public education program description and/or plan • Public education materials • Public education program review and update provisions
PE4	The state has specific 911 educational programs for children at all grade levels.	<ul style="list-style-type: none"> • State 911 rules, guidelines, policies and procedures • Public education program description and/or plan • Public education materials • Public education program review and update provisions
PE5	The state has an educational program for emergency responders.	<ul style="list-style-type: none"> • State 911 rules, guidelines, policies and procedures • Public education program



		<p>description and/or plan</p> <ul style="list-style-type: none">• Public education materials• Public education program review and update provisions
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Executive Director Report

Richard Taylor

911 Board Road Map

(vote required)

NC 911 Board Roadmap

NG911 Consultant

Statewide (collective)
Purchasing

PSAP Managers'
Education

Back Up PSAP Plans

Military PSAP
Funding

Rules Implementation

Web Page Refresh

Update State 911 Plan

State PSAP
Assessment

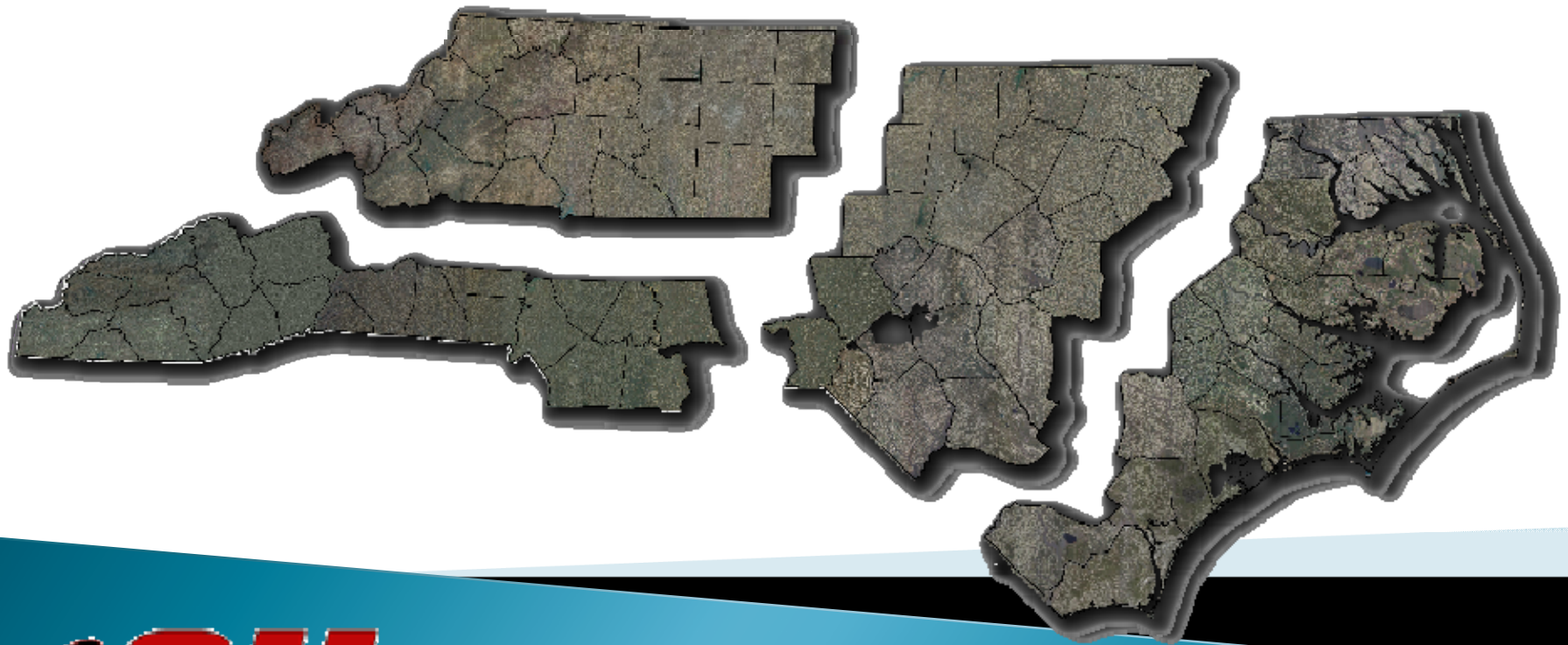


***Proposal From CGIA On Statewide
Orthography Project As A Statewide Grant***

***Tim Johnson
Executive Director
CGIA***

(vote required)

Statewide Orthoimagery 2016-2019



Tim Johnson, Director
Center for Geographic Information and Analysis

February 27, 2015

Agenda

- ▶ Purpose
- ▶ Project Team
- ▶ Budget and Costing Approach
- ▶ Study Areas
- ▶ Mission Statements and Drivers
- ▶ Value Proposition



Purpose

- ▶ as a followup to February 13 Proposal
 - services to provide statewide high resolution statewide orthoimagery to Primary PSAPs
- ▶ to demonstrate the value of imagery as a necessary and mission critical asset for 911 Operations



The Collaboration Team



- ▶ NC Center for Geographic Information and Analysis



- ▶ NC DOT Photogrammetry Unit



- ▶ NC Secretary of State



- ▶ NCDPS-NC Geodetic Survey

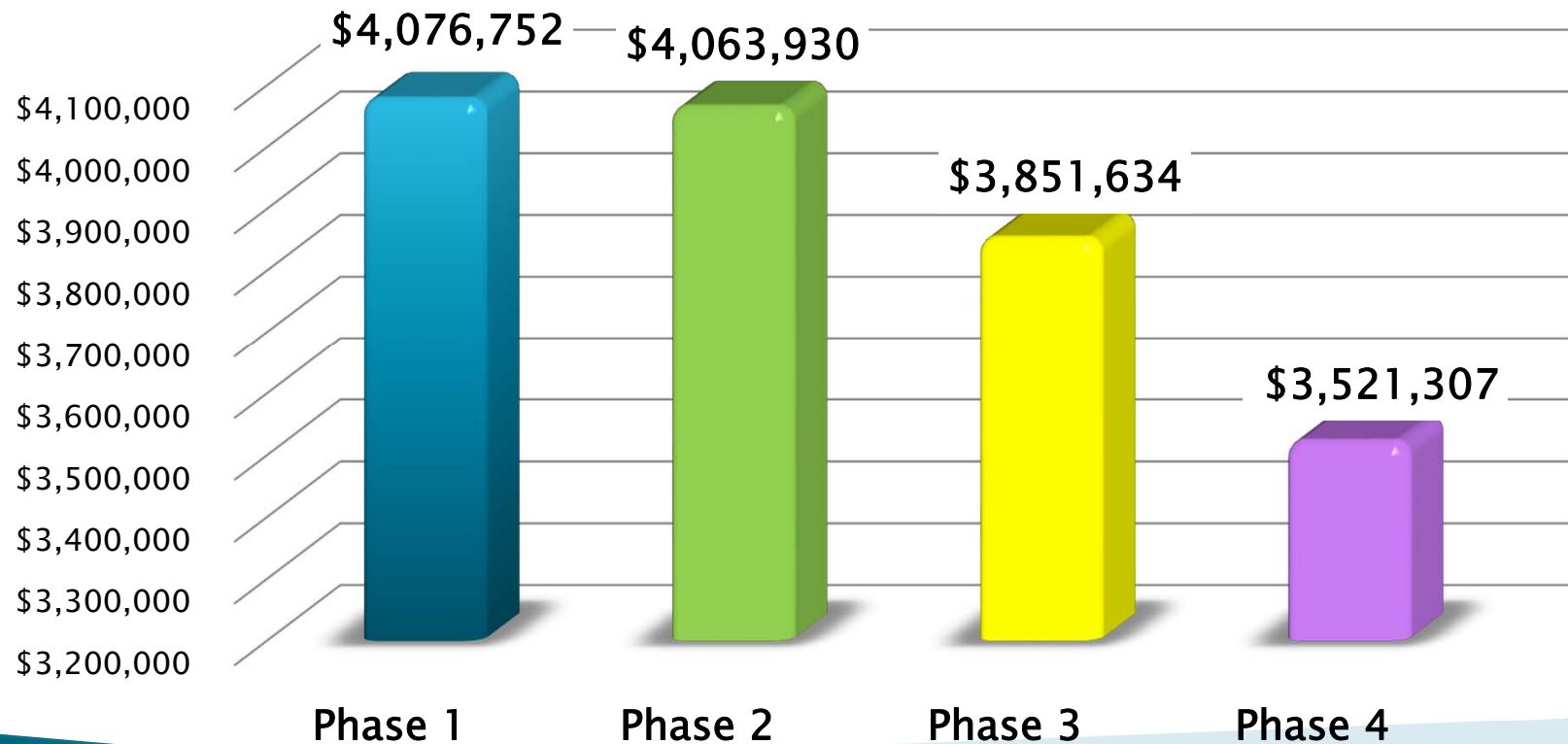
Quality and Specifications

- ▶ State Standard for Orthoimagery Baseline
- ▶ Stepped up compliance specifications for this Program
- ▶ 2nd Generation Sensors
 - Higher, Bigger, Faster, and Cost Effective
 - Keyword “Where”
- ▶ PSAP Visual Quality Review



Budget and Costing Approach

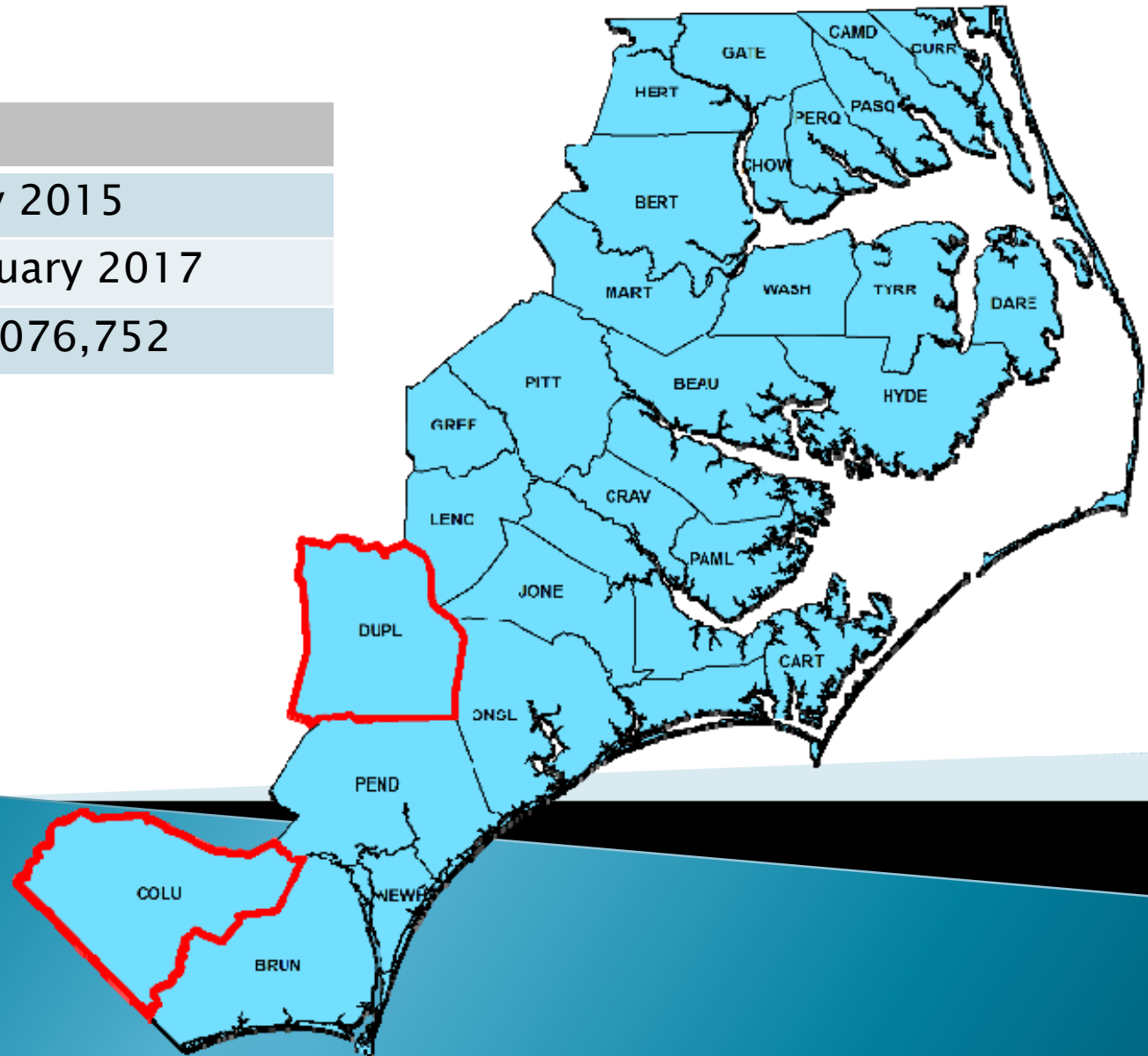
Cost Per Phase



Timeline

PHASE 1 – Coastal

Project Begin	July 2015
Project End	January 2017
Cost	\$4,076,752

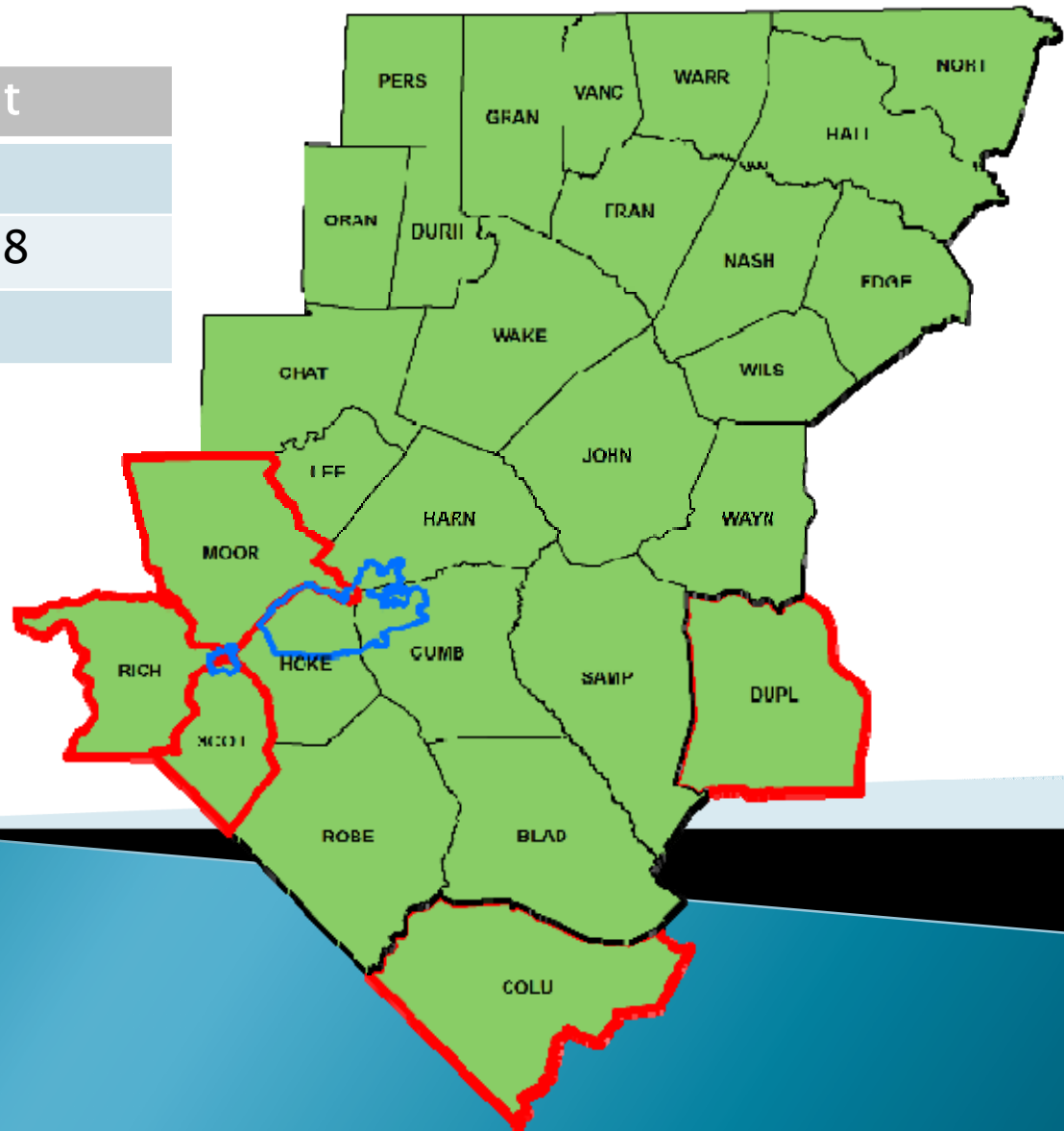


Timeline

PHASE 2 – Eastern Piedmont

Project Begin	July 2016
Project End	January 2018
Cost	\$4,063,930

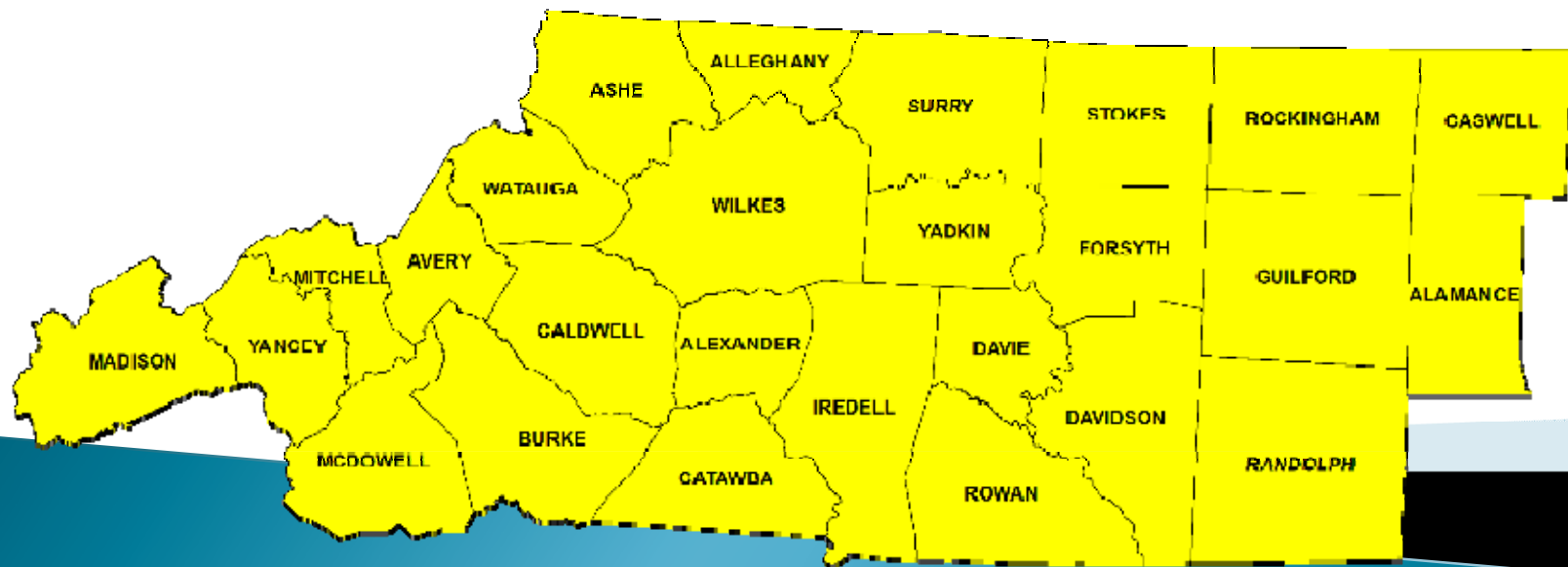
 Ft. Bragg & Camp Mackall



Timeline

PHASE 3 – Northern Piedmont & Mountains

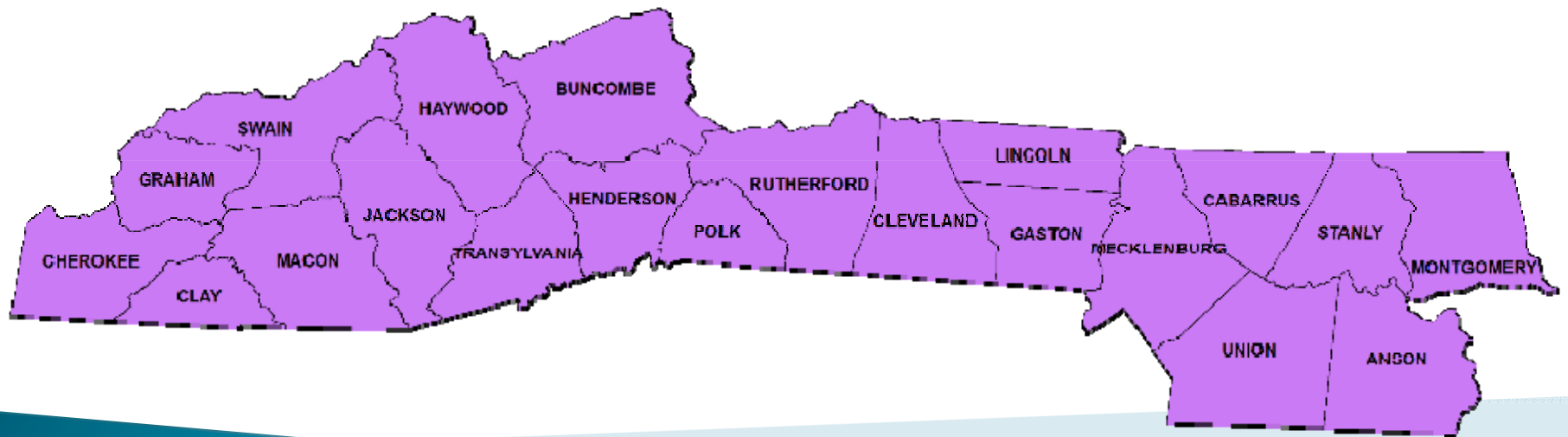
Project Begin	July 2017
Project End	January 2019
Cost	\$3,851,634



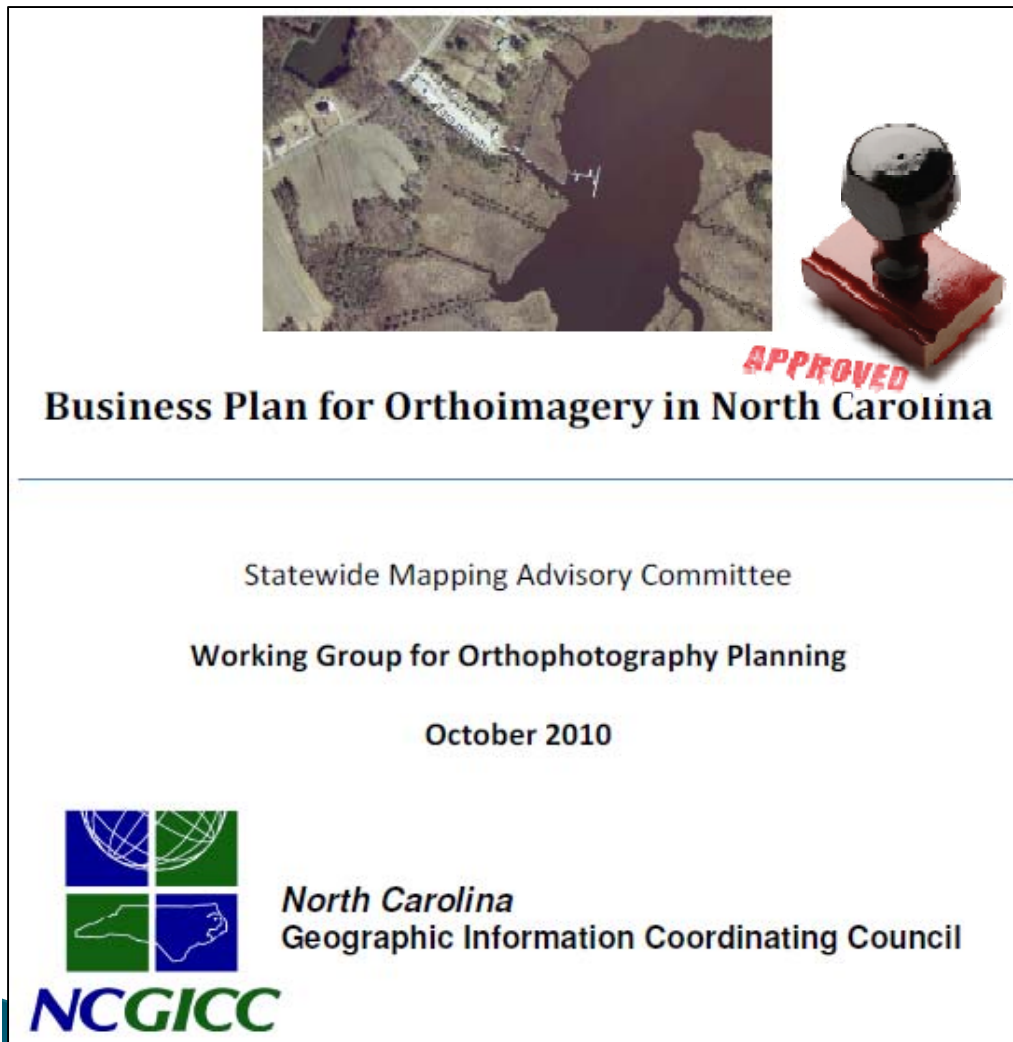
Timeline

PHASE 4 – Southern Piedmont & Mountains

Project Begin	July 2018
Project End	January 2020
Cost	\$3,521,307

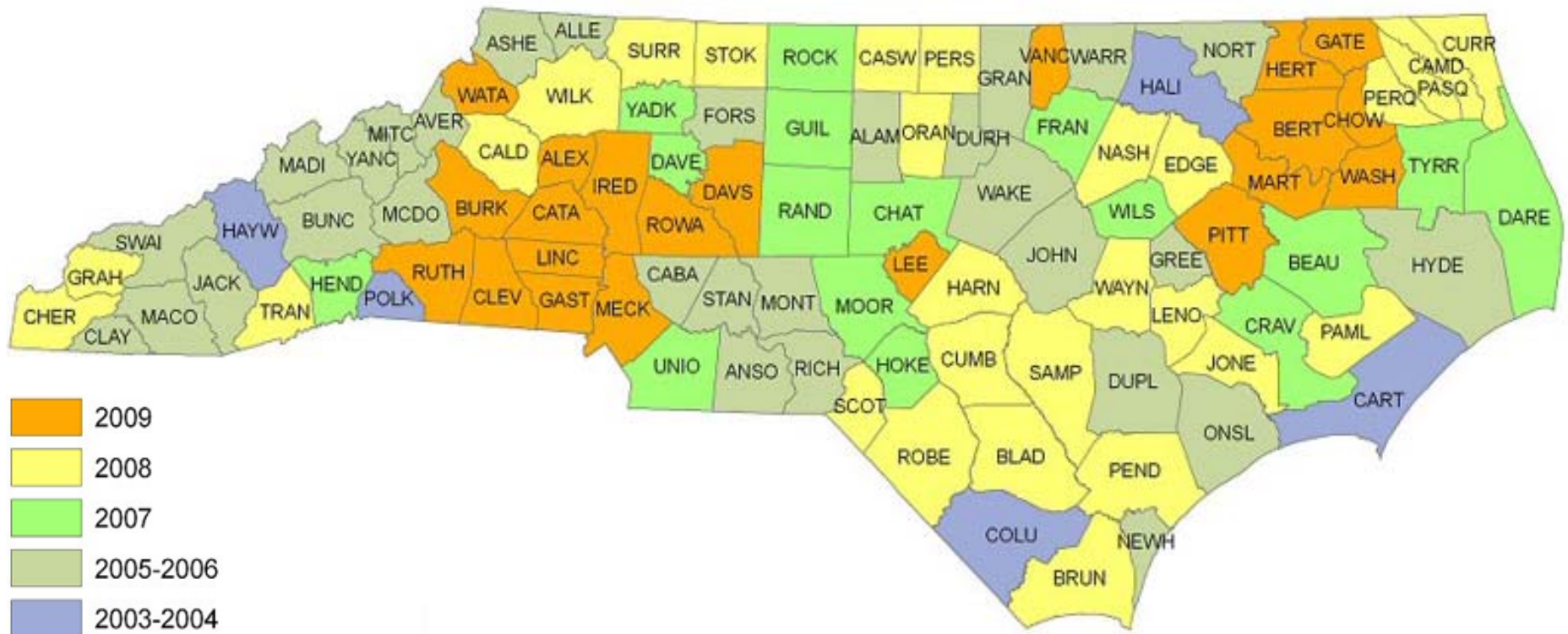


Business Plan Driver



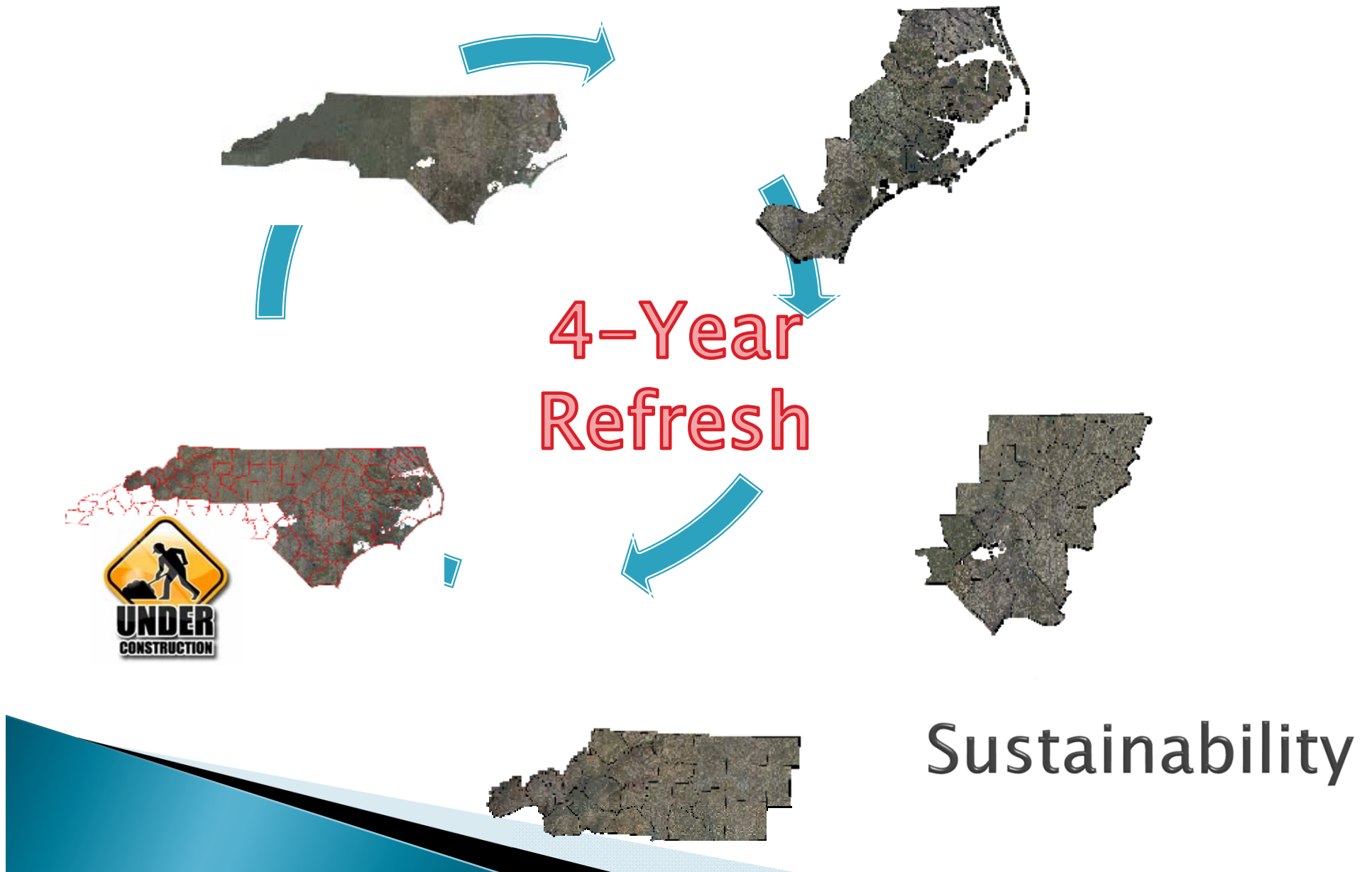
- ▶ 2003–2005: NC GICC adopted statements and resolutions: *a sustainable program for keeping high resolution statewide imagery current and accessible.*
- ▶ Dec 2008: – General Assembly recommended a statewide imagery program
- ▶ Statewide Mapping Advisory Committee (SMAC) developed the NC Orthoimagery Business Plan
- ▶ NC 911 Board Endorsement

Business Plan Drivers

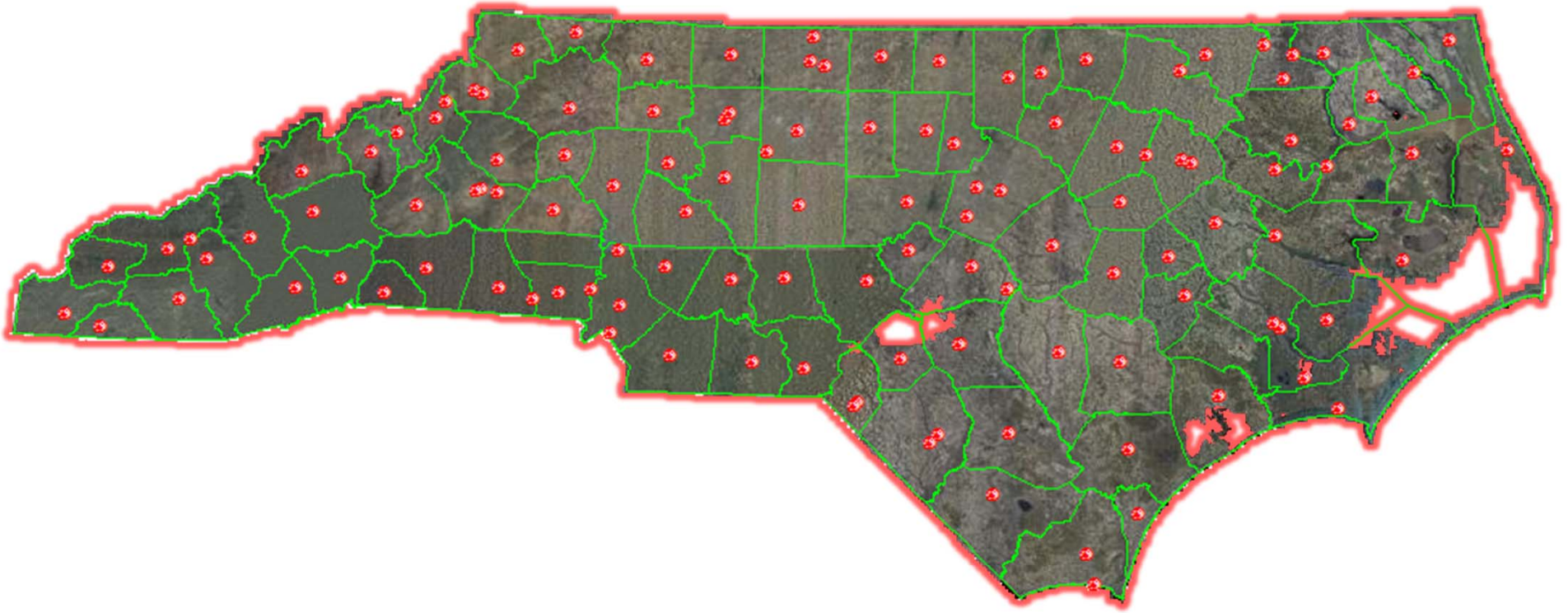


Consistency

Business Plan Drivers



Business Plan Drivers



Accessibility

Value Proposition

outerbanksvoice.com

<http://outerbanksvoice.com/2011/06/07/title-change-to-wildfire-after-morning-supervol>

Another day of smoke for the northern Outer Banks

By Rob
Morris

Persistent south-southwest winds will continue to funnel smoke over the northern Outer Banks Friday as firefighters work to hold the line on the Pains Bay fire in the Alligator River National Wildlife Refuge.

The state Division of Air Quality forecast levels of unhealthy air generally north of Oregon Inlet, with some of the worst particulate pollution on Roanoke Island, as smoke drifts toward the northeast.

"Residents from mainland Dare County to Manteo and the northern Outer Banks could experience unhealthy air quality, and people are advised to avoid or reduce prolonged or heavy exertion outdoors if they can see and smell smoke," the division said in a statement.



Smoke plume from a forest fire (Dare County, NC)

On Thursday afternoon, a stifling layer of smoke settled over Outer Banks towns, with visibility in Nags Head and Kill Devil Hills difficult beyond a couple of blocks. Meanwhile, fire crews continued to mow a 100-foot-wide fuels break north of Stumpy Point, which is still threatened by the fire.

A public meeting at the Stumpy Point Community Center was held Thursday to brief local residents on the fire. Dense smoke is again possible along U.S. 264 and U.S. 64. Information on Dare County road closures is available 24 hours a day by calling Dare Central Communications at (252) 473-3444 or visiting www.co.dare.nc.us.

The fire, started by lightning May 4, covers more than 44,000 acres and is 75 percent contained. It is 9 miles south of Manns Harbor and extends south to the Pamlico Sound.

[GO TO HOME PAGE »](#)



Collaboration

Value Proposition

Communication
through
Visualization



Tools for Fast Response

Value Proposition



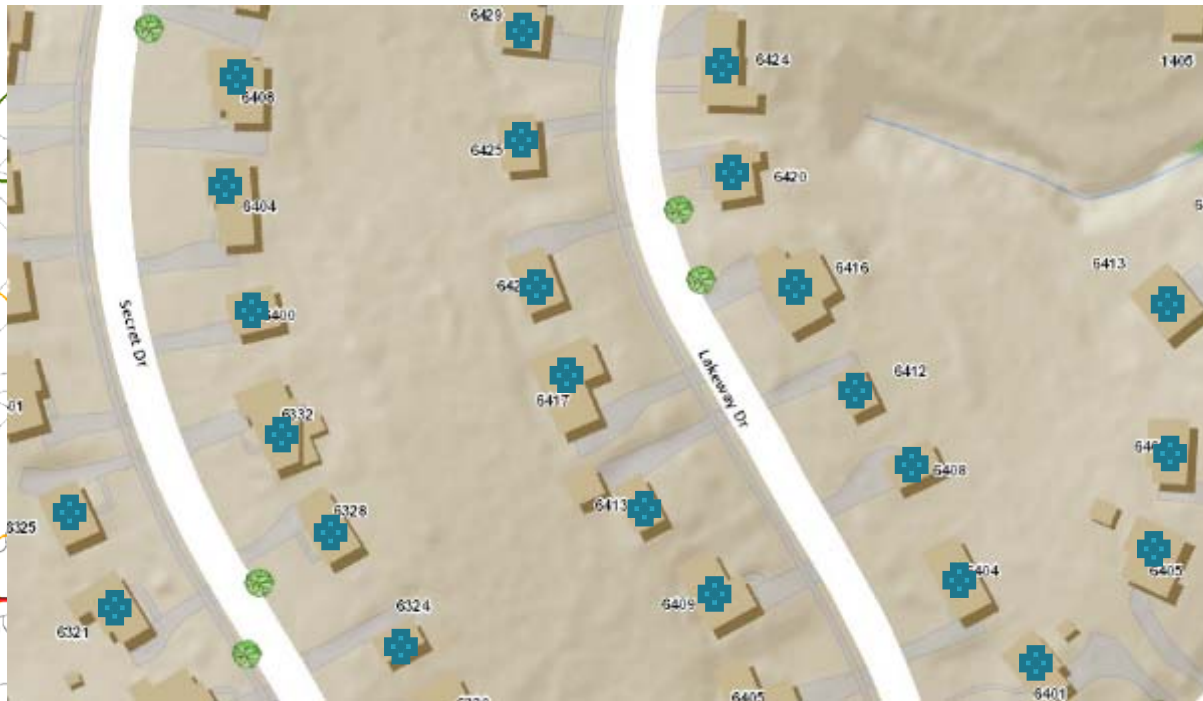
- ▶ Economies of Scale

\$24M Annually Over 4 Years = \$96M



Value Proposition

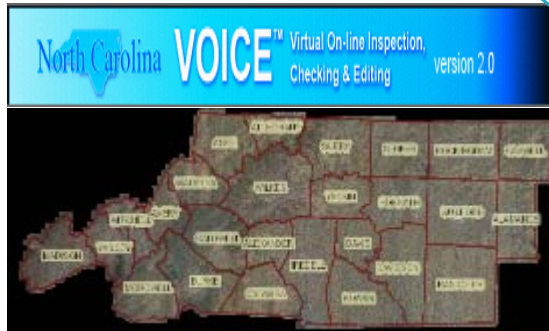
- ▶ Orthoimagery will support NextGen 911 GIS data layer development



Ingredients for Success



▶ Investment Leverage



▶ Quality



▶ Forward Thinking



▶ Vision

Questions?

Tim Johnson
Director

tim.johnson@nc.gov

Darrin Smith
Technical Project Manager

darrin.smith@nc.gov

www.ncgicc.org
www.nconemap.com



STATEWIDE ORTHOIMAGERY PROGRAM

Orthoimagery Acquisition, Processing and Distribution 2016-2019

Prepared for
North Carolina 911 Board

Prepared by
North Carolina Center for Geographic Information and Analysis

February 13, 2015

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Statement of Need

Orthoimagery benefits a wide range of users of geospatial data, including private industry, public agencies, nongovernmental organizations, citizens, and educational institutions. Benefit measures include (a) saving time in locating and responding to emergencies; (b) saving time in informing public decisions; (c) avoiding the cost of erroneous information from out-of-date imagery and map features. Orthoimagery is now a fundamental, mission critical dataset loaded into Computer Aided Dispatch (CAD) systems for use in all Primary 911 centers in the state as a result of the Statewide Orthoimagery Project 2010 and most recently the Statewide Orthoimagery Program 2012-2015. North Carolina has moved from a patchwork quilt of county imagery with varying dates of acquisition to a complete, consistent, current dataset due to the investment of the NC 911 Board.

In 2003 and 2005 the NC Geographic Information Coordinating Council (GICC) adopted statements and resolutions that called for a sustainable program for keeping high resolution statewide orthoimagery current and accessible. The GICC was established by the General Assembly in 2001 and is focused on the use of geographic information system (GIS) technology, standards, and the cost effective development and sharing of geospatial data. In December 2008, the General Assembly recommended a statewide imagery program as stated in Recommendations 13 through 17 in the State Geographic Information/Consolidation Implementation Plan, as directed by Session Law 2008-0107 Section 6.13.

This project proposal is based on the *Business Plan for Orthoimagery in North Carolina* and its recommended annual approach to imagery acquisition. The Geographic Information Coordinating Council and its collaborating participants developed and distributed the Business Plan in October 2010 in response to questions about the future of orthoimagery in the context of statewide programs and policies (see

http://ncgicc.net/Portals/3/documents/OrthoImageryBusinessPlan_NC_20101029.pdf).

The Plan highlighted the value of following the 2010 project with a similar programmatic approach as soon as practical to sustain the currency, consistency and completeness of orthoimagery. The result was a plan that recommended an annual, quarter-state acquisition of new orthoimagery beginning in January 2012 and continuing through 2015 (the first four-year cycle). The Plan recognized that funding sources with a statewide perspective, thus recognizing economies of scale, are essential to achieving a coordinated program. Since then, CGIA has delivered over 41,562 square miles of high resolution imagery to 94 Primary PSAPs in 76 counties. In January 2016, CGIA will complete the cycle by delivering to the remaining PSAPs and 24 counties in the State.

Value Proposition

In 2011, the NC 911 Board selected CGIA as the Project Manager over all aspects of the Program. As the project team developed its charter, its primary focus was to place a concentrated focus on project administration, quality control, and oversight and accountability of private contractors to insure a deliverable product that meets specifications. The remainder of this section emphasizes that approach on the following:

1. Proactive approach
2. Oversight and accountability

3. Communications and client focus
4. Visual consistency
5. Quality review
6. Next Generation 911

CGIA's core paradigm of project management, which reaches every corner of the project, is simple: The team takes a proactive front-end approach to quality and project administration rather than engage in back-end reactive measures to issues that lead to cost overruns and schedule delays. The single most significant change for the Program beginning in 2012 was to establish a contract with the NCDOT Photogrammetry Unit to develop more rigid specifications and to perform primary oversight and accountability of all contractor specifications and deliverables. Agreements with contractors include submission of signed and sealed documents that certify adherence to program specifications. NCDOT performs technical review of these documents and issues advisory reports of approval or disapproval. NCDOT has also developed real-time acquisition monitors that allow the Team to review results of every flight mission not to exceed five days after the mission occurs. If the flight mission fails to meet certain parameters, re-flights are required. Finally CGIA includes contractual terms and conditions that mandate re-flights the next flying season if there is demonstrated non-conformance or evidence of systematic failure or substandard delivery that would have been avoided by vendor's notification of such occurrences to CGIA.

CGIA places a heightened awareness and focus on the client being the 911 Board and the Primary PSAP endpoints. This is accomplished by two broad means. The first is the establishment of and the continued open lines of communications with primary points of contact. Early in each phase of the program, CGIA works with 911 to establish a single point of

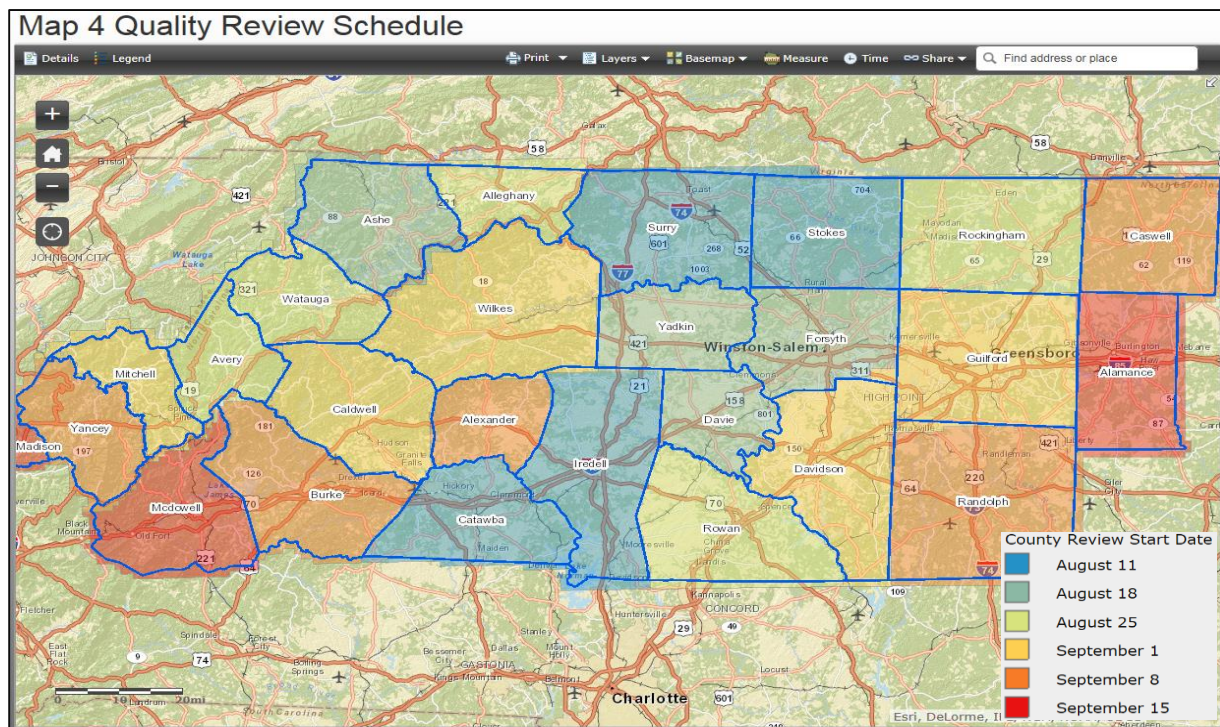


Figure 1: Quality Review Schedule

contact (POC) that represents the Primary PSAP or a delegated individual. Communications will always flow through the POC for all news, updates, status, and delivery. To stress this point, during the January deliverables each year, CGIA works with PSAPs to schedule regional delivery and briefing meetings at 911 facilities and CGIA delivers the final product to the 911 representative unless otherwise directed. Finally, CGIA enhances more simple methods of communication through the use of online visual mapping. Figure 1 demonstrates how POC's can visualize the QC delivery order through maps rather than dialog.

The second method for keeping the focus on the 911 client is that CGIA serves the immediate needs of 911 and not the indirect and derived requirements of other end-users. CGIA understands the invaluable benefit that the imagery product provides exclusive of 911 operations. It is typical for third party private contractors to request individual releases of imagery prior to scheduled deliveries. CGIA takes this seriously and will does not deliver any product or post publicly accessible data until it is first acknowledged by the Board or delivered first to Primary PSAPs.

The *Business Plan for Orthoimagery* outlined an approach to deliver four phases defined by 25 counties each. Figure 2 represents a revised four-year study area that considers delivery of counties adjacent to Fort Bragg in a single phase. Open lines of communication and collaboration with the military is critical to the success of the program. Minimizing the interaction with Fort Bragg recognizes benefits to both the military installation and the project team regarding level of effort. In addition, this plan also benefits the PSAPs in that they will receive just a single instance of military-related imagery in a single year.

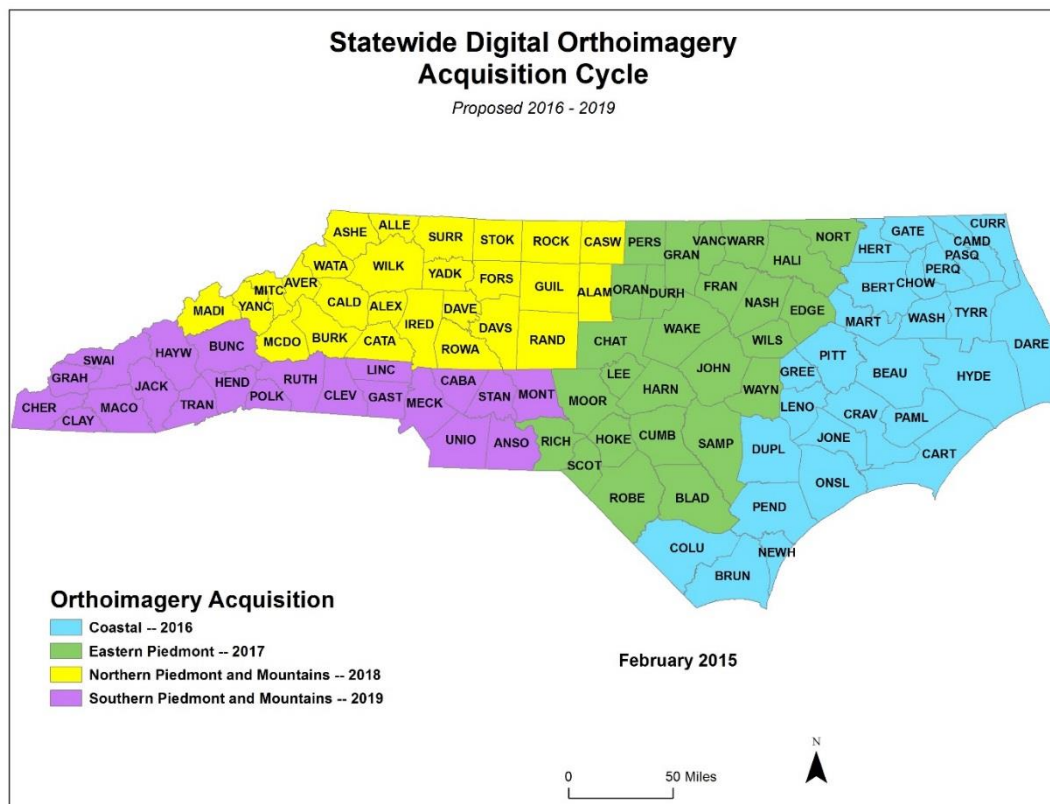


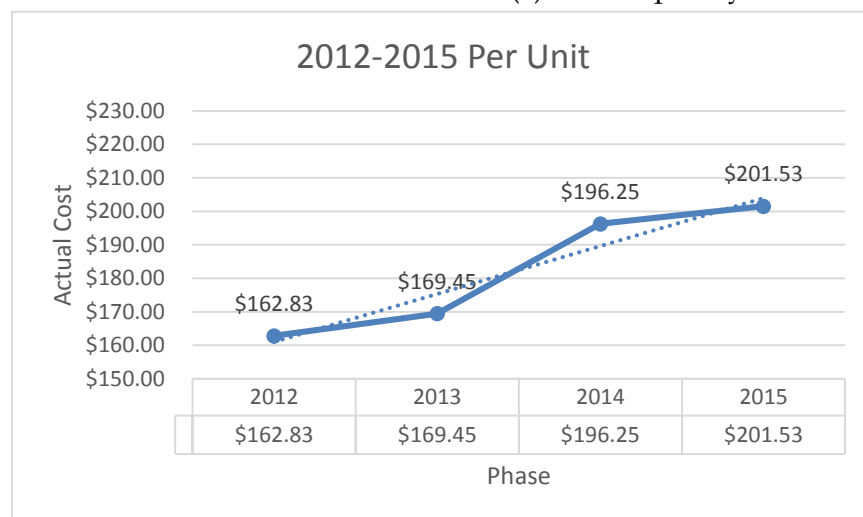
Figure 2: Statewide Digital Orthoimagery Acquisition Cycle

The visual nature of the deliverable product ultimately drives expectations and perceptions. As part of the proactive approach to quality, the project team implemented a concept called Tier 1 which means quite simply that all deliverables must be visually consistent within reason across the extent of each phase. Complementing this is a common sense approach to imagery that it should represent conditions that are representative of the most realistic ground and atmosphere conditions. By default, contractors will deliver: (1) to minimum requirements, (2) by applying their most productive and internal cost effective methods for delivery, and (3) by documenting their work based on client requirements. The most effective means from the perspective of accountability is for CGIA to push a range of contracted specifications within reason rather than publish absolute metrics. It is very common in photogrammetry to drive all imagery to a single specification which results in a flat visual product with localized blurriness and smearing. This concept is commonly referred to as “dodging”. The Statewide Orthoimagery Program does not allow any dodging. This has resulted in a superior product throughout the phases of the current program.

The pending implementation of Next Generation 911 (NG911) in North Carolina will rely heavily on the orthoimagery produced from this initiative. Utilizing the National Emergency Numbers Association’s (NENA) i3 standards will require the development and on-going maintenance of three statewide GIS datasets: street centerlines, address points, and emergency service boundaries. These three datasets are used in call routing and responder dispatch. The spatial accuracy and consistency of the orthoimagery will support the demanding quality control requirements for these GIS data layers. The alignment between orthoimagery and NG911 GIS datasets will also be critical in the context of backup / failover and mutual support scenarios supported by NG911.

Costing Approach

Private contractors account for up to 75% of the budget. In as much as CGIA administers project management, it places an equal focus on the analysis of contractors’ costs. Figure 3 demonstrates an inflationary costing model based on project actuals that CGIA proposes to base contractor forecasts on. Past performance has demonstrated that costs are attributed to three primary factors being (1) the cost of fuel and overhead inflation, (2) the efficient use of advanced 2nd Generation sensors, and (3) the complexity of the study area most notably the



difficulty in the mountains. Figure 3 clearly demonstrates this mountain difficulty due to the increase in unit cost for the 2014 and 2015 mountain phases. CGIA performed an analysis of past and projected inflationary rates since 2012 which demonstrates an average of 2% per year. This rate of increase has been applied to all four actuals.

Figure 3: Historical Actual Contractor Per Unit Costs

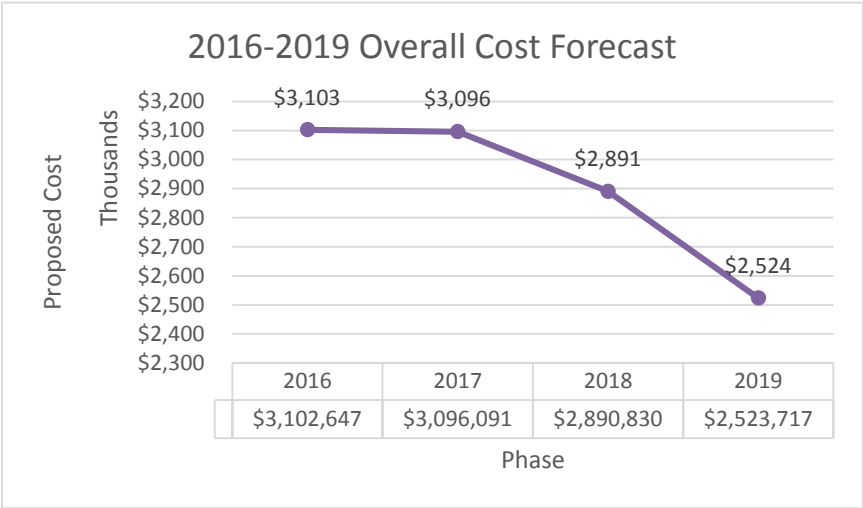
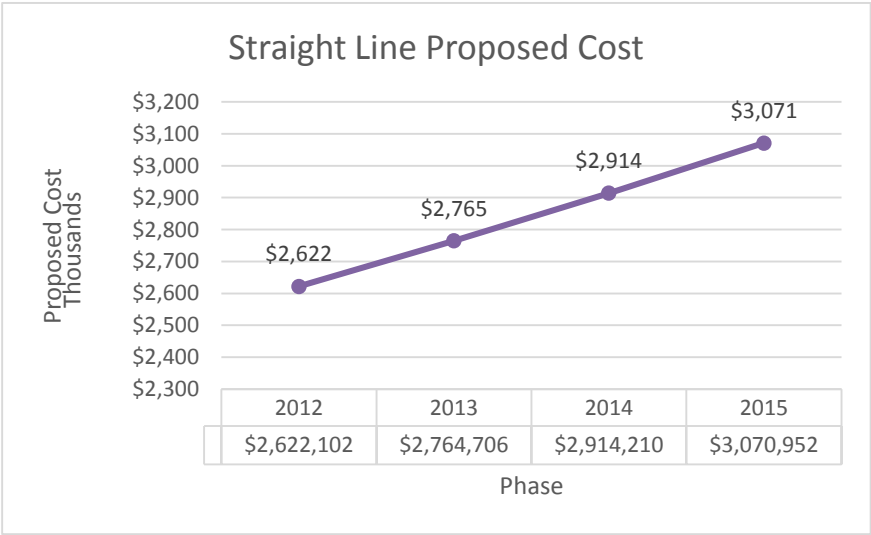


Figure 4 presents CGIA’s proposed contractor costs for the 2016-2019 Program. These costs are derived from the application of the Per Unit figures from Figure 3, adjusted for inflation, to the breakdown of the study areas identified in Figure 2. Figure 4 clearly demonstrates that the size of the study area influences overall costs for each phase.

Figure 4: 2016-2019 Proposed Contractor Costs

Figure 5 represents a typical straight line trending costing model that considers none of the above mentioned factors except some assumed inflation resulting in an endpoint far above project actuals. This type of cost model is not accepted across the industry and such a simple linear progression is not a consideration for the Program. Comparing the two costing models



clearly demonstrates a sound and quantitative number from which to base realistic costs. As an example, if a straight line method would have been used for the 2012-2015 Program, the result would have been an additional \$473,000, or a 4.3% increase over negotiated actuals, in costs for the 911 Board

Figure 5: 2012-2015 Straight Line Costing Method

Conclusion

The GICC identified imagery as a critical element of GIS data in the State, and the NC 911 Board endorsed that proposition. The 2010 statewide project modernized the state's imagery base and, in the end, 128 call centers across the state installed a consistent high resolution alternative for responding to emergencies. In 2012, CGIA responded to the NC 911 Board Executive Director's recommendation by placing the PSAP at the front end of quality review and delivery. Investment was funneled into a secure online quality review interface that served out terabytes of imagery in seconds facilitating the end-user's time and schedule. Over the past three years, PSAP and other end-user participation has increased significantly as a result of the front-end approach to quality review.

At the same time, CGIA mandated the need for a technical oversight body and put oversight, accountability, and compliance at the forefront of priorities. The project team backs all decisions and specifications on sound industry practice and quantitative analysis and bases its deliveries and deadlines on firm and reasonable timeframes. In three years the program schedule has not slipped by a single day relative to the schedule set at the initiation of each phase. Ken Scruggs, President, Midwest Aerial Photography, in a recent article in *Professional Surveyor* magazine, summed up the State's approach to quality:

"The demanding quality control process developed by the NC project team may set new standards for other agencies to follow and will pay off for the state's citizens by delivering extremely consistent and accurate map products".

Finally, CGIA relies on sound costing methods, actual costs, and comparable contractor cost balancing comparisons and per unit indicators. Private contractors account for almost 75% of the budget. Administering watchdog measures to protect the NC 911 Board's investment is a top priority of the program. Since 2012, CGIA has negotiated over \$488,000 off initial cost proposals while at the same time honoring a system rooted in qualifications rather than low bid.

Level of Effort and Cost

The table below provides the level of effort required to complete all four phases of the program from 2016 through 2019 based on the set of tasks described in this proposal. The four-phase refresh of orthoimagery requires an investment of \$15,513,624 over the next four years.

Item	Phase 1	Phase 2	Phase 3	Phase 4	Total
CGIA Labor	\$434,880	\$437,220	\$440,280	\$432,720	\$1,745,100
Private Contractors	\$3,102,647	\$3,096,091	\$2,890,830	\$2,523,717	\$11,613,285
Information Technology	\$62,090	\$62,729	\$62,360	\$62,249	\$249,428
NCDOT-Photogrammetry	\$160,000	\$175,000	\$160,000	\$160,000	\$655,000
NCDPS-NC Geodetic Survey	\$213,340	\$210,840	\$210,840	\$210,840	\$845,860
NCDCR	\$0	\$0	\$0	\$40,000	\$40,000
VOICE (QC Service Provider)	\$75,000	\$78,750	\$82,688	\$86,822	\$323,260
Travel and Miscellaneous	\$3,795	\$3,300	\$4,636	\$4,959	\$16,691
ESRI	\$25,000	\$0	\$0	\$0	\$25,000
Total	\$4,076,752	\$4,063,930	\$3,851,634	\$3,521,307	\$15,513,624

Assumptions

- CGIA Labor line item is calculated at \$90 per hour starting July 1, 2015.
- Information Technology line item cost includes storage and backup fees for the eastern and western data centers redundant servers.
- Software for serving imagery is likely to require some expense for customization, upgrades, training, and other maintenance.
- The Virtual Online Inspection, Checking and Editing (VOICE) application used for 2012-2015 will be continued.

A detailed schedule of each phase is presented in the Scope of Work. Figure 6 illustrates a simple concurrency schedule across phases. The statewide orthoimagery business plan is based on a four year refresh rate. To meet this requirement, phases of the Program must be managed with overlap. As a result CGIA emphasizes sound project management practice to insure major blocks of tasking within each phase are delivered on time and within budget. As an example, the most demanding period of the Program occurs during the period between July and December. Technical staffing is focused on quality review; simultaneously the CGIA project team is leading QBS and startup of the next phase. CGIA has demonstrated proficiency through the 2012-2015 lifecycle in managing the complexity of concurrent phases of the Program.

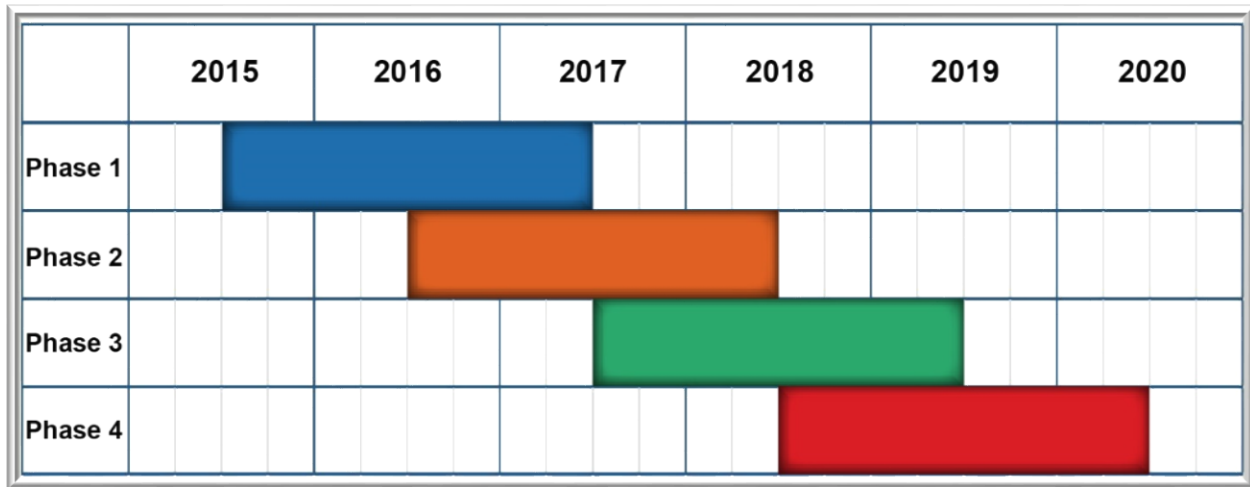


Figure 6: Program Timeline

The remainder of this proposal includes a scope of work that repeats for four phases, each representing a quarter of the state. In addition, the proposal describes the roles and responsibilities of the participants in the program and a schedule for completion of the four phases.

Scope of Work

The scope of work consists of five distinct tasks performed by a combination of the state project team and private sector contractors.

Task 1: Qualifications-Based Selection and Procurement (July – December)

The purpose of this task is to develop contracts with public and private sector project partners, and begin other administrative tasks in preparation for orthoimagery acquisition. Specific activities under this task include:

1. Develop statements of work, develop and execute contracts between CGIA and the NC 911 Board, and develop contracts between CGIA and the NCDOT Photogrammetry Unit and the NCDPS-NC Geodetic Survey, respectively.
2. Develop and release an RFQ and manage a Qualifications-Based Selection (QBS) process for private sector contractors.
3. Select private sector contractors as a result of the QBS process and negotiate actual cost.
4. Initiate project planning, meet with project partners, and begin outreach activities with stakeholders.
5. Conduct kickoff and planning workshops with all applicable parties including project partners, contractors, and the Geographic Information Coordinating Council Working Group for Orthophotography Planning.
6. Develop core data required to support the project, develop project websites, initiate open lines of communication, and implement the project SharePoint site.

Deliverables:

- Detailed summaries of workshops

Task 2: Imagery Acquisition and Production (January – July)

The purpose of this task is to acquire leaf-off imagery and to perform and document all post processing activities prior to product delivery. Prior to the flying season, the team must plan the technical details of the project, finalize technical requirements, and develop, engage, review, and approve quality compliance documentation. The flying season is driven by sun angle and vegetation per the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, the state standard. The goals are to minimize shadows, snow, and vegetative cover that would obscure infrastructure. CGIA and the state project team including NCDOT, NC Secretary of State, and NC Department of Public Safety (NCDPS)-NC Geodetic Survey recognize Phase 3 and Phase 4 to be the most challenging phases to acquire primarily because of the mountains. The state project team mandates adherence by subcontractors to the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping* and invests a detailed focus on photogrammetric compliance. Specific activities under this task include:

1. Acquisition Planning. Validate digital sensors using NC's validation range and procedures. Produce and review and finalize detailed flight plans. Design and implement ground control and survey planning.

2. Review planning compliance documentation.
3. Finalize imagery specifications to facilitate consistent radiometric deliverables across varying land classifications and contractor study areas.
4. Conduct flights, acquire orthoimagery, and verify that images captured meet state specifications.
5. Perform all post processing activities required to develop a tile-based orthorectified product.
6. Deliver acceptance documentation for acquisition and all post processing submittals.
7. Develop and procure agreement with the Virtual Online Inspection, Checking and Editing (VOICE) quality control application contractor.
8. Quality Control Application: Update the VOICE application based on the previous projects' user experience. The VOICE application receives the delivery of orthoimagery tiles and facilitates three levels of visual quality control (Levels 2-4 where Level 2 is a 30% quality review by NCDOT, Level 3 is a 5% review by CGIA, and Level 4 is an independent review by PSAP and local government end-users).
9. Confirm software readiness to support quality review process. Acquire hardware to facilitate receipt of processed data. Plan hosting services and software updates to accommodate online access to imagery.
10. Outreach: Perform outreach and conduct training programs for PSAPs and local government points of contact to perform quality review during the Production stage. CGIA will work with the NC 911 Board to identify the appropriate contacts.

Deliverables:

- Detailed requirements for imagery products
- Quality Review Training programs
- Reports verifying that images captured meet state specifications

Assumptions

- To account for weather and leaf-off conditions, flight terms vary depending on geographic areas.

Task 3: Quality Control (August – December)

The purpose of this task is to perform the following four primary tasks:

- Complete a full circle quality review on the image deliverable product (including review, issues submittal, resolution, resolution submittal review, and signoff)
- Develop secondary image format after satisfactory signoff and delivery of the TIFF product
- Implement ITS hosting services and procurement and initiate data loading onto NC OneMap
- Open communications for final delivery.

Specific activities under this task include:

1. Finalize and secure ITS hosting services and perform initial image data loading onto ITS servers.
2. Conduct Level 1 quality review by imagery processing contractors to assure that the imagery meets state specifications and is free of systematic error or systematic visual quality issues and to verify the quality and completeness of the product.
3. Conduct Level 2-4 quality review through the VOICE application, identify valid issues, and submit and receive revised imagery from imagery processing contractors.
4. Develop a MrSID format 20:1 compression file for each tile in the county and a 50:1 compression format that represents an entire county mosaic. CGIA will request feedback from PSAP and local government end-users to determine exceptions to the delivered compression format.
5. Complete horizontal quality control and review process.
6. Work with Primary PSAP contacts to set and schedule January delivery meetings.
7. Package imagery products on portable disk drives to include delivery of final imagery in GeoTIFF format, MrSID compressed format, metadata, and other applicable documentation. This also includes the logistics to maintain master copies of the GeoTIFF tiles, MrSID tiles and mosaics, finalize metadata files, assemble neighbor imagery, and collect other applicable data relevant to the primary county.
8. Complete procurement with NC Department of Cultural Resources to preserve the 2012-2015 project data into State Archives (applicable only to Phase 4).
9. Develop and procure agreement with ESRI or other third-party contractors to facilitate customizations to NC OneMap and facilitate imagery loading (during one of the four phases).

Deliverables:

- Quality control reports per county

Assumptions

- GeoTIFF product release by the processing contractor(s) will occur no later than seven months after completion of flights.

Task 4: Implementation (January – April)

The purpose of this task is to deliver the final orthoimagery product to each PSAP, implement release of data on NC OneMap, and evaluate each county's quality review (60-day evaluation period).

1. Product Delivery: This task includes the distribution of data to each PSAP.

2. NC OneMap Implementation: CGIA will load the imagery into the NC OneMap database for public access as imagery services and as downloadable compressed imagery. The storage and maintenance will be continuous through the four cycles of quarter-state imagery acquisition.
3. 60-Day Evaluation: Each PSAP and county GIS office will evaluate the delivered product(s) during a period of 60 days to validate completeness or defectiveness or the existence of quality issues. CGIA will work with PSAPs to deliver exceptions and/or resolve outstanding data with contractors.

Deliverables:

- Final orthoimagery in GeoTIFF and MrSID formats
- NC OneMap release

Assumptions

- None

Task 5: Project Closeout (May – June)

The purpose of this task is to perform project management and other activities relevant to project closeout and procurement. This includes evaluating final contractor invoices and issuing final payment after state acceptance of all deliverables. Resolving and accepting final delivery of outstanding documentation, including final and lessons learned reports by acquisition contractors, to finalize contractor performance evaluations, conclude contractor agreements, to develop and deliver the final project report, and to perform project management closeout.

Deliverables:

- Final Report

Assumptions

- None

Roles and Responsibilities

The Statewide Orthoimagery Project 2010 relied on intensive collaboration between public agencies and extensive cooperation among teams of private contractors. The 2012-2015 four-phase effort to update the orthoimagery has also relied on close collaboration among the state project team and between the state team and the private sector contractors. This type of collaboration will continue. The roles and responsibilities below are related to the tasks described in the Scope of Work.

1. Project Management, CGIA

CGIA will serve as the project manager, including the following responsibilities:

A. Project Planning

1. Specify the detailed requirements for products and services based on *North Carolina Technical Specifications for Digital Orthophoto Base Mapping* and recent imagery projects in the context of the QBS process.
2. Perform QBS procurement for private sector contractors.
3. Issue task orders to private contractors under QBS contracts and manage the contractors to acquire, process, modify based on independent quality control, and deliver the imagery product.
4. Perform overarching project management of all third party contractors and partners.
5. Establish and implement payment schedules for the project partners; approve payment of invoices on behalf of the NC 911 Board.
6. Develop and maintain a project website to inform project participants and 911 clients, other state GIS operations as well as the public of status updates, maps, and schedules.
7. Document the specifications, responsibilities and scopes of work of the project partners.
8. Perform outreach by communicating with counties and cities, potential contractors, state agencies, federal partners, and the public to explain the products and benefits of the program.
9. Develop contracts with the NCDOT Photogrammetry Unit and the NCDPS-NC Geodetic Survey, respectively.
10. Specify the detailed requirements for information technology upgrades in the NC OneMap framework.
11. Organize weekly status meetings and develop all meeting materials, and status reports.

B. Acquisition and Production

1. Perform administrative project management oversight of all contractors' activities including invoicing, quality product delivery, compliance and acceptance of specifications reports and deliverables, acceptance and satisfaction of data sampling requirements, and timely delivery of the final product.

C. Quality Review

1. Finalize all workflow procedures, data migration methods, standard operating procedures, and software testing completeness.
2. Insure all Level 2-4 quality issues are resolved and that the product meets all specifications for quality per the state standard.
3. Develop delivery schedules and methodology and perform all aspects of coordination with PSAP and local government GIS points of contact.
4. Evaluate delivered products for completeness of county coverage, visual quality, and metadata compliance.
5. Complete all data loading to ITS servers.

D. Implementation and Closeout Phase

1. Deliver products to PSAPs and ensure client satisfaction.

2. Implement information technology upgrades to the NC OneMap image server and disk storage and transfer capacity.
3. Perform project management oversight on all aspects of the 60-day review period and delivery including client satisfaction, timely follow-up, and coordination.
4. Initiate data sharing with partnering state and federal agencies.
5. Provide public access to imagery products via the NC OneMap Database.
6. Produce a final report including results, project evaluation, lessons learned and recommendations for future phases.

2. Technical Management of Contractors (CGIA, NCDOT Photogrammetry Unit, and NCDPS-NC Geodetic Survey)

CGIA will serve as the technical project manager of the private sector contractors with expert support from NCDOT on all matters related to photogrammetry.

A. CGIA

1. Verify the detailed requirements for products and services based on *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*.
2. Perform administrative project management oversight of contractors' activities including status, schedules, and product delivery.
3. Perform technical and photogrammetric project management oversight of all contractors' activities including specifications adherence, product review, issue resolutions, and completeness.
4. Assemble all meeting materials, status reports, and technical input for weekly status meetings.
5. Specify the detailed requirements for products and services based on *North Carolina Technical Specifications for Digital Orthophoto Base Mapping* and recent imagery projects in the context of the QBS process.
6. Conduct pre-flight requirements equipment testing confirmation, flight plans, expectations, documentation, geodetic calibration flight plans, digital sensor validation, survey control, and set milestones.
7. Perform oversight of status and milestones, testing and evaluation, report generation, acquisition and production oversight, hardware acquisition, finalize data migration plan.
8. Perform all aspects of data migration logistics that flow from contractors to CGIA.
9. Perform all aspects of Level 1, Level 2, and Level 3 quality review submittals and resolutions accountable by private contractors.
10. Manage, coordinate, and close documentation and manage the flow of data for all quality review submittals and resolutions during production and the 60-day review period.
11. Serve as a member of the state project team.

B. NCDOT Photogrammetry Unit

CGIA will enlist NCDOT Photogrammetry for advisory and technical services throughout the program cycle. NCDOT has extensive expertise and experience in managing orthoimagery acquisition and managing visual quality control. NCDOT Photogrammetry will have the following responsibilities:

1. Verify the detailed requirements for products and services based on *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*.
2. Advise CGIA on the QBS process.
3. Assist in evaluation and selection of private sector contractors.
4. Advise on the detailed requirements for products and services based on *North Carolina Technical Specifications for Digital Orthophoto Base Mapping* and recent imagery projects in the context of the QBS process.
5. Evaluate recommendations from the other members of the state project team and from the Working Group for Orthophotography Planning.
6. Evaluate and advise on all report documentation and technical data submittals that support report deliverables.
7. Perform Level 2 quality review for 30% of the study area and advise on the contractors' ability to address issues and/or if issues are within the scope of work.
8. Perform image compression for all counties of orthoimagery and deliver MrSID content.
9. Evaluate the submission of raw product data compared to the deliverable data to verify that the product was not altered or sacrificed. Advise on contractors' ability to address issues and/or if issues are within the scope of work.
10. Serve as a member of the state project team.

3. NC Department of Public Safety-NC Geodetic Survey

The NC Geodetic Survey has extensive expertise and experience in managing positional quality control for orthoimagery. For the proposed program, the NC Geodetic Survey's responsibilities will be the following:

1. Implement a QBS process to perform field survey quality control.
2. Advise CGIA on the QBS process.
3. Assist in evaluation and selection of private sector contractors.
4. Upgrade the Continuous Operating Reference Station (CORS) network coverage with Global Navigation Satellite System (GNSS) receivers and antennas.
5. Maintain the validation range to facilitate testing and approval of digital cameras that will be used in each phase.
6. Engage an independent team of qualified contractors to perform horizontal quality control for the orthoimagery and visual quality control for a sample of images.
7. Generate field survey reports and publish to the project site.
8. Evaluate and advise on report documentation and technical data submittals that are directly related to survey control.
9. Serve as a member of the state project team.

4. NC Department of the Secretary of State, Land Records Management Section

The Department of the Secretary of State is the author of the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, the state standard for orthoimagery

acquisition. This standard is used as a foundational component of the statewide effort to ensure accuracy and consistency in the final product delivered to the PSAP community and other users. The Land Records Management Section will support the program in the following ways.

1. Advise CGIA on the QBS process.
2. Assist in evaluation and selection of private sector contractors.
3. Interpret the state standard for the state project team as needed during each phase.
4. Update the state standard based on lessons learned from each phase.
5. Serve as a member of the state project team.

5. Technical Services by Private Contractors (Imagery Acquisition, Processing, and Delivery)

Private contractors, managed by CGIA with support from collaborating members of the state project team, will do the majority of the technical work. Responsibilities will include the following:

1. Perform acquisition and processing of project counties.
2. Submit initial orthoimagery products to the VOICE online quality control software application for review by the state project team and local government reviewers.
3. Deliver imagery products by county that meet *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*.
4. Deliver all report documentation per contract deliverables including Flight Planning, Survey Control, Imagery Acquisition Compliance, Exploitation Image Post Processing, Airborne GPS Post Processing, Aerotriangulation, and Orthoimagery Delivery, and Quality Review Resolutions.
5. Deliver metadata for each county.
6. Resolve issues identified in the Level 2-4 and 60-day quality review cycles.

6. Local Governments

The Public Safety Answering Points and the local government GIS representatives are critical to the successful completion of each phase throughout the program. These groups will have the following responsibilities:

1. Perform early quality review of the product delivered to the state project team (identified as Level 4 in the Scope of Work) and identify issues for resolution.
2. Receive final delivery of the orthoimagery product from CGIA.
3. Perform a final 60-day review of the orthoimagery products at the end of each phase.

Summary of Deliverables

Technical

- Orthoimagery, true color with 0.5-foot resolution in 5,000 by 5,000 foot tiles (equivalent to a mapping scale of 1 inch – 200 feet) in GeoTIFF, MrSID (20:1 compression ratio), and MrSID (50:1 compression ratio) format.
- Imagery will be consistent with the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, Land Records Management Section, North Carolina Department of the Secretary of State.
- Metadata in txt, HTML, and XML for (one record per format per county)
- Statewide and county tile index
- Elevation data if modified
- NC OneMap image services

Reports and Requirements

- Weekly status meeting minutes and contractors' status reports
- Monthly invoicing, status, accomplishments, and plans
- Distribution schedules
- Reports include Flight Planning, Survey Control, Imagery Acquisition Compliance, Exploitation Image Post Processing, Airborne GPS Post Processing, Aerotriangulation, Orthoimagery Delivery, Quality Review Resolutions and Final Report.

Schedule

Table 1 outlines the schedule for the first of four phases. It assumes that approval to proceed is granted by the NC 911 Board in May 2015. The subsequent phases will follow the same schedule as demonstrated in Figure 7.

Task	Begin	End
1: Qualifications-Based Selection and Procurement	July 2015	December 2015
2: Imagery Acquisition and Production	January 2016	July 2016
3: Quality Control	August 2016	December 2016
4: Implementation	January 2017	April 2017
5: Project Closeout	May 2017	June 2017

Table 1: Phase 1 Schedule

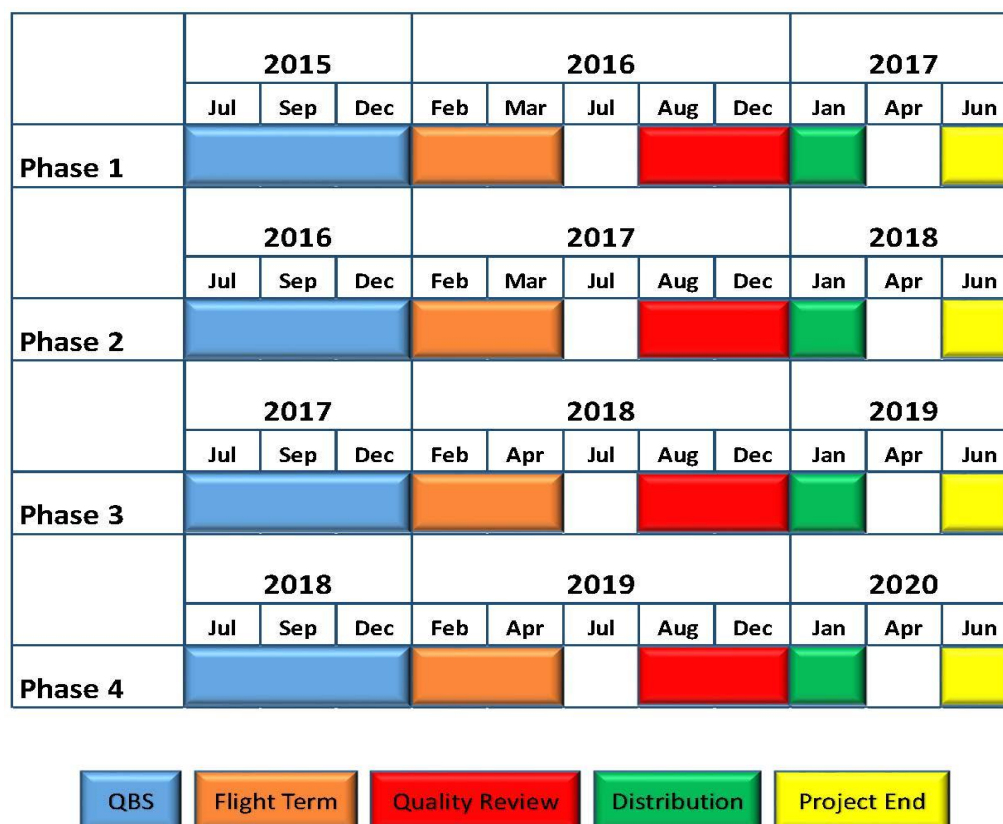
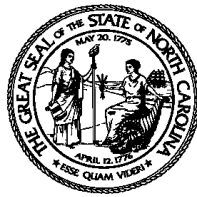


Figure 7: Concurrent Program Schedule



State of North Carolina Office of Information Technology Services

Pat McCrory
Governor

Chris Estes
State Chief Information Officer

February 13, 2015

Richard Taylor, ENP
Executive Director
Office of Information Technology Services
NC 911 Board
PO Box 17209
Raleigh, NC 27619-7209

Dear Richard:

On behalf of the state project team, I am pleased to offer the attached proposal for Statewide Orthoimagery 2016-19 for consideration by the NC 911 Board. The state project team, consisting of CGIA, the NC Department of Transportation-Photogrammetry Unit, the NC Department of Public Safety-NC Geodetic Survey, and the NC Department of the Secretary of State has agreed to continue its successful collaboration in support of the Board's requirement for complete, consistent, accurate orthoimagery. A letter of support from each team member is attached.

The proposal for 2016-19 calls for an investment of \$15,513,624 over the four-phase cycle to update the current orthoimagery product. With the Board's guidance and support, the team has established a baseline of high quality orthoimagery for North Carolina. The PSAPs have played an active role in ensuring an excellent product through their quality review efforts. Each 911 center can rely on this imagery to meet local needs as well as broader, more regional needs as we move into the era of Next Generation 911.

I look forward to presenting the proposal to the NC 911 Board on February 27 and answer any questions either from you or members of the Board. We appreciate the opportunity to serve you and believe that our partnership has been a successful one.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Johnson".

Tim Johnson, GISP
Director, NC Center for Geographic Information and Analysis

attachments



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

PAT MCCRORY
GOVERNOR

ANTHONY J. TATA
SECRETARY

February 2, 2015

Mr. Tim Johnson, GISP
Director
NC Center for Geographic Information & Analysis
20322 Mail Service Center
Raleigh, NC 27699-0322

Subject: NCDOT Photogrammetry Unit Support for Proposed 2016-2019 E911
Orthoimagery Program

Dear Mr. Johnson:

NCDOT Photogrammetry is excited for the opportunity to continue its role providing advisory and technical services to CGIA on the 2016-2019 E911 Orthoimagery Program. The following is a brief overview of the services NCDOT Photogrammetry proposes to provide along with an estimated fee schedule.

Since NCDOT Photogrammetry owns and operates much of the same equipment and software that the production vendors use to deliver orthoimagery, it is uniquely qualified as the state's subject matter expert in photogrammetric processes including flight and control planning, aerial photography acquisition, image post processing, GPS-IMU post processing, aerotriangulation, digital terrain models, and orthoimagery generation. Photogrammetry Unit staff will provide technical support to CGIA for project planning, qualifications development, RFQ development, qualification based vendor selection, scope of work development, and assessment and formal evaluation of vendor performance for the above cited photogrammetric processes. Photogrammetry Unit staff will also support CGIA in developing the project review tile schema, landcover image samples, and image post processing guidelines. NCDOT Photogrammetry will also review at least 30% of the orthoimagery image tiles and provide MrSID conversion for all orthoimagery tiles.

Reviewing the evolution of the current 2012-2015 E911 Orthoimagery Program, the NCDOT Photogrammetry Unit has expanded and refined its ability to assess and document vendor performance in photogrammetric processes. This improved capability is reflected in the December 11, 2014 NC Technical Specifications for Digital Orthophoto Base Mapping standard which most likely will be used as the core specification for the 2016-2019 E911 Orthoimagery Program. As such, the proposed costs to E911 and CGIA for the 2012-2015 projects have been refined to account for these revised specifications. Since much of the review process and reporting has been automated and standardized, NCDOT Photogrammetry is now able to use lower paid staff for certain tasks as opposed to the higher level senior staff that performed the review work in 2012 and 2013. Finally, NCDOT labor rates are based on all the individuals in

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
PHOTOGRAMMETRY UNIT
1585 MAIL SERVICE CENTER
RALEIGH NC 27699-1585

TELEPHONE: 919-707-7090
FAX: 919-250-4176
WEBSITE: WWW.NCDOT.GOV

LOCATION:
CENTURY CENTER COMPLEX
BUILDING B
1020 BIRCH RIDGE DRIVE
RALEIGH NC 27610

the NCDOT (not just in the Photogrammetry Unit) in a banded classification, so these rates significantly fluctuate and change quarterly. With these factors in mind, NCDOT Photogrammetry proposes the following estimated cost to perform advisory and technical services for the 2016-2019 E911 Orthoimagery Program.

Year	Estimated Cost for NCDOT Photogrammetry Unit Advisory & Technical Services
2016	\$160,000.00
2017	\$175,000.00
2018	\$160,000.00
2019	\$160,000.00
TOTAL	\$655,000.00

Sincerely,



Keith Johnston, PE, PLS
State Photogrammetric Engineer

KJ:

cc: Mr. Rodger Rochelle, PE – NCDOT Technical Services Division Administrator



North Carolina Department of Public Safety

Emergency Management

Pat McCrory, Governor
Frank L. Perry, Secretary

Michael A. Sprayberry, Director

February 2, 2015

MEMORANDUM

TO: Tim Johnson
Director, Center for Geographic Information and Analysis
Office of Information Technology Services

FROM: Gary Thompson
Chief, North Carolina Geodetic Survey
North Carolina Emergency Management

SUBJECT: North Carolina Geodetic Survey's role in the 2016-2019 imagery project

The North Carolina Geodetic Survey (NCGS) will perform the following tasks in the 2016-2019 statewide aerial imagery project:

- A. Serve on the project's management team and attend management team meetings
- B. Assist contractors
- C. Review proposals and make recommendations as part the Qualifications-Based Selection (QBS) selection team
- D. Operate and maintain the North Carolina Continuously Operating Reference Station (CORS) Network and the North Carolina Real-Time Network (RTN)
- E. Manage and perform field horizontal quality control (QC) surveys by independent state and/or private contractors
- F. Maintain the camera validation range located near Mount Airy, NC

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www.ncfloodmaps.com



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Raleigh, NC 27607
Telephone: (919) 715-5711
Fax: (919) 715-0408

For a more detailed description on tasks D-F, please read the following:

D. Operate and maintain the North Carolina CORS Network and the North Carolina RTN

- Upgrade the Global Navigation Satellite System (GNSS) receiver, which can receive signals from the U.S. GPS satellites and the Russian GLONASS satellites, at each CORS site when the equipment has reached the end of its useful technology lifecycle [i.e. not repairable or there is an upgrade that could receive signals from the Chinese BeiDou (Compass) satellites or the European Union's Galileo satellites]
- Maintain the latest version of software/maintenance in each CORS and RTN network server and the latest firmware in each GNSS receiver
- Add approximately three CORS sites to the network, regardless of whether or not these sites meet the National Geodetic Survey (NGS) minimum spacing requirement, in order to fill the remaining coverage voids
- Upgrade the antenna mount at some of the older CORS sites that are not equipped with a leveling device
- Operate and maintain the two FTP servers (main and backup) to store the CORS data files that are collected hourly for post-processing applications
- Provide CORS data to the NGS for use in the Online Positioning User Service (OPUS) application as well as their User Friendly CORS (UFCORS) download site

E. Manage and perform field horizontal quality control (QC) surveys by independent state and/or private contractors

- Utilize a QBS process to qualify firms to perform the horizontal QC surveys
- Determine the location of new QC points
 - Provide information packages to the contractors,
 - Review and manage the field data collection phase performed by the contractors
 - Analyze the aerial imagery utilizing the horizontal QC data
 - Produce the following reports that would be signed and sealed by a Professional Land Surveyor (PLS):

- QC report for each county

- Final consolidated report for each project phase

F. Maintain the camera validation range located near Mount Airy, NC

- Inspect each aerial target and perform maintenance on any target that has been damaged or is no longer visible
- Replace any QC point that has been destroyed or is no longer visible



State of North Carolina
Department of the Secretary of State

ELAINE F. MARSHALL
SECRETARY OF STATE

THOMAS W. MORGAN, MANAGER
Division Land Records Management

February 2, 2015

Tim Johnson, GISP
Director, Center for Geographic Information and Analysis
State of North Carolina Office of the State Chief Information Officer
20322 Mail Service Center
Raleigh, NC 27699-0322

Dear Mr. Johnson

As the holder of Orthophotographic Standards, the North Carolina Department of the Secretary of State is interested in continuing its relationship with the Center of Geographic Information and Analysis (CGIA) as a member of the team overseeing the orthophotography acquisition beginning in 2016.

Assisting the various counties across the state of North Carolina with their base maps is one of the duties of the NC Department of the Secretary of State through Land Records Management Program. We see working with CGIA to oversee the orthophotography project as one of our responsibilities to accomplish that duty.

Yours,

Thomas W. Morgan, PLS
Land Records Manager
North Carolina Secretary of State

Update From Funding Committee

Jason Barbour

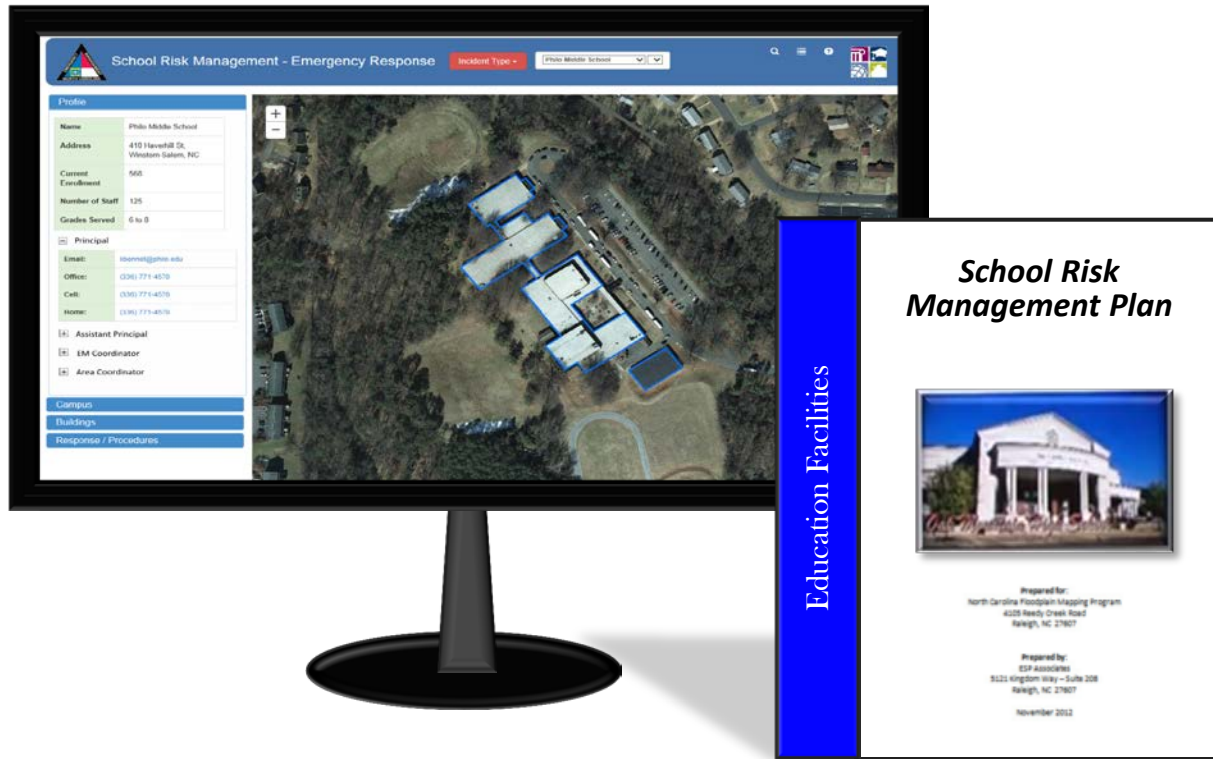
Update From Funding Committee

Jason Barbour

a) School Safety Coordination

John Dorman

NC Emergency Management



School Risk Management - Initiative

Supporting School Risk Planning, Monitoring and Emergency Response

Briefing to the North Carolina 911 Board
 February 27, 2015

School Risk Management – Background / Origin

March 19, 2013, Governor Pat McCrory, through Executive Order 25, established:

- The Center for Safer Schools; and,
- The Governor's Task Force for Safer Schools

The 2013 Task Force Report highlighted the following:

- Safety is best ensured when **there are comprehensive, district-wide and school-specific safety plans** that include everything from prevention to crisis response and recovery, with the full range of emergency management and first responder requirements included. The plan must be reviewed, **updated and practiced regularly**, so that there is confidence that all contingencies have been considered and responsibilities articulated for everyone involved.
- Effective crisis responses require teams at multiple levels to plan, practice, prepare and respond when called upon.

The Task Force recommended:

- The requirement on schools **to construct a safe school plan that includes prevention, intervention, crisis response and crisis recovery strategies; and to rehearse the plan at least every two years**; and,
- **Develop and host a web-based school emergency plan.**

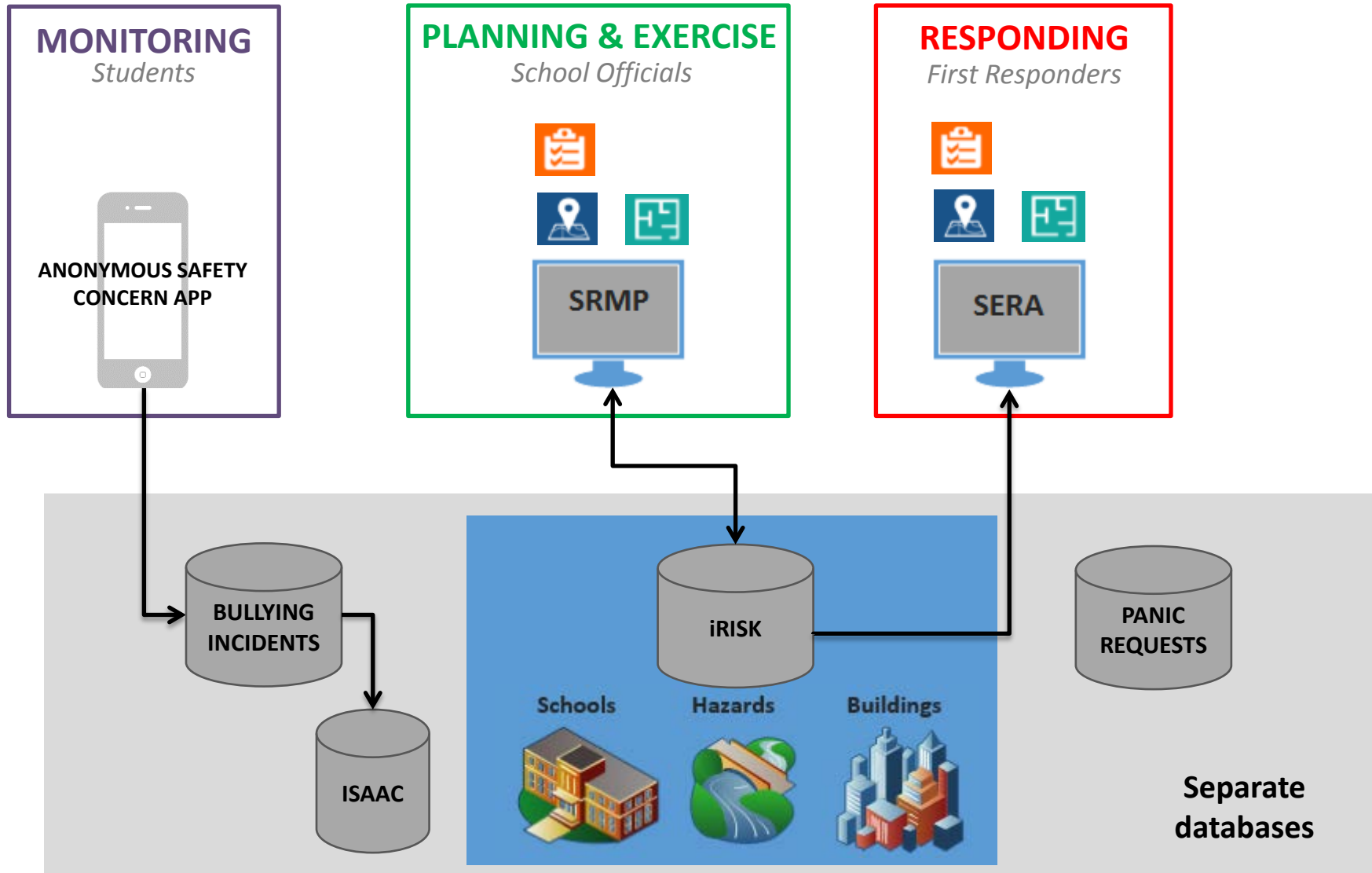
School Risk Management – Project Components

The School Risk Management Initiative is comprised of several key components:

- **Partnership** between: the Department of Public Safety – North Carolina Emergency Management; the Center for Safer Schools; the Department of Public Instruction; and, local school administrative units and emergency management practitioners.
- Construction of a **Digital School Risk Management Planning Tool** (SRMP);
- Construction of a **School Emergency Response Application** (SERA); and,
- Acquisition and incorporation of site specific school facility data / information into iRISK database (~ **2,600 Public Schools**);
- All components of this initiative will be **digital**.
- The initiative will leverage the existing spatial data and information technology infrastructure of the NCEM – Risk Management.

Integrated School Risk and Response Management Framework

Current Status



PLANS



LIVE VIDEO



VIRT. TOUR



MAPS



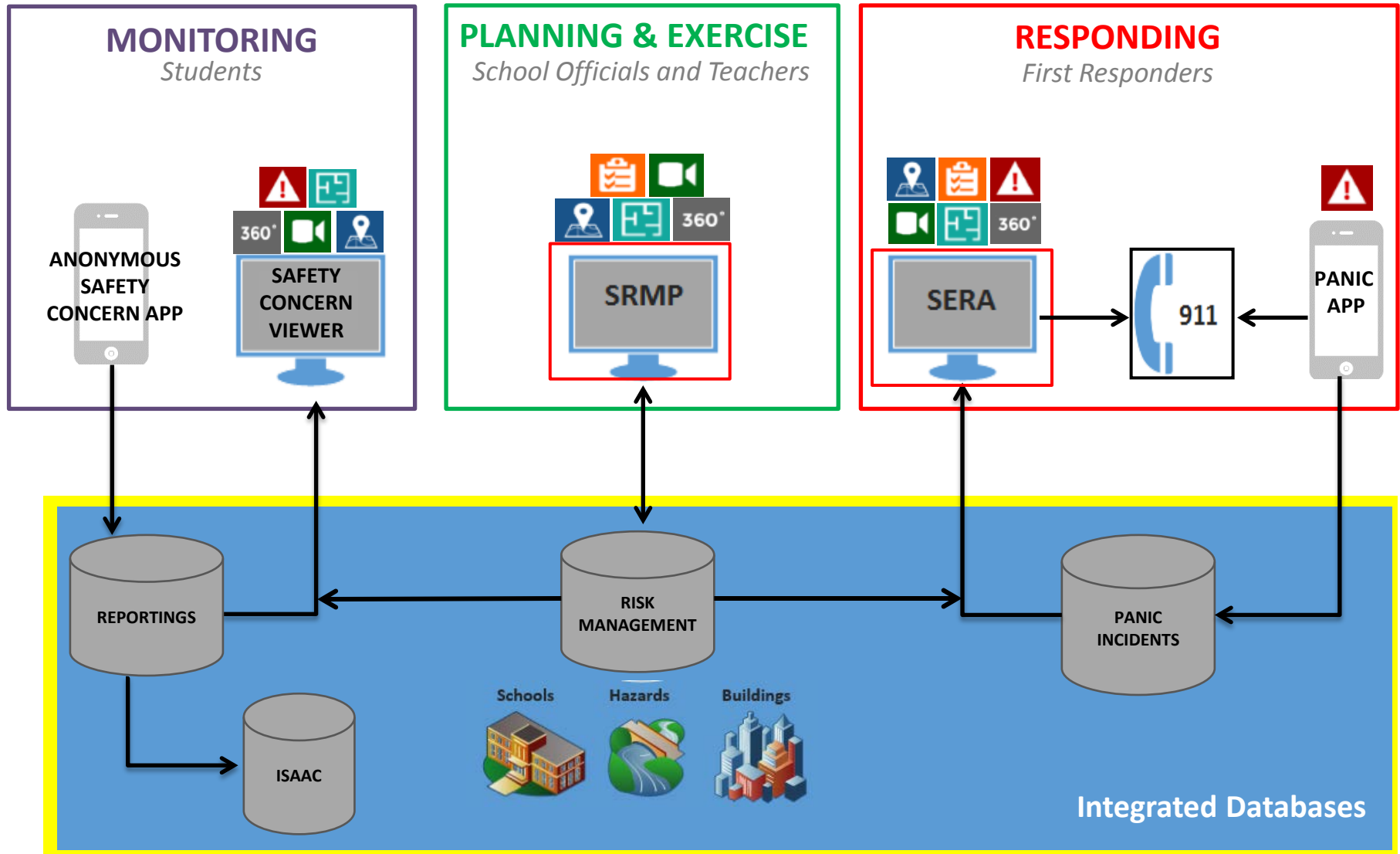
FLOOR PLANS



ALERTS

Integrated School Risk and Response Management Framework

Vision Build Out



PLANS



LIVE VIDEO



VIRT. TOUR



MAPS



FLOOR PLANS



ALERTS

School Risk Management Plan

Durham County, NC

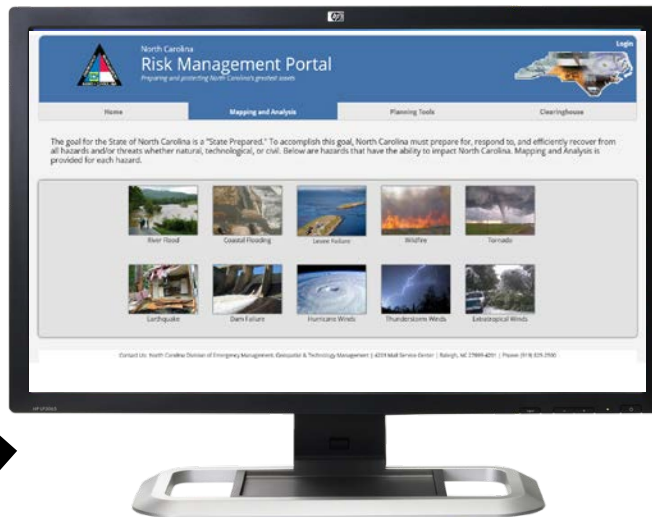


Prepared for:
North Carolina Floodplain Mapping Program
4028 Reedy Creek Road
Raleigh, NC 27607

Prepared by:
ESP Associates
9121 Kingston City - Suite 208
Raleigh, NC 27607
November 2012

School Risk and Response Management Applications

RMT



Fuel Risk Management Plan

Durham County, NC

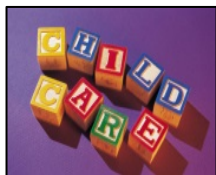


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Raleigh, NC 27607

Prepared by:

Fuel Risk Management Plan

Child Care Facility Risk Management Plan



Prepared for:
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4028 Reedy Creek Road
Raleigh, NC 27607

Prepared by:

Child Care Facility Risk Management Plan

New Hanover County Recovery Disaster Plan

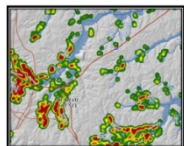


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Raleigh, NC 27607

County Recovery Disaster Plan

Flood Risk Management Plan

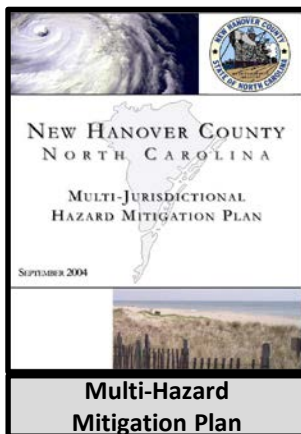
Durham County, NC



Prepared for:
North Carolina Floodplain Mapping Program
4028 Reedy Creek Road
Raleigh, NC 27607

Prepared by:
ESP Associates
9121 Kingston City - Suite 208
Raleigh, NC 27607
November 2012

Flood Risk Mgmt. Plan (FRMP)



Multi-Hazard Mitigation Plan

OLD STONY CREEK DAM

EMERGENCY ACTION PLAN (EAP)

State ID: ALAMA-014
Alamance County, North Carolina

July 16, 2011

Coordinator Information:
City of Alamance
1500 Belmont Street
Raleigh, NC 27601
City Phone: (919) 223-4100
Emergency Phone: (919) 223-4100



Dam Emergency Action Plan

Mental Health Facility Disaster Plan

Durham County, NC



Prepared by:
ESP Associates
9121 Kingston City - Suite 208
Raleigh, NC 27607

Mental Health Facility Disaster Plan

License Care Facility Disaster Plan

Durham County, NC

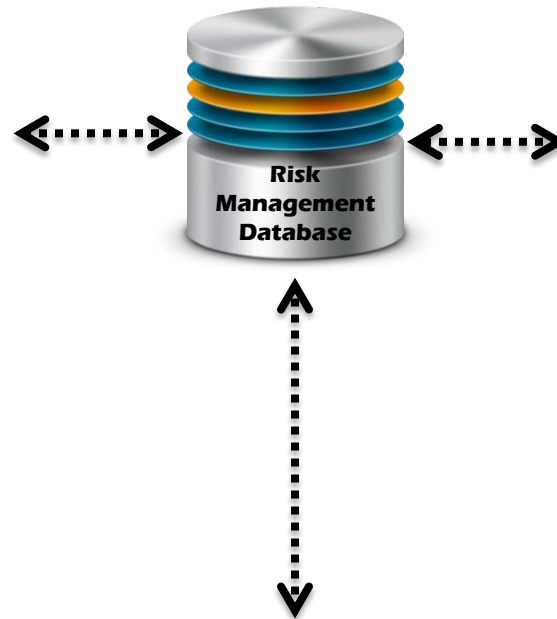
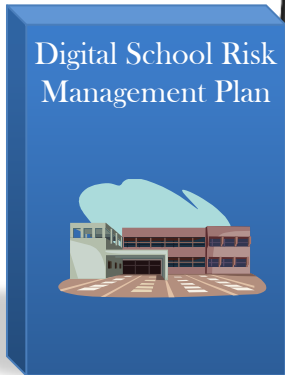
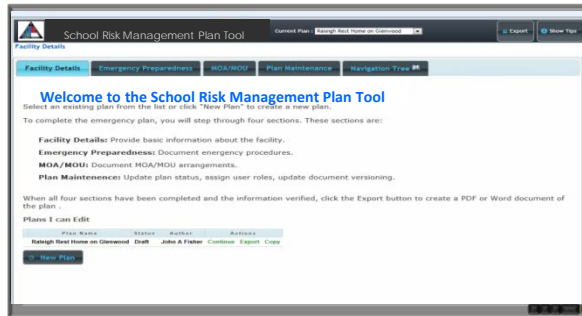


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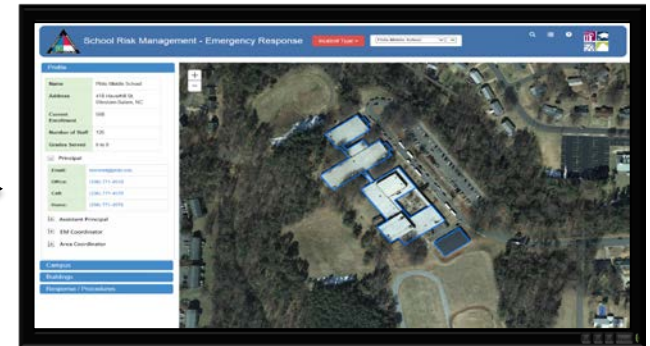
License Care Facility Disaster Plan

School Risk Management – *Integration / Leveraging*

School Risk Management Planning Tool



School Emergency Response Application



Acquire / Leverage School Facility Data / Information



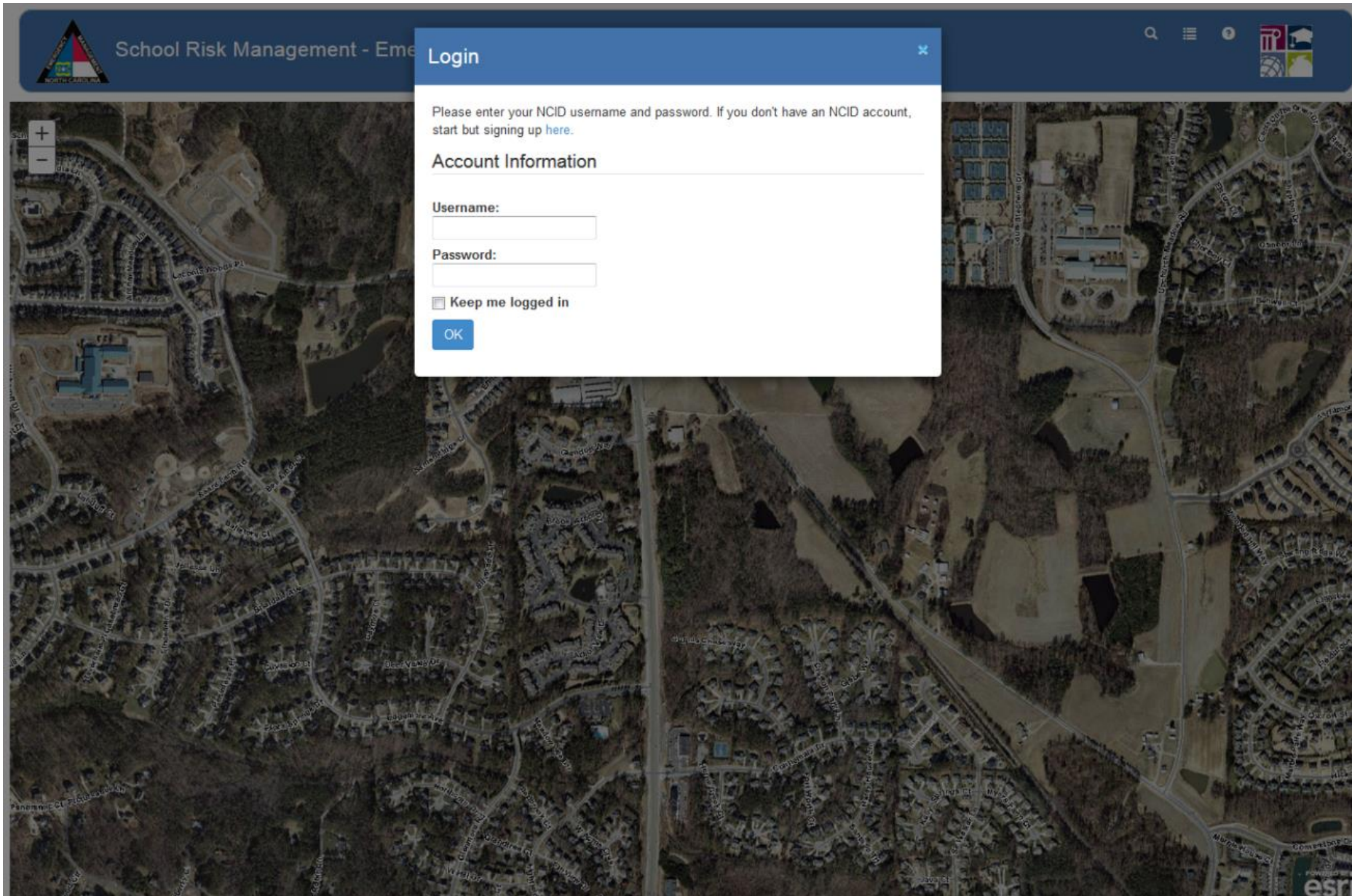
School Risk Management Initiative – Hazards

- Natural
 - Earthquake
 - Flooding
 - Severe Weather
 - Tornado
 - Wildfire
 - Animal Disturbance
 - Others.....
- Accidental
 - Aircraft Crash
 - Building Fire
 - Chemical Release
 - Explosion
 - Others.....
- Intentional
 - Active Shooter
 - Bomb Threat
 - Explosion
 - Fighting/Riots
 - Bullying
 - Hostage/Kidnapping
 - Others.....

School Risk Management Initiative – School Types

- Elementary
- Middle
- High
- Charter
- Private *
- *Phase II – State-Supported Universities*
- *Phase III – Community Colleges and Technical Institutes*

School Risk Management – *Secure Authentication*



School Risk Management - Emergency Response System

Login

Please enter your NCID username and password. If you don't have an NCID account, start but signing up [here](#).

Account Information

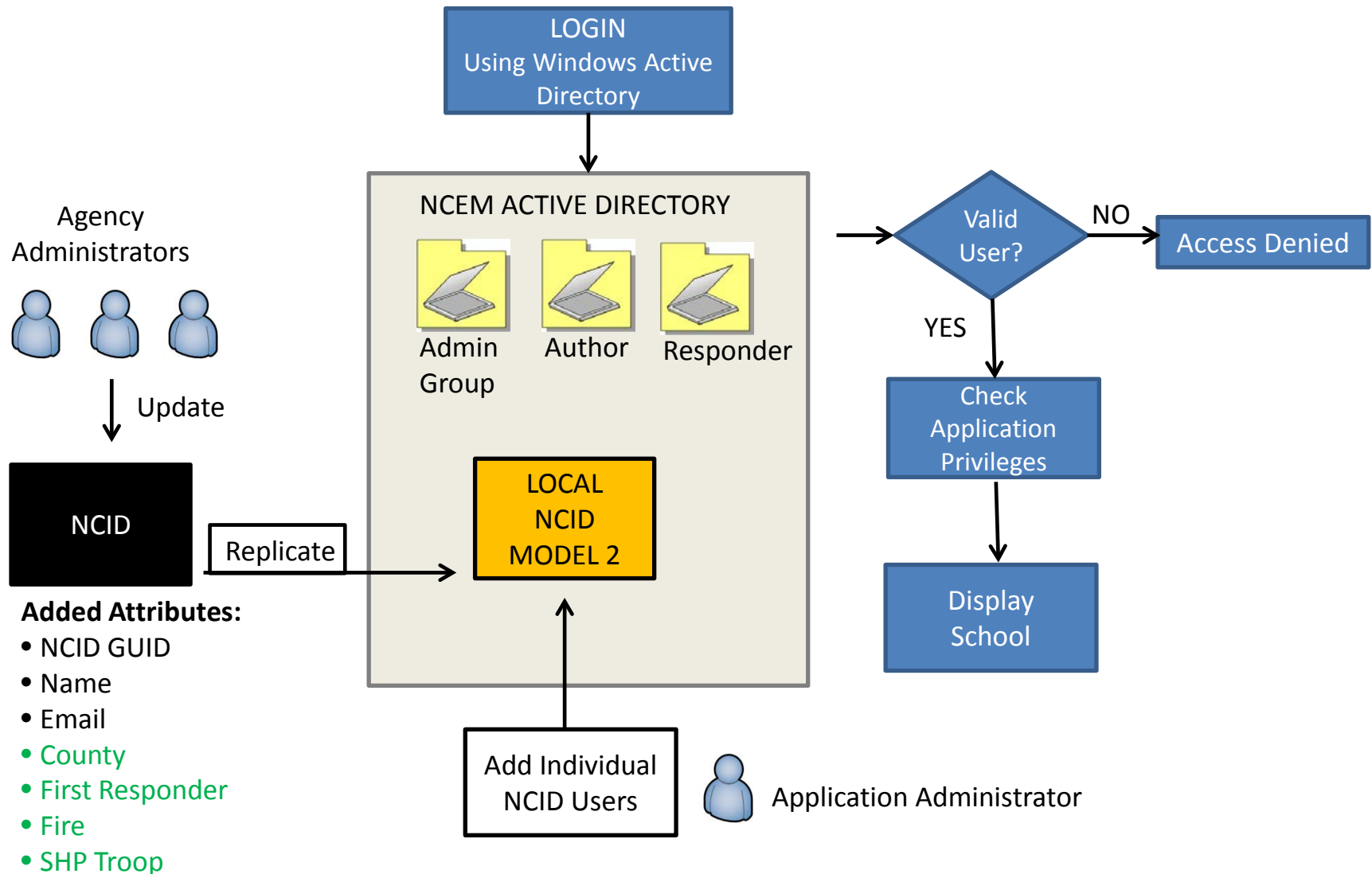
Username:

Password:


☐ Keep me logged in

OK

School Risk Management – *Authentication Generation*






SRMP – *School Plan Generation*



North Carolina School Risk Management Plan

John Dorman



Profile

Crisis Management

Response / Procedures

Review / Finalize

Checklist

Welcome to the School Risk Management Plan Tool.

Select an existing plan from the list.

To complete the plan, you will step through four sections. These sections are:

- Profile:** Several pages in this section are pre-filled with data from the North Carolina School Emergency Response Plan database. Verify and, if necessary, update the information relating to the campus, including detailed building specifics, and contact information.
- Crisis Management:** Complete the crisis management sections with information pertinent to your campus.
- Emergency Procedures:** Update emergency information for each of the pre-defined emergency occurrences.
- Review / Finalize:** When all sections have been completed and the information verified, click the Submit for Review button to submit your plan for review or Finalize to make your plan available to first responders.

When your plan has been finalized, click the Export button to create a PDF or Word document of the plan.

My Plans

Gibson Elementary School	Continue	Export
Konnoak Elementary School	Continue	Export
North Forsyth High School	Continue	Export
Northwest Middle School	Continue	Export
Philo Middle School	Continue	Export
Walkertown High School	Continue	Export
Walkertown Middle School	Continue	Export
Gibson Elementary School	Continue	Export
Konnoak Elementary School	Continue	Export

Select A Plan To Review

Walkertown High School	Continue	Export
------------------------	----------	--------


Previous


Next


The School Risk Management Plan Tool facilitates and captures data / information associated with:

- School Profile / Characteristics;**
- Crisis Management / Communication;**
- Response / Procedures utilized prior to, during, and following an event; and,**
- Collaborative review opportunities.**

SRMP – *Plan Collaboration / Roles*

**North Carolina School Risk Management Plan**

Current Plan : Walkertown Middle School | John Dorman | 



ProfileCrisis ManagementResponse / ProceduresReview / FinalizeChecklist ##

Plan Contributors

The school principal is responsible for overseeing development of the plan and is the Author of the plan. Staff members with a valid NCID may also participate as Contributors or Reviewers. Search for the NCID of team members to add them as Contributors. Reviewers may already have been assigned to your plan.

Contributors

Rebecca Peer

Reviewers

Kevin A Mahone

David A Gladd

Laura F Wilson

John Dorman

David M Key

Hope S Morgan

Will Draper

Jamie Hammermann

Marc Stanaard

Add

The School Risk Management Plan Tool enables and facilitates strong collaboration between school officials, first responders and emergency management practitioners.

Comments 0

Previous


Overall

Section

Check If Complete

Next

SRMP – *School Profile Acquisition*

**North Carolina School Risk Management Plan**

Current Plan : Northwest Middle SchoolJohn Dorman⌵⚙️

ProfileCrisis ManagementResponse / ProceduresReview / FinalizeChecklist

School Profile

Comments 0

Review the information displayed on this page. Correct any default values as needed and enter missing information. The Description box can be used to enter a general description of the facility. This narrative will be inserted in the first paragraph of the Introduction section of the plan. Click on the tips icon in the banner to view an example of an introductory paragraph.

Northwest Middle School

Address

Current Enrollment

Special Needs Enrollment

Number of Staff

Start Hour

Close Hour

Grade Start

Grade End

Upload School Photo

Add a photo of the school to be used on the front page of the plan.

Upload School Logo

Add a photo of the school logo to be used on the front page of the plan.

Description

1. In this section you can enter any campus details you'd like to save with the plan.

Review the information displayed on this page. Correct any default values as needed and enter missing information. The Description box can be used to enter a general description of the facility. This narrative will be inserted in the first paragraph of the Introduction section of the plan. Click on the tips icon in the banner to view an example of an introductory paragraph.

The SRMP Tool gathers a good bit of data pertaining to the school facility including:

- Enrollment
- Staff
- Special Needs Population.


Overall

Section 37% Complete

Check If Complete

PreviousNext

SRMP – *Spatial Location / Directions*

**North Carolina School Risk Management Plan**

Current Plan : Northwest Middle School John Dorman

[Profile](#) [Crisis Management](#) [Response / Procedures](#) [Review / Finalize](#) [Checklist ##](#)

Directions

Enter directions for all possible approaches to campus.

These instructions will be displayed in the Emergency Response application.

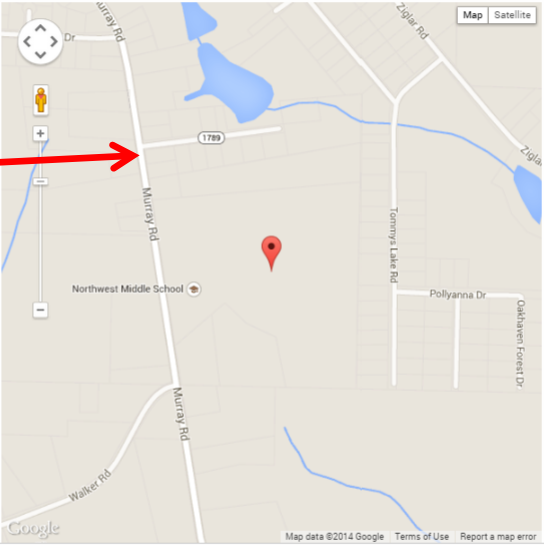
Select on map or type starting address then click 'Calculate Directions' button to generate possible routes.

The add the desired option to the plan by click the 'Add Option' button.

Start Address:

[Calculate Directions](#)

Each of the school facilities have a spatial location. In addition, we calculate and communicate within the tool multiple driving directions.



Directions from 5121 Kingdom Way, Raleigh

Head east on Kingdom Way toward Edwards Mill Rd
Turn right onto Edwards Mill Rd
Take the 2nd right onto Chapel Hill Rd
Take the Interstate 40 E ramp
Merge onto I-40 E
Take exit 293 for US-1 E/US-64 W toward Sanford

Travel 276 ft
Travel 0.6 mi
Travel 1.0 mi
Travel 0.2 mi
Travel 1.6 mi
Travel 1.3 mi

[Previous](#) [Next](#)

Overall Section 37% Complete Check If Complete ☒

SRMP – *Key Contact Information*

North Carolina School Risk Management Plan

Current Plan : Northwest Middle School | John Dorman

Profile | Crisis Management | Response / Procedures | Review / Finalize | Checklist

Contact Information

Enter the names and contact information for all contacts that need to be included in the plan. The list of Titles should be used as a prompt to determine who to include. However, not all schools will have personnel in all the roles listed.

Name	Title	Office Phone	Cell Phone	Home Phone	Email
test	Principal	999-000-000			
Amy Smit	Superintendent	jklfklj;lkd	a;ld4flj	l;and4flj	j;l
Jay Jones	Principal	336-703-4151			
	Principal	ex. (919) 000-000 x111	ex. (919) 000-000 x111	ex. (919) 000-000 x111	


Overall Progress: [Red Bar] Section 37% Complete [Green Bar]

Previous | Next

SRMP facilitates the collection of key contact information associated with the:

- site specific school (e.g. principal)
- school district;
- local and state emergency management; and,
- Law enforcement / first responders.

SRMP – *Key Features / Assets*



North Carolina School Risk Management Plan

Current Plan: North Forsyth High School | John Diorman

Profile | Crisis Management | Response / Procedures | Review / Finalize | Checklist

First Floor

It is important to know where your assets are located. Add as many known assets as possible to the map by clicking the appropriate icon from the left side panel then clicking location on map where that asset is located. Once you have added all your points click the 'Save' button to save the image.

Save No current image.

Building Access

Interior Building Locations

Bathroom

Kitchen

Locker Room

Special Needs Classroom

Other Office

Unlabeled

Specialty Room/Lab

Glassroom

Cafeteria

Device Weather Shelter

Main Office

Auditorium

Medical Office

Storage Closet

Gymnasium

Interior Utilities

Interior Fire Safety

Interior Hazardous Materials

Interior Safety

Incident Staging

Exterior Utilities


Exterior Fire Protection

Exterior Hazardous Materials

Exterior Access

Exterior Safety

Exterior Other



Supply any additional comments about this floor that you want to include in the Risk Management Plan and the Emergency Response application.

Previous

Overall 11%


Section

Check if Complete


Next

The SRMP Tool enables the placement and attributing of any feature, asset, vulnerability inside (for every floor) and outside the school facility.

SRMP – *Crisis / Response Management*

 North Carolina School Risk Management Plan

Current Plan: Bolton Elementary School John Dorman



Crisis Management

Profile Crisis Management Response / Procedures Review / Finalize Checklist #

Crisis Management

This section of the plan provides general guidance on planning for, responding to and recovering from a crisis. Strategies for specific hazards will be described in detail in the Emergency Procedures section. The Crisis Management section includes standardized guidance and information about the Incident Command System (ICS) which is used by all emergency personnel. Understanding ICS and using it for crisis management planning will enhance your school's ability to manage and respond to all types of threats and hazards.

- Crisis Management Team
- School Communication Systems
- Incident Command System
- Response
- Recovery

Comments


Overall Section

Previous Next

With regards to Crisis Management, SRMP facilitates and stores pertinent information pertaining to the School's:


- **Crisis Management Team;**
- **School Communication Systems;**
- **Incident Command System;**
- **Response Procedures / Protocol; and,**
- **Recovery Procedures / Protocol.**

SRMP – *Process and Procedures*



North Carolina School Risk Management Plan

Current Plan : North Forsyth High School | John Dorman



ProfileCrisis ManagementResponse / ProceduresReview / FinalizeChecklist 88

Response / Procedures

You will now enter detailed procedures for responding to specific hazards. Select the threats or hazards from the list below that you wish to include in your plan. The wizard will then prompt you to enter data only for the selected items

Include	Hazard	
[-] Accidental		
<input checked="" type="checkbox"/>	Aircraft Crash	Continue
<input checked="" type="checkbox"/>	Building Fire	Continue
<input checked="" type="checkbox"/>	Chemical Release	Continue
<input checked="" type="checkbox"/>	Explosion	Continue
<input type="checkbox"/>	Train Derailment	
<input checked="" type="checkbox"/>	Vehicle Incident	Continue
[-] Intentional		
<input checked="" type="checkbox"/>	Active Shooter	Continue
<input checked="" type="checkbox"/>	Bomb Threat	Continue
<input type="checkbox"/>	Bullying	
<input type="checkbox"/>	Classmate Tragedy	
<input checked="" type="checkbox"/>	Criminal Threat	Continue
<input type="checkbox"/>	Fighting/Riots	
<input type="checkbox"/>	Hostage Kidnapping	
<input checked="" type="checkbox"/>	Weapon on Campus	Continue
[-] Natural		
<input type="checkbox"/>	Animal Disturbance	
<input checked="" type="checkbox"/>	Earthquake	Continue
<input checked="" type="checkbox"/>	Flooding	Continue
<input checked="" type="checkbox"/>	Severe Weather	Continue
<input checked="" type="checkbox"/>	Tornado Warning	Continue
<input checked="" type="checkbox"/>	Tornado Watch	Continue
<input checked="" type="checkbox"/>	Wildfire	Continue

Add a Hazard

The SRMP Tool facilitates and stores pertinent response and recovery procedures for accidental, intentional and natural hazards.

Previous

Overall 11%

Section 14%

Next

SERA – *School Profile Information*



School Risk Management - Emergency Response

Philo Middle School



Plan contains only GIS data.

Profile

Philo Middle School
410 Haverhill St, Winston-Salem, NC

Student Profile

Current Enrollment	0
Special Needs Students	
Number of Staff	0
Grades Served	6 to 8
Hours of Operation	12:00AM to 12:00AM

County Coordinator Melton J. Sadler III

Email: meltons@cityofwsfire.org
Office: 336-661-6440
Cell:
Home:

Location

Buildings

Response / Procedures

Help



SERA – *Directions and Staging*



School Risk Management - Emergency Response

Northwest Middle School



Plan contains only GIS data.

Hover over or click symbols to see information.

Layers

Legend

Profile

Location

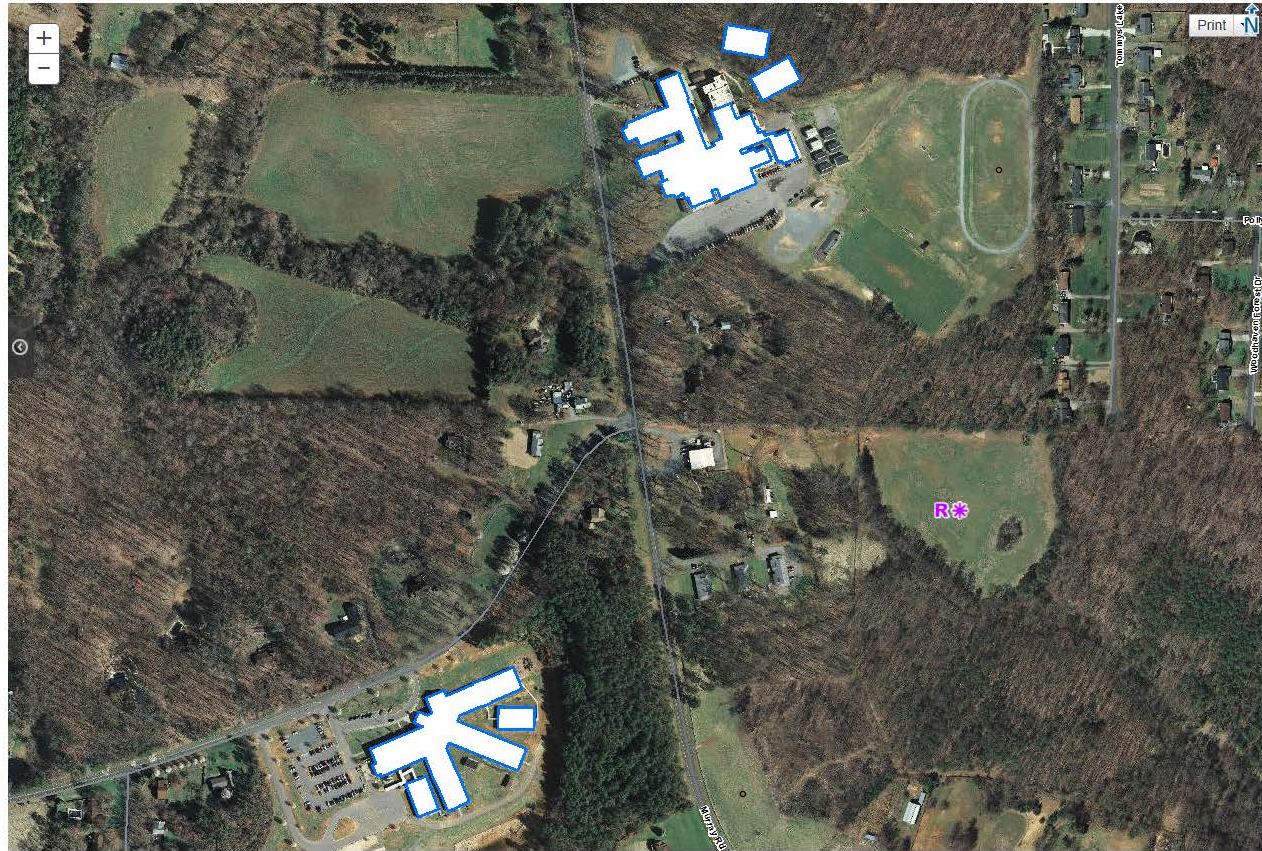
Directions from 5121 Kingdom Way, Raleigh

Head east on Kingdom Way toward Edwards Mill Rd	Travel 276 ft
Turn right onto Edwards Mill Rd	Travel 0.6 mi
Take the 2nd right onto Chapel Hill Rd	Travel 1.0 mi
Take the Interstate 40 E ramp	Travel 0.2 mi
Merge onto I-40 E	Travel 1.6 mi
Take exit 293 for US-1 E/US-64 W toward Sanford	Travel 1.3 mi
Merge onto U.S. 1 S/US-64 W	Travel 2.6 mi
Take exit 98B for US 64 W toward Pittsboro/Asheboro	Travel 0.4 mi
Continue onto US-64 W	Travel 37.5 mi
Turn right to merge onto US-421 N	Travel 25.9 mi
Take exit 197 to merge onto I-85 S toward Winston - Salem/Charlotte	Travel 5.8 mi
Keep right at the fork to continue on US-421 N , follow signs for I-73 N/I-40 W/Winston-Salem	Travel 0.6 mi
Merge onto I-73 N/US-421 N	Travel 6.1 mi
Keep left at the fork to continue on US-421 N	Travel 0.6 mi
Merge onto I-40 W/US-421 N	Travel 5.2 mi
Keep right at the fork to continue on I-40BUS W/US-421 N , follow signs for Interstate 40/Kernersville/Winston-Salem Downtown	Travel 12.7 mi
Take exit 6B for US-52 N/US-311 N/North Carolina 8 N toward Mount Airy/Smith Reynolds/Airport	Travel 0.3 mi
Merge onto US-311 N/US-52 N	
Continue to follow US-52 N	Travel 9.3 mi
Take exit 118 toward Rural Hall/Bethania/N Carolina 65	Travel 0.2 mi
Slight left toward Bethania-Rural Hall Rd	Travel 108 ft
Turn left onto Bethania-Rural Hall Rd	Travel 0.5 mi
At the traffic circle, continue straight to stay on Bethania-Rural Hall Rd	Travel 0.5 mi
Turn left onto Murray Rd	Travel 0.7 mi
Take the 3rd left	
Destination will be on the right	Travel 0.2 mi

Buildings

Response / Procedures

Help



100%

SERA – *Building Features and Assets*

Page Safety Tools



School Risk Management - Emergency Response

Philo Middle School



Plan contains only GIS data.

Profile

Location

Buildings

Main

Building Profile

First Floor



Secondary

Response / Procedures

Help

Hover over or click symbols to see information.

Layers


Legend

Print



100%

SERA – *Feature / Asset Descriptions*

**School Risk Management - Emergency Response**

Philo Middle School | John Doman

Plan contains only GIS data.

Profile

Location

Buildings

Main

Building Profile

First Floor

Secondary

Response / Procedures

Help

Hover over or click symbols to see information.

Layers -

Legend -

SERA – *All Structures Incorporated*



School Risk Management - Emergency Response

Konoak Elementary School

Plan contains only GIS data.

Hover over or click symbols to see information.

Profile

Location

Buildings

Main

Building Profile

Basement

First Floor

Cottage 1

Cottage 2

Cottage 3

Cottage 4

Cottage 5

Cottage 6

Cottage 7

Cottage 8

Secondary

Response / Procedures

Help

Layers

Legend

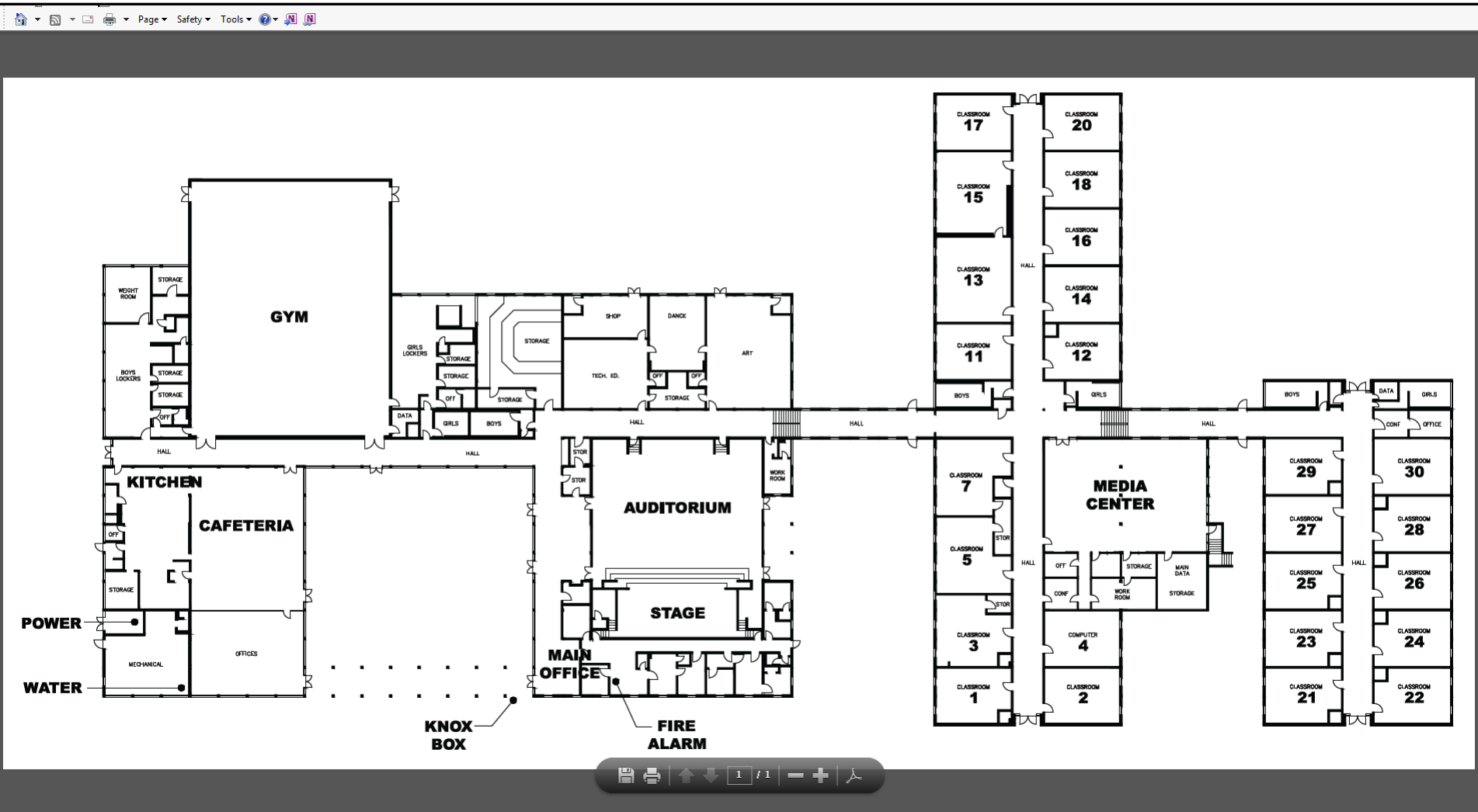
Print

BUILDINGS

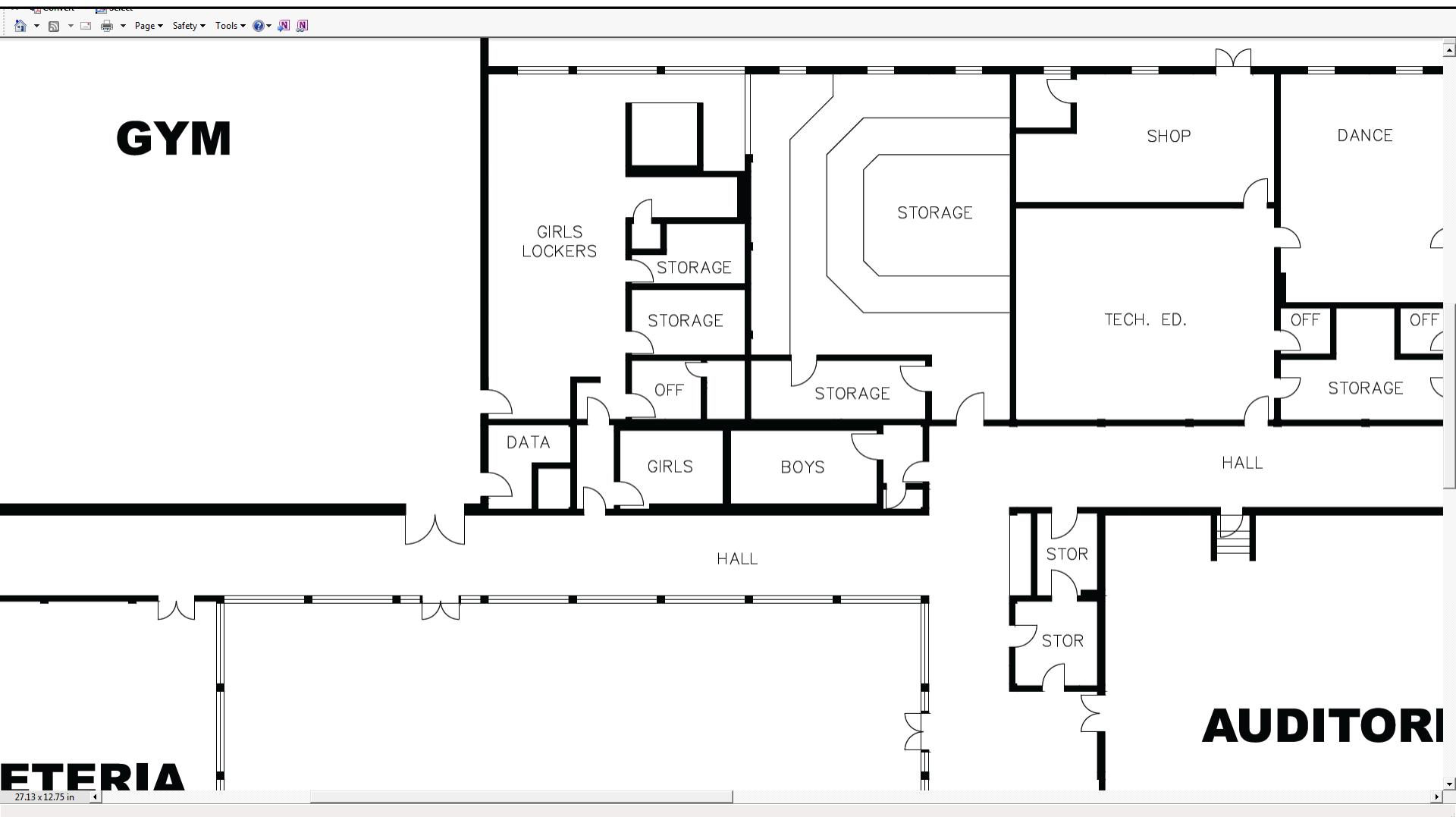
- ☒ Building Access
- ☒ Interior Building Locations
- ☒ Interior / Adjacent Utilities
- ☒ Interior Fire Protection
- ☒ Interior Hazardous Materials
- ☒ Interior Safety
- ☒ Incident Staging
- ☒ Exterior Utilities
- ☒ Exterior Fire Protection
- ☒ Exterior Hazardous Materials
- ☒ Exterior Access
- ☒ Exterior Safety
- ☒ Exterior Other
- ☒ Fire Evacuation
- ☒ Contained Incident
- ☒ Critical Incident




SERA – Floor Plan Schematic (pdf)



SERA – *Floor Plan Schematic Quality*




SERA – *Building Data Services / Layers*



School Risk Management - Emergency Response

Philo Middle School



Plan contains only GIS data.


Profile

Location

Buildings

Main

Building Profile

First Floor 

Secondary


Response / Procedures

Help

Hover over or click symbols to see information.

Layers


Legend



- ☒ BUILDINGS
- ☒ Building Access
- ☒ Interior Building Locations
- ☒ Interior / Adjacent Utilities
- ☒ Interior Fire Protection
- ☒ Interior Hazardous Materials
- ☒ Interior Safety
- ☒ Incident Staging
- ☒ Exterior Utilities
- ☒ Exterior Fire Protection
- ☒ Exterior Hazardous Materials
- ☒ Exterior Access
- ☒ Exterior Safety
- ☒ Exterior Other
- ☒ Fire Evacuation
- ☒ Contained Incident
- ☒ Critical Incident


100%

SERA – *Building Data Legend*




School Risk Management - Emergency Response

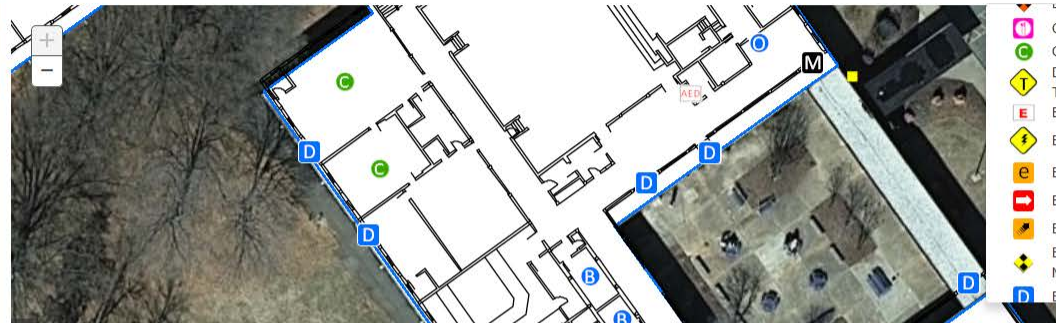
Philo Middle School



Plan contains only GIS data.











- Profile
- Location
- Buildings
 - Main
 - Building Profile
 - First Floor 
 - Secondary
- Response / Procedures
- Help

Hover over or click symbols to see information.




Layers

Legend


-  Cafeteria
-  Classroom
-  Data / Telecommunications
-  EPIPEN
-  Electrical Closet
-  Elevator
-  Emergency Exit
-  Escalator
-  Explosive / Hazardous Materials
-  Exterior Door

SERA – *Incident Response and Recovery*



School Risk Management - Emergency Response

Philo Middle School



Plan contains only GIS data.

Profile

Location

Buildings

Response / Procedures


Incident : Building Fire

Building Fire

Response

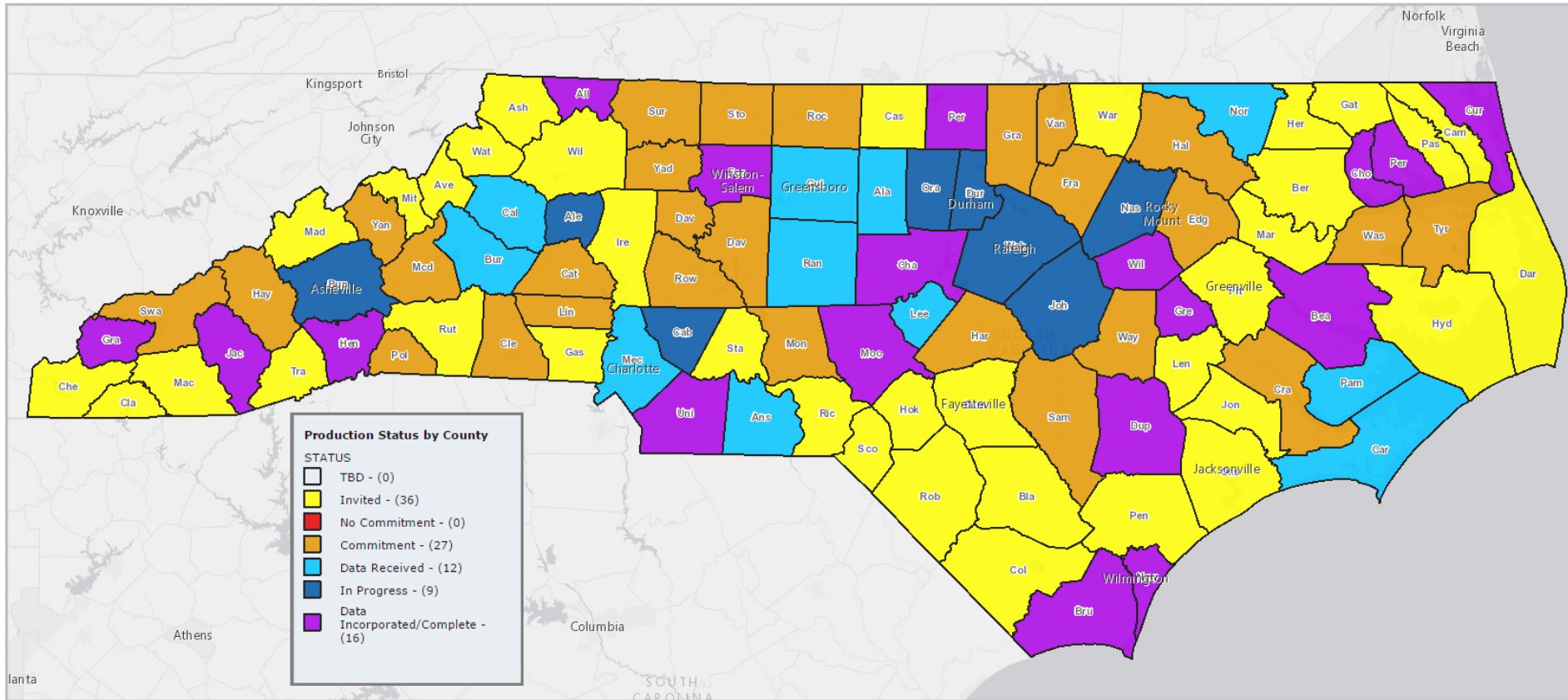
Recovery

Help

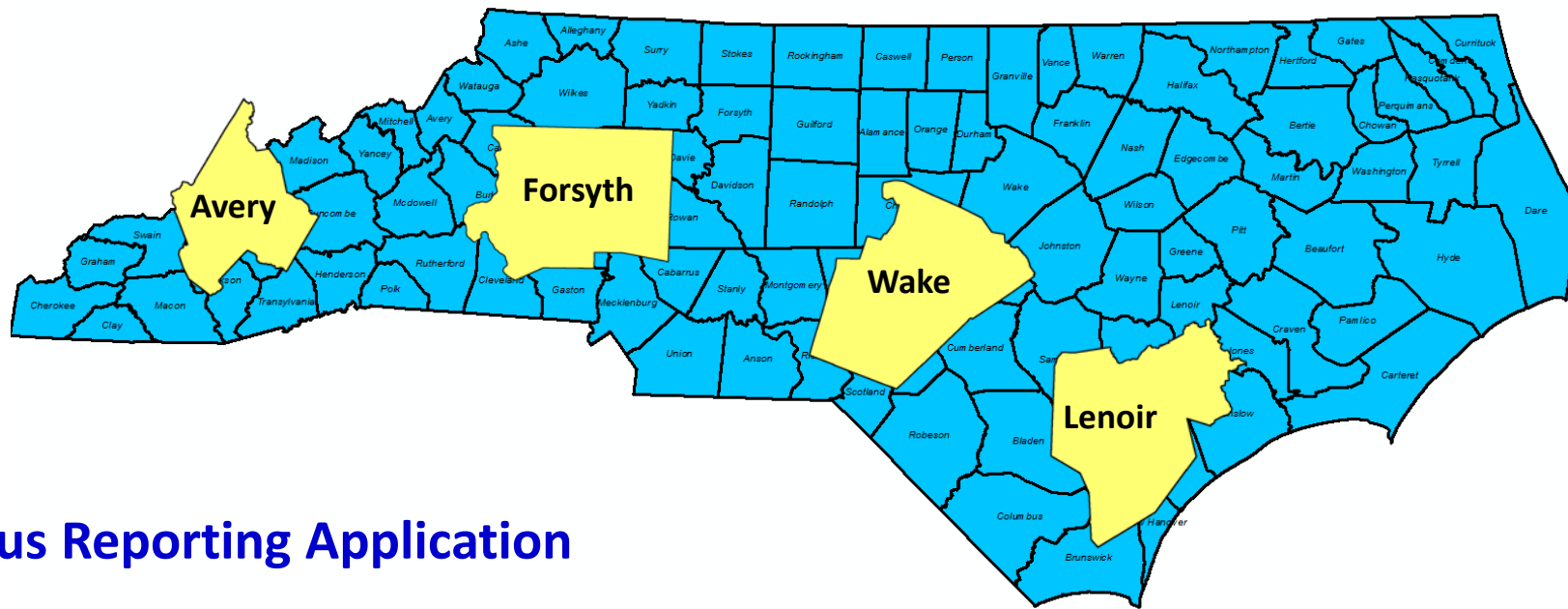


Map showing aerial view of Philo Middle School campus with building footprint and various colored markers (B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, AA, AB, AC, AD, AE, AF, AG, AH, AI, AJ, AK, AL, AM, AN, AO, AP, AQ, AR, AS, AT, AU, AV, AW, AX, AY, AZ, BA, BB, BC, BD, BE, BF, BG, BH, BI, BJ, BK, BL, BM, BN, BO, BP, BQ, BR, BS, BT, BU, BV, BW, BX, BY, BZ, CA, CB, CC, CD, CE, CF, CG, CH, CI, CJ, CK, CL, CM, CN, CO, CP, CQ, CR, CS, CT, CU, CV, CW, CX, CY, CZ, DA, DB, DC, DD, DE, DF, DG, DH, DI, DJ, DK, DL, DM, DN, DO, DP, DQ, DR, DS, DT, DU, DV, DW, DX, DY, DZ, EA, EB, EC, ED, EE, EF, EG, EH, EI, EJ, EK, EL, EM, EN, EO, EP, EQ, ER, ES, ET, EU, EV, EW, EX, EY, EZ, FA, FB, FC, FD, FE, FF, FG, FH, FI, FJ, FK, FL, FM, FN, FO, FP, FQ, FR, FS, FT, FU, FV, FW, FX, FY, FZ, GA, GB, GC, GD, GE, GF, GG, GH, GI, GJ, GK, GL, GM, GN, GO, GP, GQ, GR, GS, GT, GU, GV, GW, GX, GY, GZ, HA, HB, HC, HD, HE, HF, HG, HH, HI, HJ, HK, HL, HM, HN, HO, HP, HQ, HR, HS, HT, HU, HV, HW, HX, HY, HZ, IA, IB, IC, ID, IE, IF, IG, IH, II, IJ, IK, IL, IM, IN, IO, IP, IQ, IR, IS, IT, IU, IV, IW, IX, IY, IZ, JA, JB, JC, JD, JE, JF, JG, JH, JI, JJ, JK, JL, JM, JN, JO, JP, JQ, JR, JS, JT, JU, JV, JW, JX, JY, JZ, KA, KB, KC, KD, KE, KF, KG, KH, KI, KJ, KK, KL, KM, KN, KO, KP, KQ, KR, KS, KT, KU, KV, KW, KX, KY, KZ, LA, LB, LC, LD, LE, LF, LG, LH, LI, LJ, LK, LL, LM, LN, LO, LP, LQ, LR, LS, LT, LU, LV, LW, LX, LY, LZ, MA, MB, MC, MD, ME, MF, MG, MH, MI, MJ, MK, ML, MM, MN, MO, MP, MQ, MR, MS, MT, MU, MV, MW, MX, MY, MZ, NA, NB, NC, ND, NE, NF, NG, NH, NI, NJ, NK, NL, NM, NN, NO, NP, NQ, NR, NS, NT, NU, NV, NW, NX, NY, NZ, OA, OB, OC, OD, OE, OF, OG, OH, OI, OJ, OK, OL, OM, ON, OO, OP, OQ, OR, OS, OT, OU, OV, OW, OX, OY, OZ, PA, PB, PC, PD, PE, PF, PG, PH, PI, PJ, PK, PL, PM, PN, PO, PP, PQ, PR, PS, PT, PU, PV, PW, PX, PY, PZ, QA, QB, QC, QD, QE, QF, QG, QH, QI, QJ, QK, QL, QM, QN, QO, QP, QQ, QR, QS, QT, QU, QV, QW, QX, QY, QZ, RA, RB, RC, RD, RE, RF, RG, RH, RI, RJ, RK, RL, RM, RN, RO, RP, RQ, RR, RS, RT, RU, RV, RW, RX, RY, RZ, SA, SB, SC, SD, SE, SF, SG, SH, SI, SJ, SK, SL, SM, SN, SO, SP, SQ, SR, SS, ST, SU, SV, SW, SX, SY, SZ, TA, TB, TC, TD, TE, TF, TG, TH, TI, TJ, TK, TL, TM, TN, TO, TP, TQ, TR, TS, TT, TU, TV, TW, TX, TY, TZ, UA, UB, UC, UD, UE, UF, UG, UH, UI, UJ, UK, UL, UM, UN, UO, UP, UQ, UR, US, UT, UU, UV, UW, UX, UY, UZ, VA, VB, VC, VD, VE, VF, VG, VH, VI, VJ, VK, VL, VM, VN, VO, VP, VQ, VR, VS, VT, VU, VV, VW, VX, VY, VZ, WA, WB, WC, WD, WE, WF, WG, WH, WI, WJ, WK, WL, WM, WN, WO, WP, WQ, WR, WS, WT, WU, WV, WW, WX, WY, WZ, XA, XB, XC, XD, XE, XF, XG, XH, XI, XJ, XK, XL, XM, XN, XO, XP, XQ, XR, XS, XT, XU, XV, XW, XX, XY, XZ, YA, YB, YC, YD, YE, YF, YG, YH, YI, YJ, YK, YL, YM, YN, YO, YP, YQ, YR, YS, YT, YU, YV, YW, YX, YY, YZ, ZA, ZB, ZC, ZD, ZE, ZF, ZG, ZH, ZI, ZJ, ZK, ZL, ZM, ZN, ZO, ZP, ZQ, ZR, ZS, ZT, ZU, ZV, ZW, ZX, ZY, ZZ

School Risk Management – *Building Schematics*



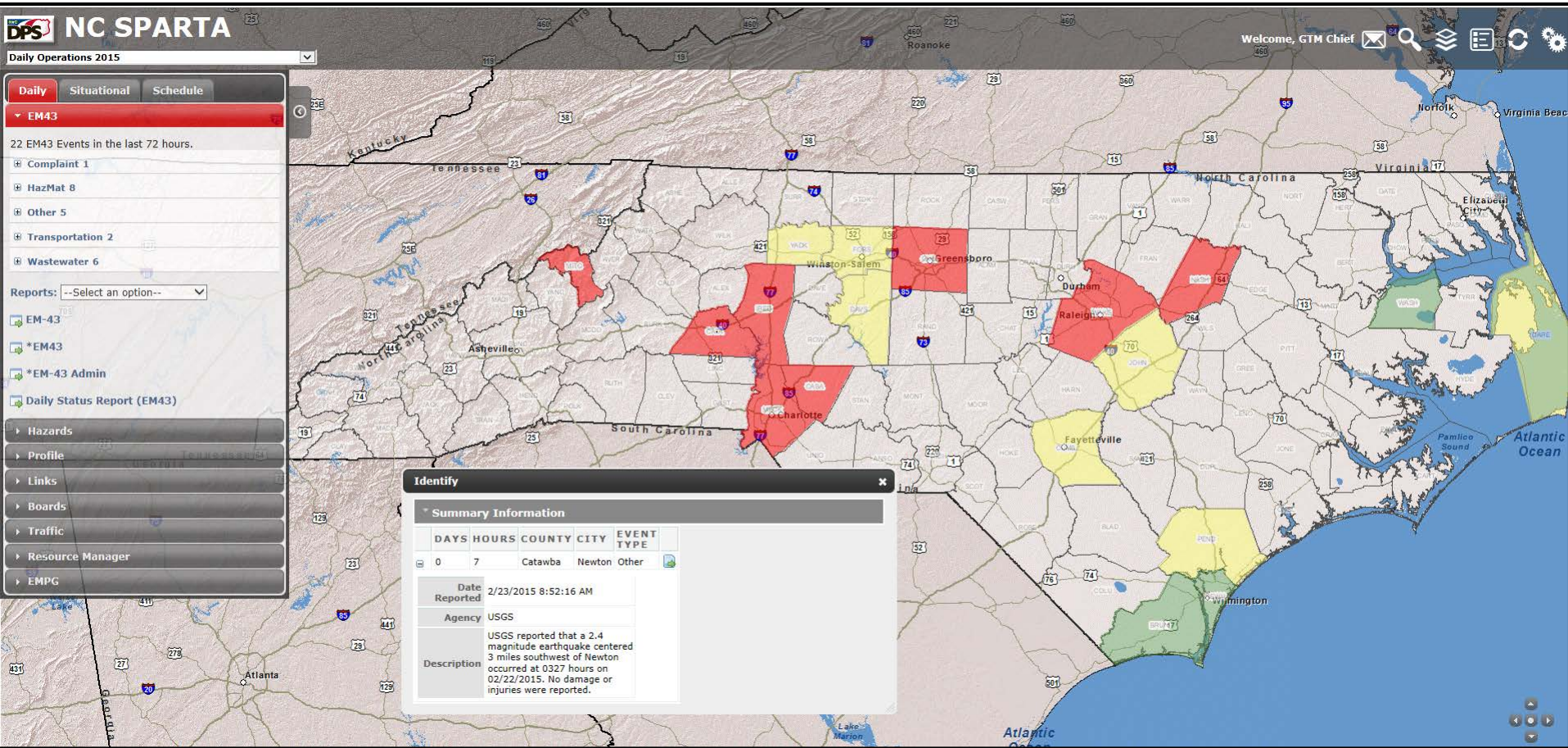
School Risk Management – *Anonymous Reporting*



Anonymous Reporting Application

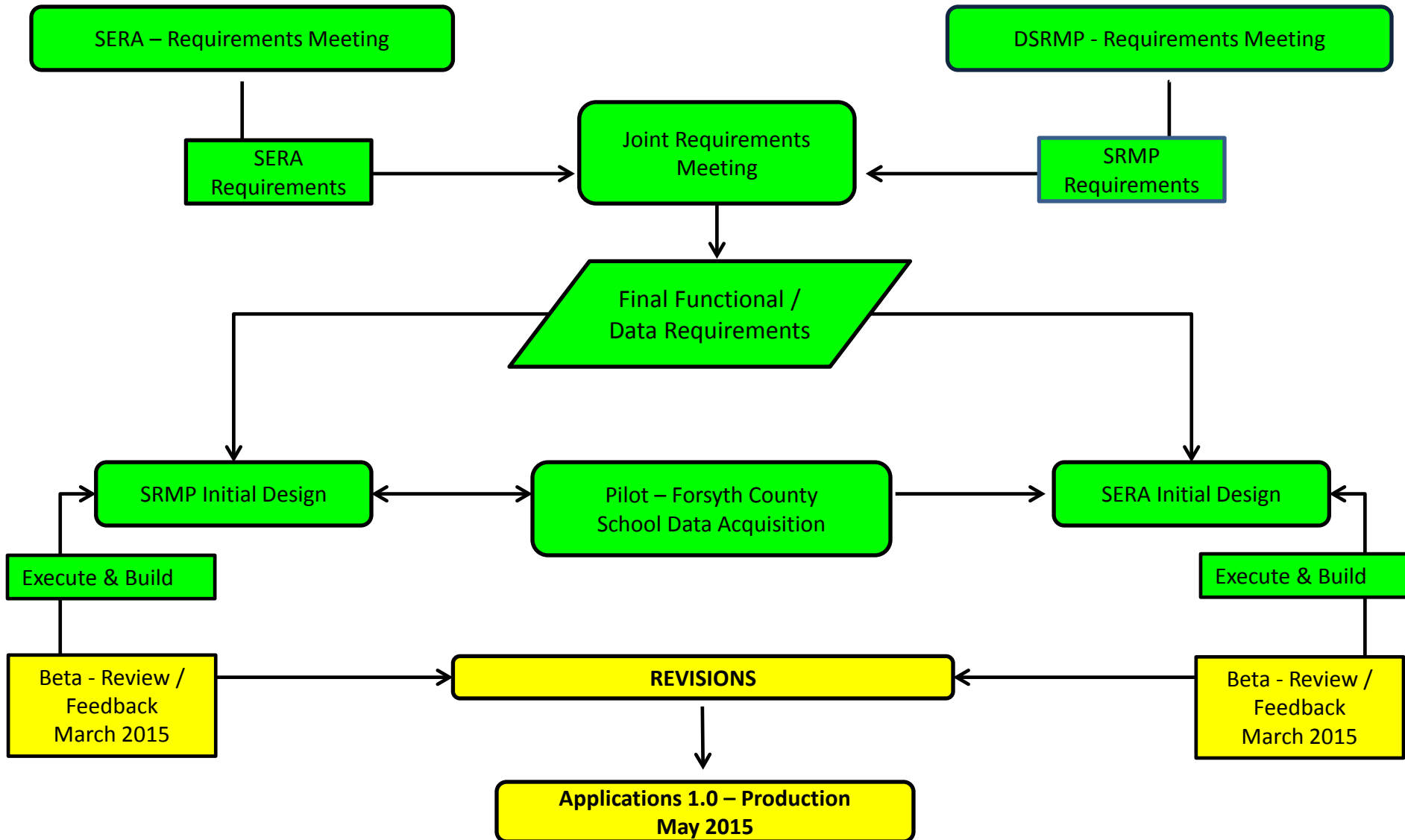
- Mobile Application for middle and high school students.
- Application enables anonymous reporting by students pertaining to: weapons, drinking, bullying, etc.
- Data / Information will be shared with ISAAC and School Resource Officers (SROs) in schools.
- Spring Pilot – Avery (6) and Lenoir (16) schools
- Fall Pilot – Forsyth (36) and Wake (20) schools
- Findings from Pilot will support statewide implementation.

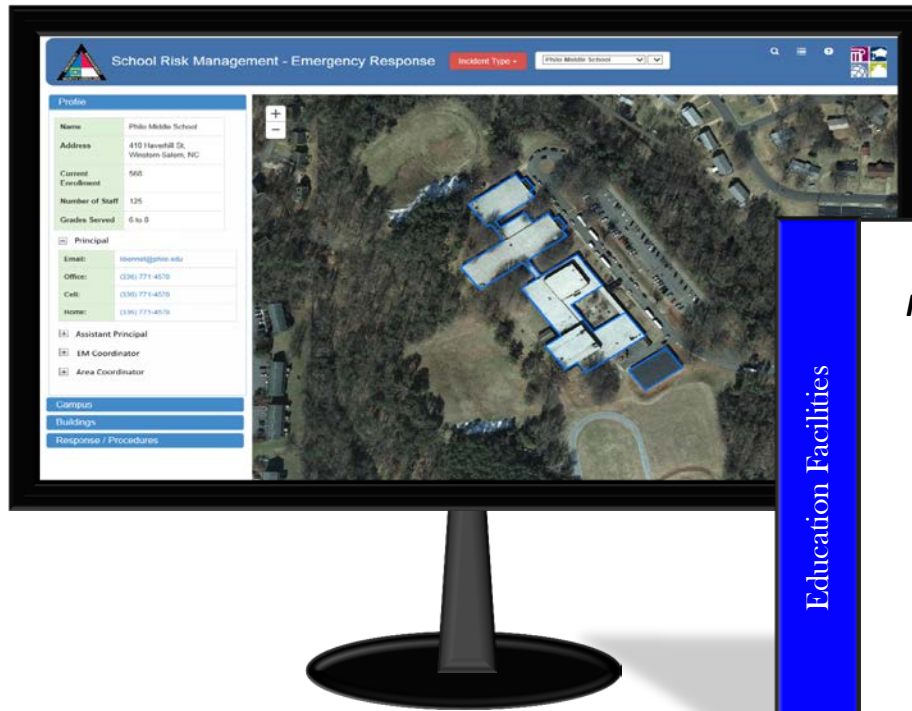
School Risk Management – *Anonymous Reporting Viewer*



School Risk Management Initiative

Components and Schedule





Education Facilities

School Risk Management Plan



Prepared for:
North Carolina Floodplain Mapping Program
4020 Reedy Creek Road
Raleigh, NC 27607

Prepared by:
ESP Associates
5021 Kingston Way - Suite 208
Raleigh, NC 27607
November 2012

QUESTIONS?

John.Dorman@ncdps.gov
919-825-2310

Update From Funding Committee

Jason Barbour

b) Update On Military PSAP Funding

Richard Taylor

Update From Education Committee

Margie Fry

Update From Education Committee

Margie Fry

Radio Advertising Proposal
(vote required)

THE NORTH CAROLINA NEWS NETWORK DESIGNATES TWO WEEKS A MONTH AS

NC 911 AWARENESS WEEKS AND CREATES AND PRESENTS:

THE NORTH CAROLINA 911 COMMUNICATOR

What it is ...

Starting in March ...the North Carolina News Network will designate two weeks a month as NC 911 Awareness Weeks in North Carolina. As part of this monthly campaign, we will create a regular feature called The **North Carolina 911 Communicator**. These features will combine a 911 educational element and then spotlight a different county and telecommunicator(s) for a job well done. During these weeks across the state, NC 911 along with NCNN, will focus on a combination of educating people about NC 911 as well as spotlighting specific counties and telecommunicators throughout NC who work every day to keep us safe.

How it works...

- ✓ We will use the zone map to choose one telecommunicator to spotlight each month from each zone. This assures we cover all 100 counties and communities in the state.
- ✓ This allows us to cover different topics for education in each zone as well as highlight different telecommunicators in each zone, each month.
- ✓ We will ask for suggestions from the NC 911 board for relevant topics each month as well as a person(s) and the county to spotlight.
- ✓ We will use these NC 911 Communicator features that are running on radio each month in social media posts (facebook and twitter) as well as on digital assets.
- ✓ We will also craft a press release each month to send to the local NCNN affiliate where each spotlighted person is from as well as the local newspapers. The News Release will highlight the overall NC 911 Communicator program and features.
- ✓ In addition to using our statewide radio networks to share this information, we will promote links from our Face Book pages to NC 911 Facebook pages, and tag and mention the NC 911 twitter account in our tweets.
- ✓ Additionally, we will create links from the visible and popular ACCSports.Com website that covers all university sports in the state to the any new NC 911 website driving very important traffic to your site. We will archive each NC 911 Communicator feature so people can go and listen to them as well as link to your sight for more details.
- ✓ All of this content can serve as topics and be included in your regular newsletters to all of the shareholders.

What the monthly spotlighted telecommunicators receive...

Each spotlight honoree receives the following:

- ✓ A personalized plaque that includes a picture of them and their team along with local and state officials.
- ✓ A \$100 visa gift card.
- ✓ Special recognition through these vignettes that discuss what they do and how they work hard to keep the people in their community safe.

How do we promote...

- ✓ Each month during the specific weeks, we will run PSA spots highlighting that the North Carolina News Network is designating time each month for NC 911 awareness. This includes five (5) :30 second commercial PSA's per week (two weeks per month).
- ✓ We will also run fifteen (15) :60 NC 911 Communicator features per week (two weeks per month).
- ✓ We will also use Twitter and Face Book to highlight the program and run the NC 911 Communicator features via social media each month as well.

Additional elements...

Quarterly Interviews

- ✓ To kick off this monthly NC 911 Communicator program and to highlight the designation each month in the state as 911 Awareness Weeks, we will have a one time message/interview from the Executive Director of the NC 911 Board.
- ✓ Each quarter, we will have additional interviews from the Executive Director to speak on topics that are the most relevant.
- ✓ These interviews will run on our flagship News/Talk Station in the State Capital 680 WPTF as well as go out on our NCNN Newscasts across the state to all affiliates.

Highlighting Town Hall Meetings and other NC 911 Board Initiatives all under the NC 911 Communicator headline

- ✓ A heavy promotion on our radio affiliates in the specific area where each of the specific town meetings are scheduled to take place in the two weeks leading up to the event.
- ✓ The creation and distribution of two (2) press releases to the media outlets through our media channels to promote each of the upcoming meetings.
- ✓ Social Media messages sent through Twitter and Facebook
- ✓ We will do this for each meeting planned providing each Town Hall Meeting with this customized media blitz.

Pricing Summary/Suggestions

Running the program for 12 months as detailed above for two weeks each month\$27,625 per month

Running the program for 6 months as detailed above for two weeks each month\$29,723 per month

- Keep in mind the pricing is completely turn key and includes ALL production and creative, the individual plaques to be awarded to each honoree in each zone each month, the \$100 gift cards as a thank you, press release distribution and all costs associated with the administration of the program.
- We wouldn't suggest running this much shorter than 6 months to be able to get a good amount of visibility across the state.

How Many North Carolinians Reached

Based on the schedule described (two weeks per month for 12 months) ...we are guaranteed to accomplish the following:

- Reach 1.5 million North Carolinians ages 18 + at least an average of 18 times during the course of this program.
- This equates to 26.5 million gross impressions across North Carolina during this program.

Update From 911 Standards Committee

Laura Sykora

Update From 911 Standards Committee

Laura Sykora

PSAP Compliance Process
(vote required)

January 15, 2015

PSAP COMPLIANCE PROCESS

DEFINITIONS

Corrective Action Plan – A plan to correct deficiencies.

Deficiency – Failure to fulfill a PSAP operation rule.

Full compliance – Completion of a site review free of deficiencies

Site review – An examination of a PSAP to determine compliance with Rules.

Written Response – An acknowledgement of deficiencies and statement of deficiencies corrected within 30 days of the site review report.

STEP 1 – SITE REVIEW PROCESS

1. Every PSAP will be inspected to determine its fulfillment of PSAP operation rules. Site reviews will begin within one year from the date the rules are effective. Failure to fulfill PSAP operation rules is a deficiency. Inspectors will deliver reports to the Executive Director.
2. Site reviews will be performed by peer reviewers supervised by Staff members. Peer reviewers will include volunteers selected by the Board from outside the region of the PSAP to be inspected. Staff members may accompany peer reviewers for any site review.
3. A site review report will be delivered to the PSAP stating whether the PSAP fulfilled PSAP operation rules. The report shall identify any deficiencies.
4. The PSAP will not be re-inspected for 3 years if the site review finds no deficiencies.
5. If the site review finds a deficiency and that deficiency is corrected to the satisfaction of the Staff reviewer within 30 days' notice of the site review report, the PSAP will not be re-inspected for 3 years.
6. If the PSAP site review identifies a deficiency and the deficiency is not corrected within 30 days' notice of the deficiency, the next PSAP site review will be conducted within 12 months.
7. Deficiencies found or reported at the PSAP may result in additional site reviews.

January 15, 2015

STEP 2 – PSAP WRITTEN RESPONSE AND CORRECTIVE ACTION PLAN (CAP)

1. A PSAP shall deliver a Written Response to the Staff reviewer acknowledging any deficiencies reported. The PSAP's response is due within 30 calendar days of receiving the Site review report.
2. The PSAP's Written Response will also identify actions the PSAP has taken to remediate the deficiencies and a statement that the deficiencies have been corrected.
3. Deficiencies remaining after the PSAP's Written Response shall be the subject of a Corrective Action Plan. A Corrective Action Plan shall be submitted by the PSAP to the Executive Director for approval within 90 calendar days of the PSAP site review report. The Plan may be extended one time if requested up to another 90 calendar days at the discretion of the Executive Director.
4. If the Corrective Action Plan is approved, the PSAP will correct the deficiencies under the terms, conditions, and time frames stated therein. A Staff reviewer will follow-up to ensure that the PSAP completes the corrective action(s) and verify that the PSAP is in compliance.
5. If the Corrective Action Plan is not approved by the Executive Director, the PSAP will be requested to submit another Corrective Action Plan within a specified period of time until an approved Corrective Action Plan is submitted and approved by the Executive Director.



STEP 3 – STANDARDS COMMITTEE ACTION

1. If no Corrective Action Plan is approved or the PSAP fails to deliver a CAP or there is insufficient activity to implement the approved Corrective Action Plan, the Executive Director will refer the matter to the Standards Committee for action.
2. At its next scheduled meeting, the Standards Committee will discuss any matter referred by the Executive Director. The Standards Committee will provide notice of that meeting to the PSAP. The Standards Committee shall deliver notice of its conclusions and recommended actions to the PSAP Director with a copy to the appropriate supervising or managing authority of that PSAP.. Inclusive of the conclusions from the Standards Committee, will be a request for response from the PSAP Director and/or the supervising or managing authority to the Standards Committee.
3. If there is no response from the PSAP as requested by the Standards Committee or if the response is unsatisfactory, the Committee will send a letter to the appropriate supervising or managing authority of that PSAP with a copy to the PSAP Director asking for a reply by a specified date.
4. If there is still no response from the PSAP or the supervising or managing authority or if the response is unsatisfactory the Standards Committee will refer the matter to the 911 Board with a recommendation for further action.

DRAFT – VERSION 14

January 15, 2015

5. The 911 Board will follow the process it has established for PSAPs who fail to comply with the Rules as found in rules (TBD; draft rules include .0106, .0202, .0203).

[FY2014 PSAP
Revenue Expenditure
Report Form](#) 
[FY2015-2016 PSAP
Distributions](#) 

Wireless Calls	120,457	21.54%	134,998	20.66%
VoIP Calls	46,153	7.86%	37,380	6.48%
Wireless Calls	414,353	70.59%	384,147	66.63%
Total Calls	586,963	100.00%	576,525	100.00%

[Approved Use of
Fund List \(January
24, 2014 Update\)](#) 

[List of Approved
Training Classes](#) 

[Draft Operating
Standards
1/25/2013](#) 

[State 911 Plan](#)

[Interim Text to 911
Solution](#)

Updates from the North Carolina 911 Board

The 911 Board is now accepting comments regarding the "PSAP Compliance" Document

The PSAP Compliance Document, which can be found by clicking on this link, [DRAFT PSAP Compliance Process V14](#), was compiled by the NC 911 Board Standards Committee - Standards Enforcement Committee to be used as the process for inspecting PSAPs for compliance of standards once they have been adopted as rules and implemented. Comments should be made by email to 911comments@its.nc.gov. Comments will be received until February 25, 2015. The 911 Board will vote on the PSAP Compliance document at the February 27, 2015 meeting. If you have any questions, please contact Richard Taylor at richard.taylor@nc.gov or by phone at 919-754-2942.

SVC_ITS.911comments

From: Tim Buck <tim.buck@pamlicocounty.org>
Sent: Tuesday, February 24, 2015 10:06 PM
To: SVC_ITS.911comments
Cc: Senator Norman Sanderson; Rep. Michael Speciale; 'Sheriff Chris Davis'; 'Chris Murray'
Subject: Opposition of the Draft PSAP Compliance Process

I oppose any measures to give the 911 Board more authority and to usurp local control. The standards and enforcement process will certainly require increased local expenditures for capital and operating costs. As an example, the draft standards posted on the 911 Board web site will require medical dispatch and medical dispatch protocols will require Pamlico County to hire additional staff costing approximately \$120,000. There are concerns that smaller PSAPs will be forced to consolidate with larger jurisdictions with no local knowledge or accountability. Expanded use of 911 funds are needed for any compliance issues such as hiring additional staff. I have questions regarding the [DRAFT PSAP Compliance Process V14](#), and of the 911 Board.

1. What standards are to be enforced?
2. Who are the current members of the 911 Board?
3. What is the current budget and how many administrative staff work for the 911 Board?

Our correspondence and interaction with 911 staff has been generally negative.

Thank you in advance for your response.

Timothy A. Buck
Pamlico County Manager
P.O. Box 776
Bayboro, NC 28515
Office: (252) 745-3133
Cell: (252) 670-4977
Fax: (252) 745-5514
Email: tim.buck@pamlicocounty.org

Update From NextGen 911 Committee

Jeff Shipp

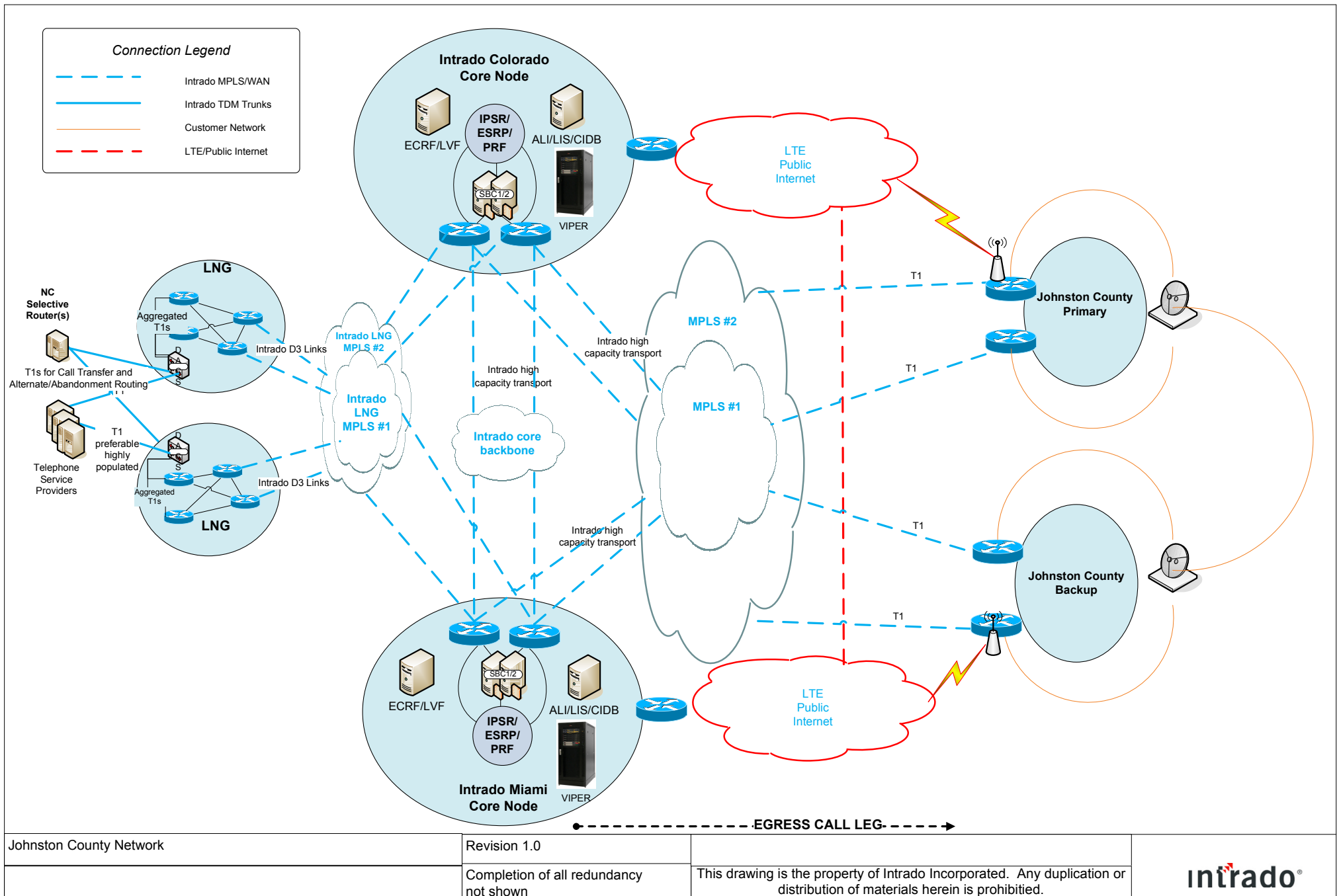
Update From NextGen 911 Committee

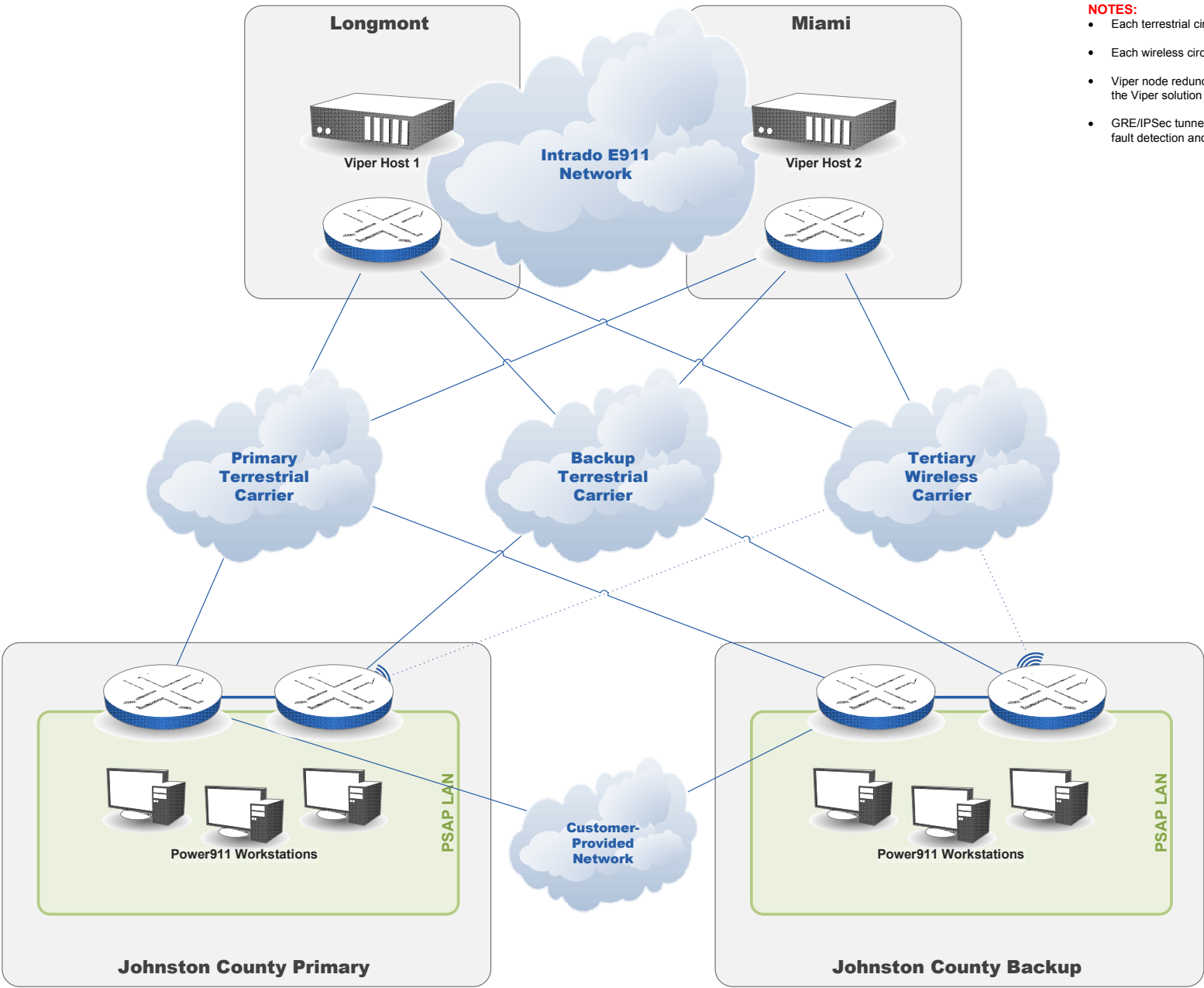
Jeff Shipp

Johnston County NG911 Project

Jason Barbour

Michael Lee - Intrado





- NOTES:**
- Each terrestrial circuit is a 4xT1 MLPPP bundle.
 - Each wireless circuit is 4G (LTE).
 - Viper node redundancy, as well as other pieces of hardware that comprise the Viper solution have been omitted for clarity.
 - GRE/IPSec tunnel overlay omitted for clarity (this overlay provides faster fault detection and added security to the deployment).

Other Items

Adjourn

Next 911 Board Meeting

**March 27, 2015
Foothills Higher Education Center
Room 163
2128 South Sterling Street
Morganton, NC**