



NORTH CAROLINA 911 BOARD MEETING

February 23, 2018

Banner Elk Room

3514 Bush Street

Raleigh, NC

10:00am – 12:00pm

Call To Order

Eric Boyette

Roll Call

Richard Taylor

Chairman's Opening Remarks

Eric Boyette

~~Recognition of Pam Brown, Supervisor
and Telecommunicators Crystal Owen,
Tara Battle, and Lyteshia Riddick
of Camden-Pasquotank 911~~



Presented to
Tara Battle, Pam Brown,
Crystal Owen, and Lytेशia Riddick
of

Pasquotank-Camden 911

For Outstanding Teamwork, Professionalism and Commitment
to Public Safety Demonstrated By You

October 12, 2017

Thank You for Striving to Make North Carolina's 911 System Excellent
February 23, 2018

Ethics Awareness/Conflict of Interest Statement

Eric Boyette

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.

Public Comment

Eric Boyette

The NC 911 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 NC 911 Board members.

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

Speakers:

Consent Agenda

Richard Taylor

(Complete Reports Located in Agenda Book On Web Site)

(vote required)

North Carolina 911 Board Meeting
MINUTES
Cole Auditorium
Richmond Community College
1042 W Hamlet Ave, Hamlet, NC
January 26, 2018
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Niki Barnes (DIT)	Ron Adams, Southern Software
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT)	Randy Beeman, CCES
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	Dawn Belk, RCES
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Andrew Grant (NCLM) Town of Cornelius (WebEx and phone)	Pokey Harris, (DIT)	Alicia Butler, RCC
Chuck Greene (LEC) AT&T	Danette Jernigan (DIT)	Nikki Carswell, Iredell 911
Len Hagaman (Sheriff) Watauga County	Gerry Means (DIT)	Stephanie Conner, Surry Co 911 (and guest Kevin Conner)
Greg Hauser (NCSFA) Charlotte Fire Department	Marsha Tapler (DIT)	Allen Cress, Rowan Co 911 (and wife Bonnie Cress)
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)	Richard Taylor (DIT)	Susan Davis, Mooresville PD
John Moore (VoIP) Spectrum Communications (WebEx and phone)		Samantha Dutch, Scotland Co 911
Niraj Patel (CMRS) Verizon (WebEx and phone)		Mike Edge, Scotland Co 911
Mike Reitz (APCO) Chatham Co 911		Bill Gibbs, Lincoln Co
Jeff Shipp (LEC) Star Telephone		Del Hall, Stokes Co 911
Jimmy Stewart (NCAREMS) Hoke Co 911		Kevin Hardy, Boone PD 911
Slayton Stewart (CMRS) Carolina West Wireless		Monica Howard, Hendersonville PD
Amy Ward (LEC) CenturyLink		Bridget Kleine, Boone PD 911
Donna Wright (NENA) Richmond Co Emergency Services		Scott Lambert, Gaston Co PD
		Brian Land, Richmond Co
		Tricia McKnight
		Allen Moore, Rocky Mount
		Christine Moore, Guilford Metro 911
		Tammy Myers, Davie Co 911
		Melanie Neal, Guilford Metro 911
<u>Members Absent</u>	<u>Staff Absent</u>	Rodney Pierce, Davie Co 911
		Laurie Piché, OCES
		Valecia Pike, Columbus Co 911
		David Poston, CMPD

		Lisa Reid, Fayetteville 911
		Ronnie Rombs, Lincoln Co 911
		Holly Russell, RCC
		Myron Shelor, Gaston Co PD
		Bob Smith, RCES (and guest Crystal Smith)
		Brian Smith, AT&T
		Jerry Spruill, Mooresville PD
		Candy Strezinski, Iredell 911
		Misty Tabor, Swain Co 911
		Robbie Taylor, RCC
		Travis Wilkerson, RCES
		<u>WebEx Guests</u>
		Byron Burns, CRS
		Robert Davie, Warren Co
		David Dodd, DIT retired
		Brian Drum, Catawba Co 911
		Mary Duncan, Halifax Co
		Greg Ellenberg, AT&T
		Brad Fraser, Shelby PD
		David Gay, Durham EC
		Terry Grayson, Shelby PD
		Cynthia Hines, Hines Trucking
		Beth Jones, Iredell Co
		Heather Joyner, Halifax Co 911
		Jim Lockard, FE
		James McGuinn, Polk Co Comm
		Jonathan Nixon, Perquimans Co
		Christy Shearin, Franklin Co 911
		Linda Smith, RCC Graduation guest
		Corinne Walser, MEDIC 911
		Doug Workman, Town of Cary 911
		Buddy Wrenn, Halifax Co EM

Call to Order—Chairman Boyette called the meeting to order at 10:00 AM, thanking everyone for attending and thanking Richmond Community College (RCC) for its hospitality. He then recognized Richmond County Manager Brian Land for some welcoming remarks. On behalf of the employees, staff, and Board of Commissioners of Richmond County, Mr. Land congratulated the graduates of the first PSAP Executive Management Program class at RCC. He thanked the 911 Board for providing the grant funding which has enabled Richmond County to construct a new, state of the art emergency management complex facility and to consolidate the dispatch centers of the Sheriff's Office, Rockingham PD, Hamlet PD, and the county's E911

Primary PSAP into one location. Mr. Land also extended the sincere appreciation and gratitude of the citizens of Richmond County to both the graduates and the members of the 911 Board for all they do.

Roll Call—Mr. Taylor called the roll of participants expected to be participating on the phone. Board members Andrew Grant, Niraj Patel, and John Moore all responded verbally, and although Jeff Ledford did not, Mr. Taylor observed he was currently logged into the WebEx portal. Mr. Taylor also asked non-board members James McQuinn, of Polk County, Jonathan Nixon, of Perquimans County, and Jim Lockard, of Federal Engineering if they had joined; all responded they had.

1. Chairman's Opening Remarks—Chairman Boyette related that he has been continuing his PSAP visitations and enjoying them very much. He thanked other Board members who have been able to attend those visitations with him, and encouraged all to participate whenever they can. He then introduced two new 911 Board staff members: Niki Barnes and Gerry Means. Mr. Taylor remarked that Ms. Barnes comes to the staff with eighteen years' customer service experience at the Department of Revenue, and whom the fiscal staff is happy to be training to learn her new duties. He said that he has been trying for years to get Gerry Means to join the staff, reminiscing that when Mr. Means first came to work for the state at ITS they had worked in adjacent cubicles, and he was instrumental in helping Mr. Taylor understand all the features of the then-new VoIP phones that had recently been introduced there. Noting that Mr. Means has also worked with AT&T, Mr. Taylor advised he will be working as a network engineer. Having been a part of the ESINet evaluation team throughout the NG911 project, Mr. Means had shared with Mr. Taylor that he would really like to "be a part of this", so Mr. Taylor was more than happy to oblige.

2. Ethics Awareness/Conflict of Interest Statement—Chairman Boyette read the Ethics Awareness/Conflict of Interest Statement printed in the agenda. Chuck Greene offered that he felt he would have a potential conflict with agenda item 8b, so he would be recusing himself from that funding reconsideration request.

3. Recognition of the First Graduating Class of the PSAP Executive Management Program—Mr. Taylor stepped to the podium and spoke to what an exciting day this is, not only for the graduates, but also for the 911 Board. He reviewed the history of both the conception and implementation of RCC's PSAP Executive Management Program, not just a generic approach to PSAP management, but a program deliberately focused on 911 PSAP management in North Carolina. He specifically credited Education Committee Chair Jimmy Stewart and Standards Committee Chair, Richmond County's own Donna Wright, for recognizing and promoting RCC as the perfect partner for such an ambitious endeavor. Mr. Taylor stressed that the result is a genuine college-level class, not just a continuing education type of class demanding only an hour or two a week, speculating that probably every one of today's graduates discovered that as soon as they took the entrance exam they had to pass just to be able to enroll. He thanked RCC's Dr. Robbie Taylor and his team for the terrific job they did in building the course—and the "classy brochure" to go with it, which he displayed onscreen. He reiterated kudos to all who contributed to putting together such an awesome program.

Mr. Taylor invited Dr. Taylor to the podium to offer remarks. Dr. Taylor reflected upon how challenging it had all seemed at the outset, going across the state with surveys to look at what people wanted or needed, but it all came together. He recalled that he told everyone at the beginning that there would be an academic rigor; it would be difficult; it would be evaluated; it became 270 hours of work, reading and writing papers, doing research, truly college-level training. He thanked his staff, as well as Tina Bone from the 911 Board staff and Donna Wright and Jimmy Stewart from the 911 Board, for the great job they did putting everything together. He also thanked everyone for allowing RCC to provide this training, adding that they should not hesitate to contact RCC to provide additional similar training in the future.

After thanking Dr. Taylor for his remarks, Mr. Taylor added that he felt it was important to point out that this training was provided at no financial cost to the students, which speaks volumes about the cooperation and collaboration between the 911 Board and RCC; that it is a great partnership between two great agencies that everyone should be proud of. He then asked Secretary of the Department of Information Technology (and 911 Board Chair) Eric Boyette and Dr. Dale McGinnis, President of Richmond Community College, to come to the podium to present the graduates with their certificates of completion.

Secretary Boyette observed that when he first started with the 911 Board he noticed that there was a lot of effort being put into this topic which was becoming more and more focused, and now we can see the results. He personally thanked everyone who played a role in making this day happen, observing that within the 911 community, partnership is what it's all about. Dr. McGinnis said he was honored that RCC was chosen to host this program, praising the great team led by Dr. Taylor that made it happen. He added that he looks forward to the day when every county in the state enjoys the prepared, trained expertise that this program provides. He also said that he wanted to thank the members of the 911 community for the work they do every day, keeping people from harm, and thanked the graduates for all of the time they have invested in this. Dr. McGinnis also reflected that RCC looks forward to building upon this inaugural class on an annual basis and across the state, and that RCC is in it for the long haul.

Mr. Taylor first displayed a sample blank certificate of completion onscreen, and as Secretary Boyette began calling graduates up by name and Dr. McGinnis presented them with their certificates, Mr. Taylor displayed a copy of that individual graduate's certificate onscreen. The graduates who were able to be present for the ceremony were:

Stephanie Conner – Surry County
Allen Cress – Rowan County
William Gibbs – Lincoln County
Ronald Hall – Stokes County
Kevin Hardy – Town of Boone
Monica Howard – City of Henderson
Bridget Kleine – Town of Boone
James Lambert – Gaston County
Tricia McKnight – Hoke County
Allen Moore – City of Rocky Mount
Tammy Myers – Davie County
Laura Piché – Orange County
Rodney Pierce – Davie County
Valecia Pike – Columbus County
Ronald Rombs – Lincoln County
Myron Shelor – Gaston County
William Smith – Richmond County
Misty Tabor – Swain County

The graduates who were unable to attend the ceremony were:

Christi Colbert – Yadkin County
Wanda Hall – Jackson County
James McGuinn – Polk County
Marty McGuinn – Polk County
Tobie McPherson – Pasquotank County
Chanda Morgan – Haywood County
Teresa Ogle – Madison County
Mark Von Behren – City of New Bern
Nancy Williams – City of High Point

Mr. Taylor pointed out that, as evidenced by this list, folks just about “from Murphy to Manteo” participated, and congratulated everyone once again. At approximately 10:30 Chairman Boyette called for a break to allow the graduates to assemble for a photo session. At approximately 10:45 he reconvened the meeting, observing it was great to see the number of graduates, and, as they were discussing in the hall, how he hopes to increase those numbers going forward.

4. Public Comment—Chairman Boyette read the invitation to public comment printed in the agenda, and Captain David Poston, Communications Division Commander, Charlotte-Mecklenburg Police Department (CMPD), stepped to the podium and introduced himself. He began by thanking the 911 Board, its staff, and all of

the 911 PSAP managers from across the state for what they do. He related that CMPD experienced a very serious incident on January 11th at 10:49 in the evening: a homicide suspect showed up at their headquarters, where their communications center is located, and engaged one of their tactical units in a firefight right outside the windows where the communications center folks were working. He advised it was, obviously, an extremely stressful event, and many of the people present here today reached out to make sure the communications center staff members were okay, following up on stress the incident involved. He continued that the communications center staff had hardly had a chance to catch their breath when that weekend four York County, SC, Sheriff's deputies were shot, one fatally, and CMPD's people had to turn around and assist with that incident, providing an aviation unit for medical evacuation to Carolinas Medical Center. He observed his team has had a very difficult time, but the family of folks in communications centers across the state has been wonderful. He added that he wanted to take a moment to thank everyone for that and to ask for a moment of silence for the York County Sheriff's Office. Before observing the moment of silence, he noted he wanted to especially thank Greg Hauser, who can attest to the fact that it was quite a firefight, as his own staff people were leaving the building just around the corner when the firefight erupted. Capt. Poston also observed that CMPD roll call had happened at 10:45 PM, so if the ambush had been ten minutes earlier or ten minutes later, his arriving or departing staff would have been caught in the ambush, so it really affected them. Chairman Boyette called for a moment of silence. Once it had been observed, Chairman Boyette pointed out this brings back the importance of what all of us do, and the people that we try to help and support, and thanked Capt. Poston for those comments.

5. Consent Agenda—Mr. Taylor reported he had distributed the minutes of the December 2017 911 Board meeting earlier in the week, as well as a summary of the 911 Board work session event the preceding day, and has not received any comments or requests for corrections, so he is accepting them as presented. He then moved to the financial report on the Grant Fund, the NG911 Fund, the CMRS Fund, and the PSAP Fund (please see <https://files.nc.gov/ncdit/documents/files/01262018%20Agenda%20Book-1.pdf> pages 73-76 for amount details). Some discussion followed regarding PrePaid income consistency, then Jeff Shipp made a motion to approve the Consent Agenda as presented, Donna Wright seconded, and the motion carried unanimously.

6. Election of 911 Board Vice Chair for 2018—Donna Wright nominated David Bone to serve as the 911 Board Vice Chair for 2018, and Slayton Stewart (and several others, simultaneously) seconded the nomination. Chairman Boyette asked if there were any other nominations or comments, and Mr. Bone shared that he has been honored to serve for the last year and is very humbled to be nominated for next year. He stated he is very proud of the work this Board has done, as well as the PSAP and TC communities and all the work they do on a daily basis. Hearing no further comments, Chairman Boyette asked for a motion to close the nominations. Donna Wright so moved, Heather Campbell seconded, and the motion carried unanimously, effectively giving Mr. Bone the job.

7. Executive Director report

a) 911 Board Staff Org Chart—In response to a request made at the December 911 Board meeting, Mr. Taylor presented onscreen an Organizational Chart relative to 911 Board staff. As he moved through the flowchart style graphic onscreen he verbally stepped through the chain of command, detailing every 911 Board staff person's position (please see <https://files.nc.gov/ncdit/documents/files/01262018%20Agenda%20Book-1.pdf> pages 84-88) within it, as well as currently vacant positions.

b) 911 Fee National Discussion—Reflecting upon his many years' involvement with NASNA, the National Association of State 911 Administrators, Mr. Taylor related that his counterpart in Michigan, Harriet Miller-Brown, had asked several members to provide her with their annual 911 expense numbers drawn from this year's FCC Net 911 report to help her supply figures to her state legislators regarding debate going on there concerning Michigan's 911 costs. Mr. Taylor displayed her emailed request onscreen, followed by tables from that FCC report (please see <https://files.nc.gov/ncdit/documents/files/01262018%20Agenda%20Book-1.pdf> pages 89-94), then explained how every state has its own laws regarding 911, which vary widely, and how the numbers associated with each state can mislead if those differences aren't accounted for. Taking into account 911 related costs which are not eligible for payment using 911 funds, as well as eligible costs, he reported that in 2015 North Carolina's total cost exceeded \$109M, adding that the bulk of that is in personnel costs. He also added that it breaks down to \$11.47 per capita, which is pretty close to the national average of \$10.97.

Mr. Taylor reiterated how some states use 911 funds for expenses that other states do not allow, and Mr. Bradford spoke to how the tables Mr. Taylor displayed onscreen can be very misleading without considering those distinctions.

c) Board member orientation—Mr. Taylor announced that Board member orientation will take place on Wednesday, February 21st at Phillips Building. He noted that Amy Ward and Mike Reitz will participate as new Board members, and Niki Barnes and Gerry Means will participate as new staff members.

d) Rowan County grant extension request—Mr. Taylor reported that Rowan County has requested a grant extension until March 31, 2018. He briefly reviewed the request, then announced that the staff recommendation is to approve it. Donna Wright made a motion to approve the request, Heather Campbell seconded, and the motion carried unanimously.

e) Request for appeal from Randolph County—Mr. Taylor reported that Randolph County has filed an appeal contesting the 911 Board's overflow position policy. He stated that the staff recommendation is to send the appeal to the Funding Committee so that it may hear directly from requestor Keena Heaton and formulate a recommendation to bring back to the full Board.

8. 911 Funding Committee report

a) Perquimans County funding reconsideration request—Funding Committee Chair David Bone explained the request from Perquimans County for funding reconsideration, then advised that the committee recommendation is to increase the county's 2018 funding to \$332,853.59. He opened the floor to questions, advising that a county representative was available to answer any, as well as staff. Hearing none, he reminded everyone that a committee recommendation comes before the Board as a motion requiring no second. Chairman Boyette called the vote, and the recommendation carried unanimously.

b) Polk County funding reconsideration request—Mr. Bone explained the request from Polk County for funding reconsideration, then advised that the committee recommendation is to increase the county's 2018 funding to \$368,606.23. Again advising a county representative was available to answer questions, as well as staff, he opened the floor to questions. Hearing none, Chairman Boyette called the vote, which passed unanimously.

Before closing his report, Mr. Bone commented on other initiatives the Funding Committee is working on, including development of a funding reconsideration policy to provide PSAPs with better direction about this process. He added the committee continues to work on simplifying funding policies for implemental functions, addressing, and information technology, presently focusing on the addressing portion of that.

Mr. Taylor interjected that he had just been made aware that the Department of Corrections provides telecommunicator chairs at a substantial discount—around \$900 each—and they are 24/7 chairs rated up to 450 lbs capacity. He added that they may be purchased in bulk and delivered as needed without incurring delivery charges. He has been provided with a sample chair, which he intends to offer to a PSAP for testing. Donna Wright immediately volunteered to test it, observing she has some very opinionated TCs who will not hesitate to say whether they like it or not, and if not, why not. Mr. Taylor noted that he believed such chairs normally cost in the range of \$1200-\$1400, and was quickly corrected that the price usually runs \$1800-\$2200 these days. He then observed that underscores the fact that this represents a considerable savings, and since they can be purchased in large quantity, warehoused, and delivered at no charge, the Funding Committee will be looking at this closely as a way to save PSAPs money.

Mike Reitz asked if they were upholstered in fabric or leather, observing that fabric typically doesn't hold up as well, retaining not only dirt, but also odors; Ms. Wright immediately concurred. Mr. Taylor observed the sample chair is upholstered in fabric, but he thinks that modification could be made, and Mr. Wright speculated that even "fake leather" would likely be better than cloth. Mr. Bradford added that the chairs have a 10-year warranty. Jimmy Stewart asked if they come in different sizes, noting that some seats are narrower than others, and Mr. Taylor assured him these are well proportioned. Chairman Boyette offered that DIT has bought many for its staff and is

very pleased with them, observing they are, indeed, good quality chairs. He also added that since they come from DOC, warranty claims are easy to process, since they possess all the necessary records.

9. Grant Committee report—Grant Committee Chair Slayton Stewart reported that the committee met on January 19th with all committee members present, as well as Mr. Taylor, Mr. Bradford, and Marsha Tapler, whereupon they reviewed the seven applications which had been received during the 2018B cycle representing a total of \$20,681,675 in requests. He observed that while some of the applications did not follow the priorities established by the 911 Board, the committee still considered all that were submitted, while focusing on the two main priorities: PSAP consolidations and regional back-up initiatives. Recalling prior Board discussions about applications lacking sufficient detail, he noted that these were no exception, containing in whole or in part: poor explanation of funding priorities; lack of planning for future expenses, including many recurring costs; lacking or limited long-term technology plans; limited or no detail regarding project evaluation plans; lack of clarity on agreements of responsibility between agencies that often don't match the application details. Mr. Taylor then displayed onscreen the committee recommendations to the 911 Board for its consideration in awarding grants for the 2018B cycle, as Mr. Stewart spoke briefly about the determination of each:

- Beaufort County – Mr. Stewart explained that Beaufort County's request for approximately \$4.2M was to pay for Viper radio implementation and reinforcement of a tower for VHF paging. He observed that while the committee thinks it a worthwhile project, none of the expenses represent eligible use of 911 funds, the county is not investing any resources towards the project, and the project does not enhance the state 911 system, therefore the committee does not recommend awarding the grant.
- Franklin County – Halifax County – Warren County – Mr. Stewart explained that these three counties submitted individual grant requests in coordination with each other. He pointed out that although Halifax County received a \$2M grant in 2017 to build a regional back-up center, no funds have been expended on that grant to date and progress reporting has been sporadic, indicating there is little to no progress on that original grant project, yet the county is requesting another \$9.6M during this cycle for a regional backup center to serve Warren and Franklin counties as well. He added that Warren County has requested approximately \$780K to purchase equipment to locate at that proposed regional back-up center, and Franklin County has asked for approximately \$1.2M for a radio upgrade expansion while acknowledging receipt of a funding reconsideration related to this grant application. He observed that in reviewing the three applicants' applications together, it appears that coordination among them has been minimal and the committee questions the level of participation of each as demonstrated by the limited specificity and generic wording in the memorandums of understanding (MOUs). Therefore, the committee recommends that the 911 Board Executive Director meet collectively with the county managers and the PSAP managers of the three entities to facilitate a better detailed plan to create a regional back-up center. The committee recommends retaining \$3M in the grant fund in anticipation of awarding funding for these three grants if discussion with the counties is successful.
- Iredell County – Mr. Stewart advised that Iredell County is requesting approximately \$4.3M towards relocating the primary PSAP and regional back-up center to a newly constructed public safety complex. He added that Iredell County provides regional back-up for Wilkes and Alexander counties, and its funding request is for partial construction costs and technology needs for the PSAP and the Emergency Operations Center (EOC). He observed that request includes equipment related to twelve telecommunicator positions, although the current staffing authorization is for only nine positions based upon the 911 Board Overflow Position Policy. With that in mind, the committee modified the grant award to be based upon nine positions, and coupled with other adjustments (listed in detail in a table onscreen), recommends awarding \$2,360,825 to fund specifically identified items. Additionally, he noted that contingency fees on the construction cost of \$966,000, the technology costs of \$2,071,363 and back-up costs of \$4,050 are not included for the consultant fee calculation. He then stated that the committee's total recommended grant award to Iredell County is \$2,360,835.
- Robeson County – Mr. Stewart reported that Robeson County requested approximately \$339K to fund non-eligible radio expenses for their back-up PSAP, with a total project cost of nearly \$1.5M, including eligible 911 fund expenses paid from fund balance. He said the committee recommends awarding \$339,065.
- Wilson County – Mr. Stewart related that Wilson County requested approximately \$158K to fund non-911 eligible expenses to upgrade its radio consoles at the primary and back-up PSAPs to the Viper radio master site. The committee recommends awarding \$157,913.

Speaking to the areas where most of the applications were weak, Mr. Taylor noted that the Standards Committee is already looking at providing technology plan development guidance for the PSAPs, one of the most glaring weak spots. As another example, he also observed that the intention of questions about recurring costs in the applications, frequently answered with something like, "Recurring costs will come out of the 911 fund," is to have the recurring costs identified and quantified so that the PSAP can budget for them, not just to say where the money will come from. He added that another weak spot is MOUs; that the MOUs between agencies tend to be very vague, but instead, need to be very detailed, describing who bears what responsibilities, what the expectations are for each of the parties, etc. He expressed his intention to encourage applicants during the next grant cycle to be aware of these weak points; to contact staff for help in understanding what the Grant Committee needs to see in each application in order for it to receive a favorable review. He noted it is not the number or words used to complete the application, but rather the amount of specific, detailed information those words convey, that results in a grant award.

Discussion among Board members followed regarding the determinations the Grant Committee had made. Mike Reitz asked if the reduction in funding offered to Iredell County, based upon the 911 Board policy regarding allowable overflow position funding, could be reversed if the Board revised that policy pursuant to Randolph County's outstanding appeal of that policy, i.e. would the Grant Committee reconsider that reduction and possibly reinstate that amount in a revised award recommendation. Mr. Stewart expressed confidence that the committee would reconsider. Donna Wright suggested compiling successful grant applications in one easily accessible location to cite as examples of what information is being sought; perhaps offering a course on the topic rather than just directions; maybe having successful applicants serve as mentors to guide new applicants through the process. Chairman Boyette mentioned that he sees many MOUs and agrees that many leave room for improvement, wondering aloud if creating a standard form to be used in conjunction with the grant applications would be helpful. Mr. Bradford interjected that the correct term is actually Interlocal Agreements, noting that they are governed by statutes which are unique to the local governments and the province of the local governments, hence not easily made uniform among them. He observed that what he felt the Grant Committee struggled with in regard to such agreements was not uniformity of format, but rather the fact that the agreements frequently bore little resemblance to the actual subject matter of the grant application; it almost appeared that a form was simply filled out instead of including the necessary detail to show exactly how these things would work together, e.g. what one PSAP would do for another, who would have which responsibilities, etc. Mr. Bone suggested that possibly providing a list of details that need to be covered rather than expecting a uniform format would be a good approach.

Mr. Stewart interjected that he had forgotten to mention another part of the recommendation the Grant Committee is bringing before the Board today, which is to transfer \$3M from the remaining grant fund balance to the NG911 Fund. Mr. Taylor explained that the reasoning behind that recommendation is to help support ESINet deployment, which is set to begin within the next couple of months; more specifically, to hire additional staff and purchase equipment to provision the NMAC. He pointed out that it would provide a statewide benefit to all of the PSAPs as they migrate to NG911, replacing future CPE costs, etc., through the ESINet service.

Chairman Boyette asked Mr. Taylor to reiterate the committee recommendation on the floor, which Mr. Taylor did, including the grant application award recommendations and the transfer of \$3M to the NG911 fund. Observing that's a lot of information to digest, Chairman Boyette asked if there were any further comments or questions before calling the vote. Chuck Greene asked if the \$3M transfer to the NG911 fund were approved, would enough money remain in the Grant Fund to have awarded all of the grants had the applications been acceptable. Mr. Stewart replied no, there was never enough money in the grant fund to have awarded grants to all of the applicants had the applications been acceptable; Mr. Taylor added that the total "grant ask" was a little over \$20M, but there was not that much money in the fund.

Referring to the Funding Committee's rejection of Beaufort County's application, due in part to funding priorities, Mike Reitz recalled the Board's discussion at its December work session about possibly offering a second grant cycle every year for "...anything else...", i.e. expenses outside of that given year's grant cycle priorities, and asked if the Grant Committee had further discussed that topic during its deliberations. Mr. Stewart responded that the committee's decision wasn't based exclusively on the funding priorities, but also the fact that the county wasn't contributing any of its own resources to make purchases outside of the purview of normal 911 fund use.

Regarding Mr. Reitz's question about the committee having further discussed implementing a second grant cycle every year, as alluded to at the Board work session, Mr. Stewart replied the committee did not discuss that at its award determination meeting, acknowledging, however, that he thinks that would be a worthwhile discussion for the Board to have going forward.

Chairman Boyette once again opened the floor to further discussion, and hearing none, called the vote on the committee recommendation(s), which carried unanimously.

10. Standards Committee update—Standard Committee Chair Donna Wright reported that peer reviews continue to be ongoing, and are still going well, becoming more and more fluid each time. Referring to Mr. Taylor's earlier comment, she added that the committee is working on a template for a technology review plan, which she hopes will help the Grant Committee in the future.

a) Back-up PSAP testing discussion—Ms. Wright reviewed the experience she and her PSAP recently had in attempting to fail-over to its back-up center as part of its very first evacuation exercise. In a nutshell, she reported it was both very scary and very instructive, noting how you should never assume anything, especially when it comes to rerouting 911 trunks. Despite intensive planning for the exercise from April to September 2017 regarding where trunks get routed, how they overflow, what's the backup for that, etc., she learned the hard way on the day of the exercise, January 10, 2018, that none of the planning had resulted in the correct procedures being programmed into the back database. When asked to reroute the trunks, the NOC wanted to reroute them to the PSAPs admin lines. When told that wasn't acceptable, they wanted to reroute them to the new PSAP still under construction. Finally, twenty-four minutes and three seconds after the initial request, the correct rerouting took place. Ms. Wright complimented the LEC staff on its willingness to do the necessary programming on the fly, while observing, however, that had the incident been a real emergency, her center would have been dark for the four minutes and three seconds beyond the twenty minutes after which the UPS batteries would have died.

Ms. Wright observed that the point in sharing this is not to point fingers or call it a failure, because it provided great information, not only for her and her center, but also any other PSAP going down this same path. An example of something she learned was that in rerouting her trunks she should have used her back-up PSAP's PSAP ID, something she wasn't even aware existed, let alone something she was expected to know.

Ms. Wright underscored that the Standards Committee, as this example well illustrates, needs to be ensuring that PSAPs exercise their back-up PSAP failover plans so that when the real thing does come down the pike, they're not having to face problems that should have been solved in advance. Noting that she will be writing an after-action report (already 24 pages), she related that she has identified lots of action items on both sides. She hypothesized that bringing the LECs and PSAPs together to discuss these scenarios will result in a conversation that really needs to take place. Greg Hauser remarked he strongly agrees with that, speculating that it might be a good idea to propose some sort of a format for a "PSAP bail-out exercise" because it is a very scary situation "...when you decide to pull the trigger...", but an absolutely necessary one. He pointed out that "We need to take the scare factor out of it." Mike Reitz added that his center had to fail-over two days ago due to a hard-drive failure, so he understands how scary that is. Chairman Boyette observed that DIT exercises frequently because, as a young agency, it had experienced those moments, those "four minutes of downtime", that resulted from a lack of exercise. He added that it is far better to experience those moments when you are aware of the environment, when you can control it, rather than when a true emergency exists, and commended Ms. Wright for her efforts.

11. Education Committee report—Education Committee Chair Jimmy Stewart reported that the committee is still in the midst of creating a mandatory certification for telecommunicators (TCs) in North Carolina, and will be hosting a stakeholders' meeting on April 12th in Greensboro at the Embassy Suites where the Annual PSAP Manger Conference was held last fall. He noted they will be using a facilitator to conduct the meeting, although they are yet awaiting confirmation from the person selected. He added that the subcommittee working on the requirements of the certification is finalizing what it believes to be the outline and partial curriculum for meeting those requirements, which will hopefully be completed by the conclusion of next week's committee meeting so that it may be presented to the Board for approval prior to the stakeholders' meeting.

Mr. Stewart advised the committee has created a list of organizations it considers to be stakeholders in this endeavor which now numbers something more than thirty. He said they will all be receiving a “save the date” email inviting them to participate in this four-hour meeting, 10:00 AM – 2:00 PM with lunch served, to begin looking at what the committee has accomplished to date, including identifying perceived barriers or roadblocks pre-emptively so that they may be addressed and corrected up front. He reminded everyone that there will be a legislative process to go through which is likely to take a significant amount of time, as all things legislative tend to do, and the committee wants to discuss that topic with the stakeholder organizations as well: anything which might “...prevent the only (public safety) organization in the state which doesn’t require mandatory certification...” from achieving that goal. He emphatically reiterated that TCs are “the first first responders”, so it is definitely time to start this conversation. Greg Hauser asked Mr. Stewart to share that list of organizations with him so that he may share it with members of his organization in order to give them a heads up to ensure they don’t overlook the invitation when it arrives and understand its importance.

12. Technology Committee report—Technology Committee Chair Jeff Shipp began his report by reminding everyone that the committee will meet next week on Tuesday, January 30th at 2:00 PM at the Phillips Building, encouraging all who can to participate. He also commented once again on the “ESINet Road Shows” that have recently taken place, saying he was very impressed with all the participation from the PSAPs and staff, AT&T and West, observing there was a lot of excitement generated. He reported that fifty-five PSAPs have already been approved for ESINet migration and are at some point in the on-boarding/staging process, and that the hosted call handling project is on schedule, with equipment being installed, etc., so the entire project as a whole remains on schedule as well.

Mr. Shipp told Gerry Means how very, very grateful both he and Mr. Taylor are to have him on staff, relating how many conversations the two of them have had over the past several months to ensure that happened. He told the Board how he and Mr. Means have had the opportunity to work together on the NG911 project, and how impressed he is, not only with Mr. Means’ intellect and experience, but also his reasoning skills, throughout the entire PSAP evaluation process. Mr. Shipp reiterated how pleased he is that Mr. Means has joined the team, and asked him to offer a few updates on a couple of the different projects going on at this time.

Mr. Means thanked Mr. Shipp and the Board for this opportunity, observing that this entire process has “sort of turned on a light bulb for me,” engaging him and allowing him to utilize some of his past experiences at DIT when he was faced with similar operational process demands. Among those experiences was his involvement in the state’s conversion to the SIP protocol for its enterprise services, from which he observed it’s amazing the kinds of things that can now be done to facilitate agencies in unshackling their business processes from the limitations of their communications systems, instead allowing the communications systems to facilitate their business processes—a pretty big role reversal—noting that he sees lots of opportunity for that to happen here as well. He spoke to how different the world of IP routing will be from the legacy routing of 911 calls to PSAPs, how conditions are built into networks to automatically do things for you, such as eliminating the need to know a back-up PSAP ID number that Ms. Wright referred to earlier, and allowing the PSAP to focus more on its primary objective of taking and responding to the 911 call.

Mr. Means observed a lot of work remains ahead of the team, noting that you really can’t just respond to issues occurring during the ESINet roll-out as they come up—you really must plan ahead. To that end, he announced that everyone will soon be seeing an “ESINet Questionnaire,” a scaled down version of the vendor’s requirements, in order to establish some frameworks for each type of PSAP, with generalized requirements and capabilities, so the team can have a better plan for how to prioritize the ESINet roll-out. He advised he’s also been working pretty hard to get the NMAC caught up with that, so he has a framework document that they just finished crafting that will give them the outliers of what kind of service management rules they need to have. He observed the team is going to need the Board’s support, and he is asking it for it now, because the team has to drive this thing pretty hard to get the NMAC where it needs to be to stay in step with the roll-out of the ESINet. He said there are some things they are working to do now to try to leverage state assets where they exist to have some fundamental capability around the NMAC’s processes and tools, although the staffing and location issues need to gel first, so that is his number one priority. He added they will be getting knee-deep in that at next week’s Technology Committee meeting.

Mr. Shipp added that the team is excited to announce that the first ESINet go-live is scheduled to take place March 14th at Raleigh-Wake ECC.

Other Items—Chairman Boyette drew attention to the schedule of upcoming committee meetings in the agenda. He also said he wanted to thank the Board for the great conversations it has been having, observing that when he first started with the Board he did not feel that had been the case. He thanked Board members for their participation, stating that it really means a lot to him as well as to the people the Board serves.

Chairman Boyette then relinquished the floor to Mr. Taylor, who announced that after much soul searching and deliberation he has decided to retire from the Executive Director's position effective April 30th. He further explained that during the last sixteen weeks he has experienced some of life's greatest moments and some of life's worst moments, some of life's scariest moments and some of life's most enjoyable moments. He reflected back on his history with this Board since 1998, including visiting the White House and testifying before Congress, as well as the fact that when he first began there were still five counties in North Carolina that still didn't have 911. He observed that the recent events in his life have led him to refocus his priorities; that he had always thought he would work until he was at least sixty-six, maybe sixty-seven, but this refocusing, including upon the three new grandsons he is dying to play with, has led him to make the move to retirement after he turns sixty-five in April so he can be a grand-dad. The room erupted into a prolonged standing ovation, and once it quieted down he assured everyone that he has informed Chairman Boyette, Vice Chair Bone, and his incredible staff that he is committed to remaining fully engaged and active in his role until April 30th. He added that even after that, he won't be far away—he'll be "in the 'Quay" and easy to call if ever he can help, especially during the transition to a new Executive Director. He said he is excited about this Board and its continued effort to move 911 forward, adding that he is leaving the best group of people as staff that any Board could ever wish for—a great bunch of folks that he is truly going to miss seeing every day.

Adjourn—Chairman Boyette thanked Mr. Taylor for his willingness to do whatever it takes to get the job done, and for being a partner. He observed that we all talk about partnerships a lot—you have to have a partner—and Richard Taylor is really a partner that 911 can always count on. Donna Wright took a moment to reminisce about Mr. Taylor's habitual signoff of emails back in the early days—the "Tireless Wireless Guy"—adding that she completely understands his decision. Greg Hauser asked how long he had been working on behalf of PSAPs, and when Mr. Taylor replied it had been twenty-eight years, Mr. Hauser observed he deserved to take a little time for himself and congratulated him. Noting that as he had told Chairman Boyette, it's a hard thing to do, Mr. Taylor said he knows he's leaving everything in good hands.

After reminding everyone that the next Board meeting is February 23rd at Bush Street, Chairman Boyette adjourned the meeting at 12:06 PM.



Highlighted Activities Week of 01/22/18 – 01/26/18

- Prepared and submitted monthly activity report.
- Reviewed material for upcoming 911 Board meeting.
- Attended Guilford Metro 911 PSAP peer review.
- Participated in staff meeting/call. Richard announced retirement effective April 30.
- Travel to Hamlet for Board meeting.
- Participated in AT&T NG911 weekly status meeting via conference call.
- Assisted Board staff with onsite set up and test of A/V equipment in preparation of 911 Board meeting.
- Attended 911 Board meeting.
- Completed administrative/general office tasks.

Highlighted Activities Week of 01/29/18 – 02/02/18

- Attended Dynamics 365 demo of CRM financial capabilities with 911 Board, DIT, and DEQ staff. Followed up for next meeting to develop scope of work.
- Attended staff meeting.
- Prepared Education Committee agenda and disseminated.
- Reviewed TC certification requirements information developed to date.
- Prepared for Education Committee Subcommittee meeting.
- Reviewed previous Education Committee meeting audio to prepare summary/review for meeting.
- Began coordination for Perquimans County onsite NG911/call handling solution onsite meeting.
- Collaborated with Gerry, Tina, and Brian Smith (AT&T) for creation of PSAP assessment survey.
- Attended and participated in Technology Committee meeting.
- Staffed and participated in Education Committee Subcommittee meeting. Began follow up tasks.
- Staffed and participated in Education Committee meeting. Began follow up tasks.
- Met with Richard for development of employee goals and to begin interim performance review.
- Attended and participated in GIS RFP evaluation team kick off meeting.
- Participated in AT&T NG911 weekly status meeting.
- Continued review of GIS RFP, vendor questions, and evaluation material.
- Completed administrative/general office tasks. Created and resolved issues with DocuSign account.

Highlighted Activities Week of 02/05/18 – 02/09/18

- Majority of time this week dedicated to review of GIS RFP, vendor questions, and evaluation material.
- Completed assigned/required employee LMS training module.
- Participated in AT&T NG911 weekly status meeting via conference call.
- Provided NextGen (ESInet/Call Handling Solution) information to PSAPs.
- Attended APCO/NENA Chapter meeting in High Point.
- Participated in GIS RFP checkpoint conference call.
- Completed administrative/general office tasks.

Highlighted Activities Week of 02/12/18 – 02/16/18

- Attended and participated in Education Committee Subcommittee day long work session.
- Completed follow up task from Education Committee Subcommittee work session. Disseminated notes, revised documents, requested Committee voted, and prepared material for Board agenda packet.
- Coordinated particulars for Education Committee stakeholder meeting to be held in April.
- Prepared and published newsletter.
- Continued review of GIS RFP, vendor questions, and evaluation material.
- Participated in conference call with Wayne County and 911 Board staff regarding their project for a new PSAP.
- Attended and participated in Dynamics 365 support plan meeting with 911 Board and DIT staff.
- Attended NC Geographic Information Coordinating Council (CIGG) meeting.
- Participated in AT&T NG911 conference call for upcoming onsite meeting in Perquimans County and a NMAC requirements discussion.
- Coordinated for NG911 onsite meeting with Charlotte-Mecklenburg PD.
- Completed signoff task for interim performance review.
- Participated in AT&T NG911 weekly status meeting via conference call.
- Began coordination of NG911 onsite meeting with Carteret County
- Coordinated with Ronnie Cashwell to review/demo Survey Monkey for meeting/event registration.
- Disseminated PSAP managers course information for registration for the next class.
- Completed administrative/general office tasks.

911 Network Specialist Report

January and February 2018

January 3 rd -	Conference call with Vance County reference maintenance contract for CPE.
January 4 th -	Meeting with Richard reference ESInet project. Meeting with AT&T reference ESInet project.
January 5 th -	Standards subcommittee conference call
January 9 th -	Conference call with Jeff Shipp reference Bladen County. Education subcommittee meeting.
January 10 th -	Richmond County failover exercise.
January 11 th -	Standards Committee Meeting
January 12 th -	Meeting with AT&T reference ESInet.
January 15 th -19 th	NENA Standards conference Orlando Florida
January 23 rd -	Guilford Metro PSAP Peer Review
January 24 th -	Staff meeting via conference call. Telematics install on vehicle.
January 25 th -	AT&T ESInet project status update.
January 26 th -	Board Meeting
January 29 th -	Staff meeting
January 30 th -	Develop information for AT&T survey delivery. Technology Committee Meeting.
January 31 st -	Conference call with Carteret County reference PSAP Peer Review. Education Committee Meeting.
February 1 st -	AT&T ESInet project status update.
February 6 th -	Cherokee County, Clay County, and Jackson County PSAP Peer Reviews.
February 8 th -16 th	Vacation
February 19 th -	Conference call reference Dyanamics 365
February 20 th -	Meeting at Perquimans County reference ESInet
February 21 st -	New Board Member Orientation. Funding Committee Meeting.
February 22 nd -	AT&T ESInet project status update.

My January report wasn't submitted so January and February are included in this one.

As you can see, the last couple of months have been busy with PSAP Peer Reviews, meetings, etc.

My focus is being spent on guiding PSAP personnel on how to complete the form and information needed for the PSAP Peer Review. To date, 21 PSAPs have had the PSAP Peer Review.

Focus has also been on helping the PSAPs prepare for the ESInet. Getting them the questions that need to be answered before they can be in flight with the ESInet and encouraging PSAPs to be early adopters.

911 Board meeting: February 23rd 2018

Technology update

As we progress towards the buildout of the network, the need for process definitions and process mapping is becoming more apparent. Staff is working to design tools that enable the capture and management of technical, financial and operational information needed to manage end result of the project. From a pure technical perspective, staff has recognized the need for establishment of a common vocabulary of terms needed to facilitate effective communication. A glossary of terms native to the ESINet and hosting environment is being developed to enhance communications with the PSAPs.

Staff is focusing on the NMAC development by creating an inventory of all of the monitoring and reporting capabilities offered by the ATT in the network and from the call handling system providers. The reporting tools have some degree of overlap which will be subjected to comparison analysis to determine best options. Development of the CMDB will be part of the development effort to develop a Dynamics 365 service management environment. Dynamic 365 will also enable the implementation of a 911 specific ticketing system at less cost than utilizing the DIT Remedy system.

Staff has also begun the process of assessing the pool of available personnel resources through a state approved staffing service firm. The first report back on talent availability will occur on 2/26/18. Skill sets requested include IP networking (data and VOIP), ITIL foundation certification, network security certifications and PSAP and/or public safety experience. Staff continues to work with the Product Management and Engineering group at DIT to develop an operational model for placing the NMAC at the DIT Eastern Data Center.

Staff completed and distributed the NG911 assessment survey on February 7th and has thus far received 16 responses. Based on the early responses, an analysis table was created that proves the concept will be helpful in developing a project plan that enables the most efficient use of resources. The survey document and analysis table have also provided a good starting point in the development work for the Dynamics 365 applications

Currently of the 55 commitments, we have active projects in flight for the following sites:

Raleigh/Wake EMC

Durham NC PD

Winston-Salem NC, PD

Cumberland County

Gaston County

Richmond County

Lumberton NC

Technical staff participation in the upcoming series of PSAP Manages meeting will be geared to providing more information about the operational and support aspects of the NG911 migration as well as gathering additional input concerning 911 ancillary services such as administrative lines and call transfer methodologies. Potential uses of SIP trunking could bring some of the same operational

efficiency offered by the ESINet in non-critical areas that support the primary 911 call taking mission. Staff will also continue to evangelize the benefits of the NG911 in one-on-one meetings with PSAPs as needed.

Graham County, NC

E911 Enhancement/Replacement

MCP Project Number 15-111

Monthly Progress Report – January, 2018

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No additional design work required in this period 	<ul style="list-style-type: none"> No additional design work is anticipated
2. Permits	<ul style="list-style-type: none"> No permitting handled in this period 	<ul style="list-style-type: none"> No additional permitting anticipated
3. Construction	<ul style="list-style-type: none"> Carpeting completed Fencing installed Generator and transfer switches installed LP tanks hooked up LVT installed Flag Pole installation Grounding continues Raised floor completed Drop ceiling completed Solicit quotes for office furniture Solicit quotes for 24x7 chairs Construction reaches 95% complete 	<ul style="list-style-type: none"> Window shades Finalize appliances UPS complete Access Control begins Fine grading and landscaping Paint touch-up Cleanup and floor protection removed Walk through / punch list Certificate of Occupancy
4. Communications Systems	<ul style="list-style-type: none"> Structured cabling / cable management continues Telephone construction begins Console furniture ordered Continued discussions with Swain / Jackson Wallboard installed Procurement of CAD system Procurement of Recording system 	<ul style="list-style-type: none"> Stack radio tower Finalize structure cabling Install racks Continue procurement of technology Install furniture consoles Install network equipment Install radio grounding / connectivity Install A/V system and monitors Finalize backup plans including interconnectivity needs Testing of generator and UPS

Activity	This Period	Next Period
5. Other Activity	<ul style="list-style-type: none"> MCP held weekly conference calls with the County MCP participated in on-site meetings to coordinate project needs. 	<ul style="list-style-type: none"> MCP will continue the weekly conference call schedule with the County

Richmond County, NC

PSAP Consolidation and Construction
Monthly Progress Report – January 2018

MCP Project Number 15-175

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity anticipated
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity anticipated
3. Construction	<ul style="list-style-type: none"> Installed additional heavy timber at front windows Completed drywall Began interior painting Installed raised access flooring Began grounding raised floor Began siding installation (at 98 percent) Began exterior painting (at 50 percent) Completed attic insulation Began tile work Began ceiling grid Replaced broken storefront glass Switched building to temporary power Corrected some grounding deficiencies Conducted grounding reviews Installed annunciator panel Completed standing seam metal roof work Reviewed ECS field report for gravel prep for roadway Reviewed seismic details from generator vendor Reviewed signage details for facility spaces Requested new quote to install fence that was removed through value engineering Kept weekly photographic 	<ul style="list-style-type: none"> Complete mechanical, electrical, and plumbing (MEP) work Correct grounding deficiencies Install anchor bolts for raised flooring Replace small sconces on front entry Mark areas in server room for cable trays Mark areas for rack placement Receive and install generator Form and pour sidewalks (weather-dependent) Start heating, ventilation, and air conditioning (HVAC) units Complete tile work Begin millwork installation Complete MEP wall and ceiling finishes Continue grounding raised floor Receive and install uninterruptible power supply (UPS) system Complete storefront installations Review proposal requests for change orders Hold monthly construction meetings (two in January) Provide answers for requests for information (RFIs) – as needed Keep weekly photographic

Activity	This Period	Next Period
	record of progress <ul style="list-style-type: none"> • Met with raised flooring vendor regarding deficiencies • Met with Duke Energy regarding exterior lighting • Held monthly construction meeting 	record of progress – ongoing
4. Communications Systems	<ul style="list-style-type: none"> • Determined cabling plan • Continued installing above-ceiling cabling • Awarded radio consoles to RCC • Issued notice to proceed to RCC • Met with RCC and requested quotes for combiners, antenna, and coax • Received quotes for tower and ice bridge vendor • Received three quotes for equipment racks • Held calls with AT&T for telephony • Began weekly AT&T status calls • Received approval from Duke Energy for poles for fiber connection to facility • Issued purchase order (PO) for logging recorder • Issued PO for CAD system changes • Issued PO for NetClock 	<ul style="list-style-type: none"> • Continue to refine technology timelines • Continue installing above-ceiling cabling • Begin cabling in cable trays • Award combiners, antennas, and coax • Meet with RCC technician • Issue PO for tower and ice bridge • Procure racks for equipment room • Continue technology procurements – ongoing
5. Other Activity	<ul style="list-style-type: none"> • Continued to track grant budget • Approved change orders for construction • Conducted numerous calls between County and MCP regarding project needs and status updates • Conducted budget review meeting between County and MCP • Submitted invoices for 	<ul style="list-style-type: none"> • Review current SOPs – ongoing • Begin work on law enforcement protocols – ongoing • Hold first law enforcement user group meeting (postponed from January) • Regular communications with project team, as needed – ongoing • Continue to track grant budget • Hold status meeting between

Activity	This Period	Next Period
	reimbursement <ul style="list-style-type: none"> Received appliances at local store (holding until needed at facility) Issued PO for furniture for facility (not through grant funds) Issued PO for console workstations 	County and MCP <ul style="list-style-type: none"> Attend monthly construction meetings

Issue Notification:

The raised floor installation began on January 2, 2018. On January 3, 2018, Mission Critical Partners was on-site for a job site review and noted that the raised floor pedestals were not being installed per the submittals and the raised floor was not level. This was brought to the subcontractor's attention as well as the contractor's. Two weeks later, Mission Critical Partners was again on-site for a grounding review. It was brought to our attention that some of the pedestals were not adhering to the concrete floor, pulling up or tipping over. Upon further checking, the floor appeared to have not been cleaned prior to installation of the pedestals and the adhesive was not adhering. In addition, several pedestals came right off the floor with little to no effort. This was again pointed out to the contractor and the architect was notified. The County requested an inspection by a manufacturer's engineer to certify the raised flooring installation. Both the contractor and architect contacted the flooring manufacturer and installer. Subsequently a flooring manufacturer representative came out to review the floor. He advised the raised floor was acceptable. An installer representative also came on-site. Neither believed the integrity of the floor would be comprised. Our contention, and that of the County's, is that the submittals were not followed for installation. While some pedestals did or may adhere, many were coming loose. The installer's representative, after meeting with the County, agreed to place two anchor bolts in every other pedestal to secure the flooring and will extend the warranty to four years. The County also requested a letter from the manufacturer's engineer standing behind the installation. After this request, seismic information was received for the addition of two bolts, but no letter of concurrence from the manufacturer. Mission Critical Partners suggested the manufacturer acknowledge all the installation deficiencies before the County accepted the installation. As late as January 25, 2018, some pedestals were not adhering to the concrete slab.

Resolution:

Mission Critical Partners, Godfrey Construction, ADW Architects, and the County have all spoken to the installer and/or manufacturer. Mission Critical Partners has also spoken to the adhesive manufacturer. The installer is now going to place two Tapcon Concrete Anchor bolts in each pedestal. ADW has requested that the installer submit the specific type of Tapcon Anchor for confirmation by the structural engineer. In addition, the installer will need to have the overturning calculations signed and sealed by a professional engineer licensed in North Carolina. As of January 24, 2018, the work to remove and reinstall the raised flooring with the two anchor bolts is on hold pending final review and approval. Grounding work continues. There is no forecasted delay to the overall construction project.

Mitchell County, NC

PSAP Construction and Regional Backup
Monthly Progress Report – January 2018

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Reviewed electrical drawings, providing numerous comments Continued geotechnical confirmation 	<ul style="list-style-type: none"> Final review of construction drawings before publication
2. Permits	<ul style="list-style-type: none"> No activity this reporting period 	<ul style="list-style-type: none"> No activity anticipated for next reporting period
3. Construction	<ul style="list-style-type: none"> Determined bid schedule 	<ul style="list-style-type: none"> Advertise construction documents for bid Publish construction documents for general contractor bids Hold pre-bid meeting and site walk
4. Communications Systems	<ul style="list-style-type: none"> No activity this reporting period 	<ul style="list-style-type: none"> Continue to refine technology plan
5. Other Activity	<ul style="list-style-type: none"> Continued to track grant spending Updated budget tracking spreadsheet Reviewed architect invoice Conducted calls with architect 	<ul style="list-style-type: none"> Regular communications with project team, as needed Track grant budget, ongoing

Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – January, 2018

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Construction documents completed Construction documents released for bid Mandatory pre-bid meeting held on January 25 Wider advertisement of the project, to solicit additional bidders 	<ul style="list-style-type: none"> Issue any addendums Bid opening on February 27 Review bid proposals
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Provided bid specifications for some of the building technical systems Paging equipment received by the vendor Contract issued to review tower foundations and modification designs 	<ul style="list-style-type: none"> Create plan for technology procurements Determine timelines for technology procurement, installation, testing Continue to mitigate the site/tower issues
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic project communications with the stakeholders 	<ul style="list-style-type: none"> MCP will conduct periodic communications with the stakeholders

Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – January, 2018

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Published final addendum Commented on questions from bidders Bid opening January 16 Advertise again to solicit additional bidders 	<ul style="list-style-type: none"> Bid opening on February 20 Clarify any questions or comments
2. Permits	<ul style="list-style-type: none"> Permit requested for construction 	<ul style="list-style-type: none"> Permit requested for construction
3. Construction	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
4. Communications Systems	<ul style="list-style-type: none"> Continued coordination of technology requirements with the County Answered questions and provided clarifications for the Dispatch furniture RFP Answered questions and provided clarifications for the monopole antenna system RFP Received bids on a monopole antenna system RFP Received bids on a Dispatch furniture RFP Reviewed technical budgets 	<ul style="list-style-type: none"> Continued review of technology requirements Evaluate Dispatch furniture RFP Evaluate monopole antenna system RFP Continue refinement of the fiber / circuit network layout
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic conference calls with the clients Coordination with service providers 	<ul style="list-style-type: none"> MCP will conduct periodic conference calls with the clients Coordinate with service providers

Shelby Police Department Public Safety Answering Point
9-1-1 Grant Budget

		Budget	Project Expenses	Remaining Balance
Line	<u>Construction Costs</u>			
1	Facility Construction	258,993.00	(258,993.00)	-
	<i>This cost includes the construction of a 1,512 square foot facility located adjacent to the New City of Shelby Law Enforcement Center. This includes materials, labor, permits, fees, and insurance).</i>			
2	Generator/Electrical System	400,000.00	(400,000.00)	-
	<i>This cost includes the electrical wiring of the center and the installation of a generator system of sufficient power to ensure the continued operation of the 9-1-1 communications center in the event of a power failure</i>			
	<u>Technology</u>			
3	9-1-1 Call-Taker Workstation	165,000.00	(148,108.00)	
	<i>The costs associated with the purchase of a new (additional) 9-1-1 dispatch workstation for the PSAP. This workstation will be used for overflow events, and serve as a workstation for area PSAPs during emergency back-up operations.</i>			
4	Relocation of 9-1-1 Call-Taker Workstation	45,000.00	(58,289.77)	



Shelby Police Department Public Safety Answering Point

9-1-1 Grant Budget

The costs associated with the installation of the above workstation and the reloaction of the three workstations in the current 9-1-1 commuications center.

5	UPS Three-Phase Battery Backup <i>Three-phase battery backup to ensure continued operations in the event of electrical failure in the communications center.</i>	52,000.00	(54,312.00)
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Grant Request-Total	920,993.00	(919,702.77)
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STATE OF NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

ROY COOPER
GOVERNOR

ERIC BOYETTE
SECRETARY AND STATE CHIEF INFORMATION OFFICER

February 16, 2018

Richard Taylor
Executive Director
North Carolina 911 Board

The report summarizes project status for the Eastern Piedmont Orthoimagery 2017 Project funded by the NC 911 Board. The report summarizes project status for the period from January 1, 2018 – January 31, 2018.

Accomplishments

The accomplishments by the project team during the period include the following items organized by team member:

CGIA

- Performed oversight of project management activities with weekly project team meetings
- Quality Review Status:
 - NCGS horizontal QC work remains in process.
- Updated project website mapping for effective communication:
 - Updated the boundaries of final deliverables to PSAPs
- Monitored 60-day post-delivery period for client exception requests or quality issues. No issues were reported.
- Performed server and file cleanup tasks related to project documents and streaming services.
- Ordered hardware for archival backup of final imagery tiles.
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

NC Department of Transportation (NCDOT)

- Attended team strategy meetings

NC Department of Public Safety: NC Geodetic Survey (NCGS)

- Attended team strategy meetings.
- Performed CORS maintenance
- Continued horizontal QC

Acquisition Vendors

This section summarizes the accomplishments of the four prime acquisition vendors selected through the Qualifications-Based Selection (QBS) process. The selected vendors are Sanborn Map Company, Atlas Geographic Data, Surdex Corporation, and Spatial Data Consultants. The fully executed contracts were awarded on December 13, 2016. Each of the contracts consists of six primary tasks as follows:

Task 1 – Flight Planning

Task 2 – Imagery Acquisition

Task 3 – Aerotriangulation and Ortho Generation
Task 4 – Product Delivery and Data Acceptance
Task 5 – Quality Review and Resolutions Reporting
Task 6 –Closeout

For the January 2018 reporting period under Task 5, all contractors met project schedule deadlines for all delivery orders and issues. Under Task 6, Spatial Data Consultants completed and submitted the Final Report and Lessons Learned.

Task	Reported Percent Complete (as of latest invoice)			
	Spatial Data Consultants	Sanborn Map Company	Atlas Geographic Data	Surdex Corporation
Task 1: Flight Planning	100%	100%	100%	100%
Task 2: Acquisition	100%	100%	100%	100%
Task 3: Aerotriangulation and Ortho Generation	100%	100%	99%	100%
Task 4: Product Delivery and Data Acceptance	100%	100%	100%	100%
Task 5: Quality Review Resolutions	100%	100%	100%	100%
Task 6: Closeout	0%	0%	0%	90%

VOICE Application Contractor:

This section summarizes the accomplishments of Quantum Spatial, the sole-source contractor developing the VOICE QC Application. The fully executed contract was awarded on January 24, 2017. That agreement consists of six primary tasks as follows:

Task 1: Requirement Workshop
Task 2: System Design Document
Task 3: Development
Task 4: Beta Release Testing
Task 5: Production Release
Task 6: Hosting and Project Close

For this reporting period the following tasks were active:

- Task 6: Hosting and Project Close
 - Hosting and production began on July 31 with release of first delivery order.
 - Hosting provider completed all phases of uploads through January 2018

Schedule

The following represents the project's core deliverables milestones for plan and actual status:

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
1	Project Initiation	7/1/2016	2/1/2017	
	Issue RFQ for Orthoimagery QBS	8/31/2016	8/31/2016	8/31/2016
	Closing date for RFQ responses	9/22/2016	9/22/2016	9/22/2016

	Contract NCGS	8/1/2016	8/1/2016	8/16/2016
	Contract NCDOT	8/1/2016	8/1/2016	8/15/2016
	Host workshop for selected applicants	11/2/2016	11/2/2016	11/2/2016
	Technical and cost proposals due	11/13/2016	11/13/2016	11/13/2016
	Negotiate with selected applicants	11/23/2016	11/23/2016	11/23/2016
	Conduct Kickoff Meeting	12/17/2016	12/17/2016	12/17/2016
	Contract QC Service Provider	2/1/2017	2/1/2017	1/24/2017
2	Planning and Design	10/15/2016	4/30/2017	
	CORS Upgrades	10/15/2016	3/1/2017	Ongoing
	Validation Range	10/15/2016	1/15/2017	12/1/2016
	RTN Maintenance	10/15/2016	Ongoing	Ongoing
	Control Surveys and Attachment C-1: Control Surveys Report	4/3/2017	4/3/2017	3/24/2017
3A	Acquisition	2/1/2017	5/1/2017	
	Acquire 26 Counties	2/15/2017	4/15/2017	2/26/2017
	Attachment D: Imagery Acquisition Compliance Report	2/1/2017	4/29/2017	3/15/2017
	Pilot samples	2/1/2017	4/20/2017	4/20/2017
	Ortho Generation Workshop	4/20/2017	4/20/2017	4/11/2017
	Pilot samples final	5/1/2017	5/1/2017	4/28/2017
3B	Acquisition Post-Processing	2/1/2017	5/29/2017	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2017	5/27/2017	6/23/2017
	Project Web Map Service	6/8/2017	6/8/2017	6/29/2017
4	Quality Review Production and Product Delivery	7/31/2017	12/30/2017	
	QC Production Cycle	7/31/2017	12/30/2017	100%
5	Implementation	1/31/2018	3/30/2018	
	Product Delivery	1/19/2018	1/28/2018	12/13/2017
	Implement the NC OneMap Geospatial Portal solution	2/1/2018	Ongoing	12/11/2017
	60 day End-User Evaluation	1/16/2018	3/30/2018	
6	Project Closeout	4/1/2018	6/30/2018	
	Final Data Packaging and Final Reports	4/1/2018	5/31/2018	
	Project Closeout	6/1/2018	6/30/2018	

Budget

The expenditures for the project are summarized below. Note the current reporting period represents January 1, 2018 – January 31, 2018. The total budget for the project is \$3,815,129.00.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
CGIA			
CGIA Labor	\$11,214.00	\$346,773.00	81.3%
DIT Hosting and Information Technology	\$1,701.15	\$1,701.15	3.0%
CGIA Travel	\$149.54	\$3,075.32	93.2%
CGIA Reimbursable Expenses	\$0.00	\$6,309.45	95.2%
CGIA Total	\$13,064.69	\$357,858.92	72.7%
Subcontractors			
NCDPS-NCGS	\$0.00	\$139,267.24	66.1%
NCDOT	\$1,476.24	\$124,065.56	76.7%
Sanborn Map Company	\$0.00	\$596,067.43	93.2%
Atlas Geographic Data	\$0.00	\$709,951.15	91.9%
Surdex Corporation	\$4,617.00	\$606,527.51	94.9%
Spatial Data Consultants	\$0.00	\$600,322.58	93.9%
VOICE	\$4,240.00	\$45,620.00	65.2%
Subcontractor Total	\$10,333.24	\$2,821,821.46	90.1%
Total (for Project)	\$23,397.93	\$3,179,680.38	83.3%

Major Tasks Identified for February 2018

CGIA

- Continue to monitor 60-day satisfaction period for issues or exception requests
- Evaluate final horizontal QC reports
- Finalize, review, and issue final performance evaluations
- Initiate server hosting to include new phase
- Initiate final report development
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

NCGS

- Attend weekly project meetings
- Finalize horizontal quality control

NCDOT

- Attend weekly project meetings

Private Subcontractors (Sanborn Map Company, Atlas Geographic Data, Surdex Corporation, Spatial Data Consultants)

Task 6 –Closeout

- Develop Lessons Learned and Project report
- Monitor 60-Day assessment
- Evaluate horizontal QC reports
- Initiate project management and technical closeout

Project Issues

There are no financial or technical issues to prevent the team from completing the project on time and within budget.

Please contact me by phone at (919) 754-6588 or email at tim.johnson@nc.gov if you have questions about this report or about contractual or administrative aspects of the project. Contact Ben Shelton of CGIA at (919) 754-6377 or email at ben.shelton@nc.gov regarding technical matters.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Johnson", with a stylized, cursive script.

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



STATE OF NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

ROY COOPER
GOVERNOR

ERIC BOYETTE
SECRETARY AND STATE CHIEF INFORMATION OFFICER

February 16, 2018

Richard Taylor
Executive Director
North Carolina 911 Board

This report summarizes the project status for the Northern Piedmont and Mountains Orthoimagery 2018 Project, funded by the NC 911 Board. The report summarizes project status for the period from January 1, 2018 – January 31, 2018.

Accomplishments

The accomplishments by the project team during the period include the following items organized by team member:

CGIA

- Obtained approval for Requests for Award from DOA-Purchase and Contract Division and submitted purchase orders to contractors.
- Continued development of SharePoint and the project website and web mapping content for effective communication.
- Developed geospatial data related to the project area and distributed to vendors.
- Received approval of DIT exception request for sole source contracting for the VOICE procurement process.
- Briefed the GICC Working Group on Orthophotography Planning and Elevation on the status of the project.
- Initiated weekly status meetings with project team and contractors.

NC Department of Transportation (NCDOT)

- Attended team strategy meetings and weekly status meetings.
- Completed evaluation and detailed analysis of submitted flight plans from contractors.
- Provided technical support for project planning.

NC Department of Public Safety: NC Geodetic Survey (NCGS)

- Attended team strategy meetings and weekly status meetings.
- Performed CORS upgrades and maintenance in the Project Area.
- Initiated review of submitted control survey report from contractors.

Schedule

The following represents the project's core deliverables milestones for plan and actual status:

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
1	Project Initiation	7/1/2017	12/31/2017	
	Issue RFQ for Orthoimagery QBS	8/1/2017	8/1/2017	8/1/2017
	Closing date for RFQ responses	8/30/2017	8/30/2017	8/30/2017
	Contract NCGS and NCDOT	8/1/2017	8/1/2017	7/7/2017
	Host workshop for selected applicants	10/3/2017	10/3/2017	10/3/2017
	Technical and cost proposals due	10/17/2017	10/17/2017	10/17/2017
	Negotiate with selected applicants	11/2/2017	11/2/2017	11/2/2017
	Issue Purchase Orders	11/22/2017	11/22/2017	1/8/2018
	Conduct Kickoff Meeting	12/14/2017	12/14/2017	12/14/2017
	Contract QC Service Provider	1/1/2018	1/1/2018	
2	Planning and Design	10/15/2017	4/30/2018	
	CORS Upgrades	10/15/2017	3/1/2018	
	Validation Range	10/15/2017	1/15/2018	8/28/2017
	RTN Maintenance	10/15/2017	Ongoing	
	Control Surveys and Attachment C-1: Control Surveys Report	4/3/2018	4/3/2018	
3A	Acquisition	1/20/2018	5/1/2018	
	Acquire 27 Counties	1/20/2018	4/15/2018	
	Attachment D: Imagery Acquisition Compliance Report	2/1/2018	4/29/2018	
3B	Acquisition Post-Processing	2/1/2018	5/29/2018	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2018	5/27/2018	
	Ortho Generation Workshop	4/27/2018	4/27/2018	
	Study Area Web Map Service	6/8/2018	6/8/2018	
4	Quality Review Production and Product Delivery	8/1/2018	12/7/2018	
	QC Production Cycle	8/1/2018	12/7/2018	
5	Implementation	12/10/2018	3/30/2018	
	Product Delivery	12/10/2018	12/10/2018	
	Implement the NC OneMap Geospatial Portal solution	2/1/2018	Ongoing	
	60 day End-User Evaluation	12/11/2018	2/15/2019	
6	Project Closeout	2/1/2019	6/30/2019	
	Final Data Packaging and Final Reports	2/1/2019	5/31/2019	
	Project Closeout	6/1/2019	6/30/2019	

Budget

The expenditures for the project are summarized below. Note the current reporting period represents January 1, 2018 – January 31, 2018. The total budget for the project is \$3,508,433.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
CGIA			
CGIA Labor	\$19,992.00	\$60,270.00	14.6%
ITS Hosting and Information Technology	\$0.00	\$0.00	0.0%
CGIA Travel	\$0.00	\$0.00	0.0%
CGIA Reimbursable Expenses	\$0.00	\$0.00	0.0%
CGIA Total	\$19,992.00	\$60,270.00	13.0%
Subcontractors			
NCDPS-NCGS	\$0.00	\$105,407.82	50.1%
NCDOT	\$5,893.37	\$10,235.26	6.8%
Acquisition Contractors	\$0.00	\$0.00	0.0%
VOICE	\$0.00	\$0.00	0.0%
Subcontractor Total	\$5,893.37	\$115,643.08	4.0%
Total (for Project)	\$25,885.37	\$175,913.08	5.0%

Major Tasks Identified for February 2018

CGIA

- Initiate outreach to PSAPs, state, and local partners for acquisition start and for cooperative contract piggybacking options
- Continue development of SharePoint and the project website and web mapping content for effective communication
- Process exterior orientation files from any completed acquisition to facilitate mapping of project status through web mapping content
- Complete requisition for VOICE purchase order
- Initiate Request for Quote for VOICE contractor through Statewide Purchasing
- Initiate data development required for VOICE application platform
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

NCGS

- Attend weekly project meetings
- Evaluate new vendor technical reports for Attachment C-1: Control Survey Reports
- Perform CORS maintenance when needed in the project area
- Post quality control RFQ

NCDOT

- Attend weekly project meetings
- Continue technical support for project planning
- Evaluate vendor technical reports for NC Validation Range Tasks.
- Evaluate any submitted acquisition flight logs and exterior orientation files

Project Issues

There are no financial or technical issues to prevent the team from completing the project on time and within budget.

Please contact me by phone at (919) 754-6588 or email at tim.johnson@nc.gov if you have questions about this report or about contractual or administrative aspects of the project. Contact Ben Shelton of CGIA at (919) 754-6377 or email at ben.shelton@nc.gov regarding technical matters related to the project.

Sincerely,

A handwritten signature in black ink that reads "Tim Johnson". The signature is fluid and cursive, with the first name "Tim" and last name "Johnson" clearly distinguishable.

Tim Johnson, GISP
Director
Center for Geographic Information and Analysis

PSAP Grant-Statewide 911 Projects Fund

										Remaining Expenditures Grant Balance
		Total Disbursed FY2011-2016	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
			\$33,346,207.35	\$32,601,628.32	\$31,686,797.64	\$29,728,695.26	\$44,282,563.16	\$42,257,859.45	\$41,431,405.11	\$38,175,132.72
FY2014	Award Amount									
Henderson County G2014-04	3,600,000.00	-3,433,293.71			-24,748.00					
Hertford County G2014-05	4,250,000.00	-4,217,591.67			15,176.78	-324.53				0.00
FY2016	Award Amount									
Graham County G2016-01	3,401,528.00	-188,671.78			-300,406.43		-683,819.80		-189,291.13	2,039,338.86
Hyde County G2016-02	1,266,887.00	-493,006.64			-239,775.85					534,104.51
Richmond County G2016-03	6,357,537.00	-559,364.47		-518,381.73	-324,279.26		-757,663.73	-331,264.47		3,866,583.34
FY2017	Award Amount									
Catawba G2017-1A	296,827.00	-92,094.42	-2,176.20		-56,925.25	-40,152.50			-48,709.95	56,768.68
Chowan G2017-2	247,917.00	0.00								247,917.00
Forsyth G2017-3	1,085,000.00	-195,267.42								889,732.58
Halifax G2017-4	2,000,000.00	0.00								2,000,000.00
Lincoln G2017-6	2,000,000.00	-17,253.44		-162,209.48						1,820,537.08
Martin G2017-7	4,315,437.00	0.00			-67,050.97		-104,229.99			4,144,156.04
McDowell G2017-8A	63,822.00	-1,322.51	-50,656.58	50,656.58	-62,499.49					0.00
Mitchell G2017-9	2,000,000.00	-76,097.33			-51,742.70		-34,621.57	-15,139.01		1,822,399.39
Moore G2017-10	586,404.00	0.00			-279,910.32			-258,701.67		47,792.01
Pasquotank G2017-11	1,010,779.00	-150,825.50		-31,969.32			-34,166.50			793,817.68
Perquimans G2017-12A	176,206.00	-41,696.51	-103,656.00							30,853.49
Rocky Mount G2017-13A	166,749.00	0.00					-19,275.00			147,474.00
Rowan G2017-14	862,905.00	0.00								862,905.00
Shelby G2017-15	920,993.00	0.00								920,993.00
Washington G2017-16	344,524.00	0.00								344,524.00
Wilson G2017-17	48,185.00	0.00			-48,185.00					0.00
STATEWIDE PROJECTS:	Award Amount									
E-CATS II	1,354,880.00	0.00	-80,153.63	-77,748.56	-72,964.58	-71,977.41	-76,117.53		-9,000.00	966,918.29
Interpretive Services	1,155,000.00	-99,481.50	-13,209.75	-14,268.00	-13,898.43	-13,601.63	-15,036.00	-13,353.75	-13,504.50	958,646.44
Ortho Project III Image 16	4,076,752.00	-3,216,180.92	-118,131.00	-62,968.68						
Ortho Project III Image 17	3,815,129.00	-1,369,349.99	-407,425.40	-130,302.90	-461,769.20	-302,338.90	-318,500.30	-136,421.30	-30,174.56	658,846.45
Ortho Project III Image 18	3,508,433.00	0.00					-27,132.00	-113,589.70	-9,305.97	3,358,405.33
Approved Transfer from PSAP Fund Interest			30,829.53	32,361.41	30,551.79	14,954,365.99	45,858.71	42,015.56	-3,000,000.00	
Total Ending Fund Balance		\$ 33,346,207.35	\$32,601,628.32	\$31,686,797.64	\$29,728,695.26	\$44,282,563.16	\$42,257,859.45	\$41,431,405.11	\$38,175,132.72	
										\$ 26,512,713.17
										\$11,662,419.55

NG 911 FUND	Revenue 10%	Interest	Grant Fund Transfer	NG 911 Disbursement	NG 911 Fund Balance
Beginning Fund Balance:					\$ 12,276,454.78
July 2017	\$ 767,527.04	\$ 11,349.93			13,055,331.75
August 2017	735,548.30	12,959.14		29,050.44	13,774,788.75
September 2017	683,334.10	13,281.38		1,020.00	14,470,384.23
October 2017	697,994.11	13,578.75		-	15,181,957.09
November 2017	696,644.95	15,722.33		340.00	15,893,984.37
December 2017	693,123.25	15,802.85		1,700.00	16,601,210.47
January 2018	761,506.86	17,515.71	3,000,000.00	510.00	20,379,723.04
February 2018	-	-			
March 2018	-	-			
April 2018	-	-			
May 2018	-	-			
June 2018	-	-			

CMRS FUND:	CMRS Revenue	Interest	CMRS Disbursement	GRANT Allocation	CMRS Fund Balance
Beginning Fund Balance:					\$ 5,774,603.59
July 2017	\$ 523,005.90	\$ 5,338.79	\$ 147,406.38		6,155,541.90
August 2017	546,985.66	6,110.19	301,640.36		6,406,997.39
September 2017	522,276.02	6,177.50	-		6,935,450.91
October 2017	514,376.63	6,508.10	335,972.26	3,000,000.00	4,120,363.38
November 2017	494,229.10	4,267.02	-		4,618,859.50
December 2017	519,742.77	4,592.38	80,712.46		5,062,482.19
January 2018	552,811.32	5,341.36	325,078.65		5,295,556.22

	Revenue						GRANT Allocation Transfer out	Monthly Expenditure	Fund Balance
PSAP FUND	PSAP 85%	Wireline	VOIP	Prepaid Wireless	Interest	Total			\$ 10,402,969.59
July 2017	\$ 2,963,700.11	\$ 864,766.43	\$ 1,056,727.57	\$ 1,430,465.78	\$ 9,617.84	\$ 6,325,277.73		\$ 4,723,549.30	12,004,698.02
August 2017	3,099,585.42	1,035,569.76	1,000,848.24	870,746.30	11,916.25	6,018,665.97		4,175,832.95	13,847,531.04
September 2017	2,959,564.07	726,316.75	960,087.77	920,262.03	13,351.53	5,579,582.15		4,184,655.41	15,242,457.78
October 2017	2,914,800.95	863,823.62	1,001,433.96	924,692.19	14,303.25	5,719,053.97	11,954,041.46	4,175,832.95	4,831,637.34
November 2017	2,800,631.55	962,833.66	997,700.11	951,711.98	5,003.61	5,717,880.91		4,152,229.85	6,397,288.40
December 2017	2,945,209.10	788,342.05	972,027.05	950,407.07	6,360.61	5,662,345.88		4,171,464.83	7,888,169.45
January 2018	3,132,597.49	805,588.00	974,884.19	1,319,145.22	8,322.70	6,240,537.60		4,542,443.49	9,586,263.56

Consent Agenda

(Complete Reports Located in Agenda Book On Web Site)

(vote required)

Executive Director Report

Richard Taylor

a) Agenda for Upcoming PSAP Manager Meetings



North Carolina 911 Board
Regional PSAP Manager's Meeting
March, 2018

10:00 - 10:30	Welcome and Introductions 911 Board Members 911 Board Staff PSAP Managers	Richard Taylor
10:30 - 10:50	Developing A New Operations Mindset With IP Based Call Handling Environment	Gerry Means
10:50 - 11:10	Developing IP Call Routing With GIS	Pokey Harris
11:10 - 11:30	911 Board 2018 Goals / State 911 Plan	Richard Taylor
11:30 - 11:50	Peer Review Update	Tina Bone
11:50 - 12:20	Lunch and Networking	
12:20 -12:50	ESINet / NG911 Next Steps	Brian Smith, AT&T Josh Briggs, AT&T
12:50 -1:10	FAQ's	Tina Bone
1:10 – 1:30	PSAP Survey	Gerry Means
1:30 - 1:50	FY2019 Grant Cycle	Richard Taylor
1:50 – 2:10	PSAP Manager's Certification Class	Tina Bone Pokey Harris
2:10 – 2:30	PSAP Managers Open Mike	
2:30	Adjourn	

Executive Director Report

Richard Taylor

b) Update on Grant Awards

Executive Director Report

Richard Taylor

c) Update On State Plan Project

Executive Director Report

Richard Taylor

d) Grant Extension Request for Pasquotank
County

(vote required)



PASQUOTANK COUNTY SHERIFF'S OFFICE

Randy Cartwright, Sheriff
200 East Colonial Ave.
Elizabeth City, NC 27909

Telephone 252-338-2191
Fax 252-338-1667

February 21, 2018

Richard Taylor
Executive Director
Department of Information Technology
PO Box 17209
Raleigh, NC 27619-7209

Dear Mr. Taylor:

Pasquotank County respectfully requests a contract extension for the Pasquotank Grant Contract Number G2017-11. This project has two phases which includes: 1) a temporary backup with Martin County, and 2) a new facility. Although Pasquotank County did meet the required timeline as indicated in the contract for our interim backup solution, the contract did not provide us adequate time to complete our permanent solution in the Martin County Regional Back Up 911 Center. As indicated in our attached approved project timeline, our project is reliant on the Martin County schedule. We anticipate a June 2019 completion date. Our request is to extend the Pasquotank contract date to June 2019 to coincide with the approved project schedule.

Pasquotank County expects to complete this project on or under budget and is not asking for any additional funding.

I plan to be available by phone for any questions the Board may have. Should something come up that would prohibit me from being on the call, Philip Penny with Mission Critical Partners is authorized to speak on Pasquotank County's behalf.

Sincerely,

A handwritten signature in cursive script that reads "Randy Cartwright".

Randy Cartwright, Sheriff
Pasquotank County

911 Funding Committee Report **David Bone**

a) Overflow Position Policy Appeal Update

911 Funding Committee Report **David Bone**

- b) Approval of Secondary PSAP Funding:
Mooresville Police Dept./Iredell Co.
(vote required)

Secondary PSAP definition:

A secondary PSAP is able to receive the voice and data of an Enhanced 911 call transferred from a primary PSAP and to complete the call taking process dispatching law, medical, fire or other responder.

For reference: statutory provisions from GS 143B-1400

(4) 911 system. -- An emergency telephone system that does all of the following:

a. Enables the user of a voice communications service connection to reach a PSAP by dialing the digits 911.

b. Provides enhanced 911 service.

(5) Call taking. -- The act of processing a 911 call for emergency assistance by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder.

(9) Enhanced 911 service. -- Directing a 911 call to an appropriate PSAP by selective routing or other means based on the geographical location from which the call originated and providing information defining the approximate geographic location and the telephone number of a 911 caller, in accordance with the FCC Order.

(18) Public safety answering point (PSAP). -- The public safety agency that receives an incoming 911 call and dispatches appropriate public safety agencies to respond to the call.

GS 143B-1406 (3) Formula. -- The funding formula established by the Board must consider all of the following:

a. The population of the area served by a PSAP.

b. PSAP reports and budgets, disbursement histories, and historical costs.

c. PSAP operations, 911 technologies used by the PSAP, compliance with operating standards of the 911 Board, level of service a PSAP delivers dispatching fire, emergency medical services, law enforcement, and Emergency Medical Dispatch.

d. The tier designation of the county in which the PSAP is located as designated in G.S. 143B-437.08.

e. Any interlocal government funding agreement between a primary PSAP and a secondary PSAP, if the secondary PSAP was in existence as of June 1, 2010, receives funding under the agreement, and is within the service area of the primary PSAP.

f. Any other information the Board considers relevant.



The Secondary PSAP Funding policy of the North Carolina 911 Board adopted
January 24, 2014

1. 911 Fund disbursements to the primary PSAPs shall not be affected by disbursements for the secondary PSAPs made pursuant to agreements made pursuant to this policy.
2. 911 Fund disbursements for a secondary PSAP may be permitted through a primary PSAP when all of the conditions set forth below are met, and the funding allocations for the benefit of a secondary PSAP are approved by the 911 Board.
 - a) The primary and secondary PSAPs are part of the same 911 System conforming to N.C.G.S. §143B-1400 et seq.
 - b) An interlocal agreement consistent with this policy exists between the governing bodies of the primary PSAP and the secondary PSAP defining and assigning responsibilities of answering and responding to 911 calls.
 - c) Any portion of 911 Fund disbursements allocated to a secondary PSAP will be provided by the primary PSAP to the secondary PSAP, and limited to eligible 911 expenses as shown in the Board's eligible expenditures list.
 - d) A primary PSAP disbursing 911 Funds to a secondary PSAP shall report all 911 funds distributed to, and 911 expenditures incurred by, a secondary PSAP annually. This report shall not be combined with the primary PSAP's report of expenditures to the North Carolina 911 Board. The primary PSAP shall obtain and provide additional information relating to a secondary PSAP's 911 operations or expenses upon the Board's request.
 - e) Actual costs per call will be determined by the total annual approved costs of the primary PSAP for the most recent funding year divided by the total number of 911 calls received by the primary PSAP for the same year.
 - f) Funding for a secondary PSAP will be based on a per 911 call basis as measured by the Electronic Call Analysis Tracking System (ECaTS) as provided by the North Carolina 911 Board.
 - g) That any additional funding requested by a secondary PSAP shall follow the procedure established by the Board as the "Annual Funding Reconsideration Request" and must be processed by the primary PSAP associated with secondary PSAP.

- h) The interlocal agreement shall include provisions terminating or suspending disbursements of 911 Funds; such provisions may include:
 - i) Termination of the disbursement agreement made by the Board and the primary PSAP,
 - ii) Failure to meet the Board policy for disbursements to secondary PSAPs,
 - iii) Changes in statutory authority disallowing such disbursements of the 911 Fund,
 - iv) Cessation of the primary or secondary PSAP's operations, and
 - v) Mutual agreement of the parties, or by other action of a governing body which prevents further participation.
- 3. The 911 Board establishes priorities for 911 Fund disbursements to ensure that adequate funds are available to meet the Board's statutory disbursement obligations. PSAP disbursement priorities in order of importance are 1) primary PSAPs, 2) secondary PSAPs and 3) PSAP grants.
- 4. The Board and a primary PSAP enter into an agreement to disburse 911 Funds to the primary for the benefit of, and further delivery to, a secondary PSAP. The agreement shall identify allocations for a secondary PSAP or the method of determining such allocations, conditions for suspension and termination of funding for secondary PSAPs, and such other terms or conditions as may be necessary or proper pursuant to N.C.G.S. § 143B-1400 et seq. and the Board's policies, standards and rules.
- 5. This policy will be effective July 1, 2014.

INTER-LOCAL AGREEMENT

THIS AGREEMENT is made and entered into this 18 day of April, 2017, by and between the County of Iredell, a body corporate and politic of the State of North Carolina ("Iredell County") and the Town of Mooresville, a North Carolina municipal corporation ("Mooresville").

WITNESSETH:

WHEREAS, the parties have the authority pursuant to Article 20 of N.C. Gen. Stat. Chapter 160A to enter into this Interlocal Agreement and

WHEREAS, pursuant to N.C. Gen. Stat. § 143B-1400 *et seq.*, Iredell County 911 Communications Center is a "Primary PSAP," defined in G.S. § 143B-1400 as the first point of reception of a 911 call by a public safety answering point; and,

WHEREAS, Iredell County has or is about to enter into an "Agreement For 911 Fund Allocations to a Secondary PSAP" ("the State Agreement") with the North Carolina 911 Board, in a form substantially identical to that of Exhibit IL-1 hereto (including its own exhibits), pursuant to that statute; and

WHEREAS, also pursuant to that statute, Mooresville Police Department maintains a backup or secondary PSAP as those terms are defined in the State Agreement; and,

WHEREAS, the parties wish to specify their respective rights and expectations under the State Agreement, as set out in the Agreement;

NOW THEREFORE, in consideration of the premises and the sum of \$1.00 paid by each party to the other, the receipt and sufficiency of which is hereby acknowledged, the parties do covenant and agree as follows:

1. So long as the North Carolina 911 Board actually forwards funds to Iredell County which are identified and intended to be forwarded to the Town of Mooresville ("Mooresville Police Department 911 Funds") Iredell County shall forward such funds to the Town of Mooresville within ten (10) days of receipt.
2. Should the North Carolina 911 Board later identify any Mooresville Police Department 911 funds which were forwarded to Iredell County in error which Iredell County has subsequently forwarded to the Town of Mooresville, the Town of Mooresville will promptly repay such funds to the North Carolina 911 Board (insuring proper crediting for the same for both the Town of Mooresville and Iredell County).
3. The decision of whether Mooresville Police Department 911 funds are forwarded to Iredell County shall be solely that of the North Carolina 911 Board.
4. The Town of Mooresville's use of Mooresville Police Department 911 funds shall comply with North Carolina law and all rules regulations and procedures required by the North Carolina 911 Board.

5. The Town of Mooresville will retain and maintain full, accurate and verifiable accounting records for the Mooresville Police Department 911 funds to the same extent and for the same duration as required of Iredell County in the State Agreement.
6. Iredell County's remedies as to Mooresville Police Department 911 funds are identical to those of the North Carolina 911 Board in the State Agreement.
7. The terms of the State Agreement concerning Iredell County's obligations to the North Carolina 911 Board, including those for record-keeping, dispute resolution, warranties, and confidential information, and all general provisions and conditions contained therein, are incorporated herein by reference, and shall be deemed to apply to and be enforceable against the Town of Mooresville to the same extent they are enforceable against Iredell County.

This agreement shall be ratified by the Town Board of Commissioners of the Town of Mooresville and the Board of Commissioners of Iredell County, and a copy thereof shall be spread upon the minutes of both bodies.

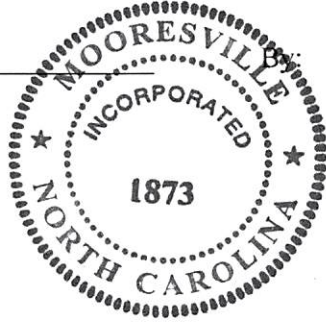
IN WITNESS WHEREOF, the parties have executed this Agreement, the Town of Mooresville by causing it to be signed in its corporate name by its Mayor and attested by its Town Clerk, and sealed with its corporate seal, and the County of Iredell by causing it to be signed by the Chairman of its Board of Commissioners and attested by the Clerk to the Board of Commissioners and sealed with its seal, on the day and year first above written.

(Signature page follows)

Attest:

TOWN OF MOORESVILLE

Janet Pope
Janet Pope, Town Clerk



Miles Atkins
Miles Atkins, Mayor

Attest:

IREDELL COUNTY BOARD OF COMMISSIONERS

Retha C. Gaither
Retha Gaither, Clerk to the Board

By: James B. Mallory III
James B. Mallory III, Chairman

APPROVED AS TO FORM:

Lisa Valdez
Lisa Valdez, Iredell County Attorney

Stephen P. Gambill
Stephen P. Gambill, Town Attorney

**North Carolina 911 Board
PSAP Revenue-Expenditure Report
For the period July 1, 2015 - June 30, 2016 (SFY16)**

Modified Accrual

4/24/2017 17:56

911 Approved Fund balance June 30, 2015

\$664,112.20

June 30, 2015 Ending Fund Balance-Approved by the North Carolina 911 Board for PSAP Revenue-Expenditure Report period July 1, 2015 - June 30, 2016 (FY2016)

Revenue

\$454,050.33

911 revenue received from the North Carolina 911 Board representing 911 service fee collections made during the period July 1, 2015 - June 30, 2016 (FY2016) Modified Accrual

Interest

\$1,584.16

Interest earned on the Emergency Telephone System Fund (911) between July 1, 2015 - June 30, 2016 (FY2016)

Expenditures

\$565,037.79

Total expenditures made in compliance with eligible 911 fund uses between July 1, 2015 - June 30, 2016 (FY2016) as listed on the detailed expenditure total page.

Emergency Telephone System Fund Balance June 30, 2016

\$554,708.90

INELIGIBLE Cost FY2016 (cap \$1,000.00)

\$0.00

Invoice Number 1234xxx

To allow for prior year ineligible cost to be repaid to the fund without completing a transfer-in from the general fund, an eligible expense (invoice) must be paid by the General Fund in the current fiscal year. Ineligible cap is \$1,000. Any amount over must be repaid by doing a transfer-in to the general fund.

Board Approved Emergency Telephone System Fund Balance for June 30, 2016

\$554,708.90

Grant Revenue (revenue reported should be for fiscal year incurred)

\$0.00

Grant Expenditure (expenditures reported should be for fiscal year incurred)

\$0.00

As Finance Officer for _____, I
(Governing Unit)

Name

certify that I have written or reviewed this Revenue/Expenditure Report and that all the information in the report is true and correct as of this date.

Susan B. Robertson
Signature

4/24/2017
Date

susan.robertson@co.iredell.nc.us
E-Mail

(704) 878-3040
Phone

Call Summary

Iredell County Emergency Communications

A: 201 E. Water Street

Statesville, 28687

County: Iredell

Years: 2015 - 2016

Agency Affiliation: Emergency Communications

Report Date: 02/19/2018 09:55:03

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Year

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911

Agency Affiliation: All

Date	911	911 Abdn	Unparsed 911	Total 911	911 Abdn Percentage	Average Call Duration
2015	43700	2036	0	45736	4.45%	87.3
2016	41538	1847	0	43385	4.26%	94.7
PSAP Totals	85238	3883	0	89121	4.36%	90.9

Ad Hoc Report:

Name:	Transfers from Iredell
Date:	2/19/2018
Description:	

Iredell County Emergency Communications

Total Records Found:	7037
-----------------------------	------

Seizure Date	Seizure Time	CallTypeId	Transferred	Transfer Number
07/01/2015	00:00:11	911 Calls	TRUE	!*30
07/01/2015	00:42:05	911 Calls	TRUE	!*30
07/01/2015	01:01:30	911 Calls	TRUE	!*30
07/01/2015	01:06:04	911 Calls	TRUE	!*30
07/01/2015	07:31:20	911 Calls	TRUE	!*30
07/01/2015	07:37:36	911 Calls	TRUE	!*30
07/01/2015	07:39:04	911 Calls	TRUE	!*30
07/01/2015	10:58:02	911 Calls	TRUE	!*30
07/01/2015	12:40:28	911 Calls	TRUE	!*30
07/01/2015	13:35:16	911 Calls	TRUE	!*30
07/01/2015	13:44:37	911 Calls	TRUE	!*30
07/01/2015	14:03:44	911 Calls	TRUE	!*30
07/01/2015	14:17:18	911 Calls	TRUE	!*30
07/01/2015	14:48:16	911 Calls	TRUE	!*30
07/01/2015	15:24:15	911 Calls	TRUE	!*30
07/01/2015	16:28:19	911 Calls	TRUE	!*30
07/01/2015	17:44:56	911 Calls	TRUE	!*30
07/01/2015	18:10:43	911 Calls	TRUE	!*30
07/01/2015	18:50:58	911 Calls	TRUE	!*30
07/01/2015	19:58:07	911 Calls	TRUE	!*30
07/01/2015	21:24:33	911 Calls	TRUE	!*30
07/01/2015	22:52:44	911 Calls	TRUE	!*30
07/02/2015	01:59:23	911 Calls	TRUE	!*30
07/02/2015	01:59:43	911 Calls	TRUE	!*30
07/02/2015	06:09:27	911 Calls	TRUE	!*30
07/02/2015	06:54:50	911 Calls	TRUE	!*30
07/02/2015	07:38:54	911 Calls	TRUE	!*30

Iredell total costs for 2016	=	\$ 565,037
Total 911 Calls for Iredell 2016	=	85,238
Cost per call (\$565,037 ÷ 85,238)	=	\$ 6.63
Xfers Iredell to Mooresville 2016	=	7037
Available Funding for Mooresville	=	\$ 46,655 Annual / \$3,888 Monthly

911 Funding Committee Report **David Bone**

b) Funding Reconsideration Request
for Chowan Co

(vote required)

911 Funding Committee Report
c) Reconsideration Policy
(vote required)

David Bone

Funding Reconsiderations

PSAP funding reconsiderations are not grants as authorized by G.S. 143B-1407. There are two methods by which a PSAP's funding distribution may be modified. Both are identified as funding reconsiderations. The first (Section A below) occurs following notice of the 911 Board's proposed funding in December of each year, and the second (Section B below) occurs within the first quarter of the fiscal year (i.e. after 1 July and before 1 October) after distributions begin. Funding reconsiderations may be considered by the NC 911 Board pursuant to GS 143B-1406(a)(1) and 143B -1406(a)(2).

A. GS 143B-1406(a)(1), Reconsideration of the Monthly Distribution

The Board must notify PSAPs of the estimated distributions no later than December 31 of each year. The Board must determine actual distributions no later than June 1 of each year. The Board must determine a method for establishing distributions that is equitable and sustainable and that ensures distributions for eligible operating costs and anticipated increases for all funded PSAPs. The Board must establish a formula to determine each PSAP's base amount. The formula must be determined and published to PSAPs in the first quarter of the fiscal year preceding the fiscal year in which the formula is used. The Board may not change the funding formula for the base amount more than once every year.

1. The Board will provide estimated monthly distribution amounts to eligible PSAPs on or before 31 December of each year. Those amounts will apply to distributions beginning 1 July of the next calendar year and extend for the fiscal year beginning on that date.
 - a. Following receipt of the Board's notice of estimated distributions, an eligible PSAP may provide notice to the Board that the estimated distribution will not meet the eligible expenses of the PSAP for the fiscal year beginning 1 July.
 - b. Any such notice by a PSAP must include the PSAP's budget, most recent final revenue expenditure report, itemized detailed invoices, itemized detailed quotes, any statements of Work associated with the request, 5 year capital replacement plan, identification of capital expenses and operating expenses together with the PSAP's budget supporting the request, and demonstrating financial support for any necessary but ineligible expenses.
 - c. Any notice and request for additional funds must be delivered by 1 April.
2. The 911 Board Staff will review all requests. The Staff may request such other and further information as deemed necessary to fully consider the request. PSAPs shall provide such information as requested pursuant to GS 143B-1406(f).
3. The Board's Funding Committee will review Staff recommendations for each PSAP request. PSAP representatives shall attend meetings of the Funding Committee to present their requests, provide additional information, clarification, and address issues identified by the Staff or the Committee.
4. The Funding Committee shall act without delay in any action taken, and shall make a recommendation to the 911 Board for action no later than the Board's May meeting.

B. GS 143B-1406(a)(4), Reconsideration for Additional Distributions

Effective date:

In the first quarter of the Board's fiscal year, the Board must determine whether payments to PSAPs during the preceding fiscal year exceeded or were less than the eligible costs incurred by each PSAP during the fiscal year. If a PSAP receives less than its eligible costs in any fiscal year, the Board may increase a PSAP's distribution in the following fiscal year above the base amount as determined by the formula to meet the estimated eligible costs of the PSAP as determined by the Board. The Board may not distribute less than the base amount to each PSAP except as provided in subsection (c) of this section. The Board must provide a procedure for a PSAP to request a reconsideration of its distribution or eligible expenses.

1. The increase in a PSAP's distribution pursuant to GS 143B-1406(a)(2), if any, shall have an effective date commensurate with the beginning of the fiscal year; actual distributions will be determined by the Board in an equitable manner.
 - a. In the event a PSAP determines that the monthly distributions will not be sufficient to meet its eligible expenses, and such determination is made during the first quarter of the Board's fiscal year, the PSAP may request additional distributions.
 - b. Any such request by a PSAP must include the PSAP's budget, most recent final revenue expenditure report, itemized detailed invoices, itemized detailed quotes, any statements of Work associated with the request, 5 year capital replacement plan, identification of capital expenses and operating expenses together with the PSAP's budget supporting the request, and demonstrating financial support for any necessary but ineligible expenses.
 - c. Any notice and request for additional funds must be delivered by 31 August.
5. The 911 Board Staff will review all requests. The Staff may request such other and further information as deemed necessary to fully consider the request. PSAPs shall provide such information as requested pursuant to GS 143B-1406(f).
6. The Board's Funding Committee will review Staff recommendations for each PSAP request. PSAP representatives shall attend meetings of the Funding Committee to present their requests, provide additional information, clarification, and address issues identified by the Staff or the Committee.
7. The Funding Committee shall act without delay in any action taken, and shall make a recommendation to the 911 Board for action no later than the end of the first quarter of the Board's fiscal year.

C. 911 Board Action

1. Increased funding for operating expenses, if any, will be provided with monthly distributions of the base amount. Increased funding for capital expenses, if any, will be provided upon receipt of invoices and other supporting documentation that the PSAP has procured the goods and services funded.
2. PSAP representatives shall attend 911 Board meetings to present their requests, provide additional information, clarification, and support their requests.

Effective date:

911 Funding Committee Report David Bone

d) FY 2018-2019 911 Fee Analysis

Discussion

911 Board FY2018 Budget Roll-up	Approved Budget SFY2018	Proposed Budget SFY2019
Int/Div on Investments	\$522,000	\$720,000
Admin Fund 1% Estimated Revenue	\$729,423	\$740,627
Admin Fund 1% Use of Fund balance	\$741,627	\$1,124,092
Total	\$1,471,050	\$1,864,719
Operational Cost - Admin Fund 1%		
Personnel Services	\$732,916	\$1,085,835
Contractual Services	\$504,000	\$526,500
Operational Services	\$30,749	\$30,749
Travel - Staff	\$90,900	\$98,100
Travel-Subsistence - Board Member	\$24,850	\$31,350
Other Purchased Services	\$72,135	\$76,685
Equipment	\$15,500	\$15,500
Total	\$1,471,050	\$1,864,719
Revenue/Expenditures balance	\$0	\$0
CMRS Estimated Budget Revenue	\$6,817,739	\$6,296,085
PSAP Estimated Budget Revenue	\$67,211,254	\$67,853,315
Total	\$74,028,993	\$74,149,400
Statutory Expense		
CMRS Statutory Distribution/911	\$8,500,000	\$4,000,000
PSAP Statutory Distribution/911	\$55,000,000	\$55,000,000
Total	\$63,500,000	\$59,000,000
Revenue/Expenditures balance	\$10,528,993	\$15,149,400
Grant Encumbered Fund Balance	\$36,346,780	\$44,405,305
Statutory Expense:		
Grant Statutory Distribution/911	\$36,346,780	\$44,405,305
Total	\$0	\$0
NG 911 10% Estimated Revenue	\$8,126,901	\$8,229,187
NG 911 10% Use of Fund balance	\$1,873,099	\$14,691,507
Subtotal	\$10,000,000	\$22,920,694
NG 911 Fund 10% Operating Expense		

Contractual Services	\$10,000,000	\$22,920,694
Revenue/Expenditures balance	<u>\$0</u>	<u>\$0</u>

	Approved Budget SFY2018	Proposeded Budget SFY2019
TRS FUND (Pass thru)		
TRS Revenue	\$12,800,000	\$12,800,000
TRS Revenue Interest	\$8,000	\$18,000
	<u>\$12,808,000</u>	<u>\$12,818,000</u>
TRS Expenditure	<u>\$12,800,000</u>	<u>\$12,818,000</u>

FY2019 Surcharge Projections

Estimated:

FY2018 RATE \$0.60 \$72,192,667

FY2018 PREPAID Analysis \$0.60

DOR Collection	\$12,027,944
DOR Amount	\$500,000
Retailer	\$601,397.20
	<u>\$10,926,547</u>

Total collections \$0.60 \$83,119,214

FY2018 Estimated Surcharge Collection	\$	72,192,667
Estimated Subscriber count @ .60		122,360,452

FY2018 Estimated Prepaid	\$12,027,944
Estimated Subscriber count @ .60	20,046,573

FY2019 Estimated: Surcharge .60

CMRS/Wireline/VoIP Collection	<u>\$72,192,667</u>
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Estimated:

Estimated Prepaid Collection	\$	12,027,944
Vendor 5%	\$	601,397
DOR	\$	500,000
	<u>\$</u>	<u>10,926,547</u>

Total collections \$0.60 83,119,214

CMRS \$6,296,085

PSAP \$67,853,315

NG 911 10% \$8,229,187

Admin 1%	<u>\$740,627</u>
----------	------------------

\$83,119,214

Admin 1.5% \$1,123,350

Admin 2% \$1,497,801

**Changes in Admin percentage will change CMRS/PSAP revenues.

FY2019 Surcharge Projections

Estimated:	Surcharge .65
CMRS/Wireline/VoIP Collection	<u>\$ 78,310,690</u>
Estimated:	
Estimated Gross Prepaid Collection	\$ 13,030,273
Vendor 5%	\$ 651,514
DOR	\$ 500,000
	<u>\$ 11,878,759</u>
Total collections \$0.65	<u><u>90,189,449</u></u>

Estimated:	Surcharge .70
CMRS/Wireline/VoIP Collection	<u>\$ 84,428,712</u>
Estimated:	
Estimated Gross Prepaid Collection	\$ 14,032,601
Vendor 5%	\$ 701,630
DOR	\$ 500,000
	<u>\$ 12,830,971</u>
Total collections \$0.70	<u><u>97,259,683</u></u>

CMRS	\$6,837,109
PSAP	\$73,521,690
NG 911 10%	\$9,018,945
Admin 1%	<u>\$811,705</u>
	\$90,189,449

Admin 1.5%	\$1,217,558
Admin 2%	\$1,623,410

**Changes in Admin percentage will change CMRS/PSAP revenues.

CMRS	\$7,257,854
PSAP	\$79,400,524
NG 911 10%	\$9,725,968
Admin 1%	<u>\$875,337</u>
	\$97,259,683

Admin 1.5%	\$1,313,006
Admin 2%	\$1,750,674

**Changes in Admin percentage will change CMRS/PSAP revenues.

ESTIMATED REVENUES AND EXPENDITURES FY2018 AND FY2019						
NG 911 2920 FUND \$0.60 Surcharge		Comments	NG 911 2920 FUND \$0.65 Surcharge		NG 911 2920 FUND \$0.70 Surcharge	
Beginning Fund Balance FY2018	\$12,276,455		Beginning Fund balance FY2019	\$22,964,268	Beginning Fund balance FY2019	\$22,964,268
Revenue	\$8,229,187		Revenue	\$9,018,945	Revenue	\$9,725,968
Transfer in from Grant Fund	\$3,000,000					
			Expenditures	\$22,920,694	Expenditures	\$22,920,694
Expenditures	\$541,373		Ending Fund Balance FY2019	\$9,062,519	Ending Fund Balance FY2019	\$9,769,543
Ending Fund Balance FY2018	\$22,964,268					
Beginning Fund balance FY2019	\$22,964,268					
Revenue	\$8,229,187					
		2 Established PSAP/ 55 PSAPs Multiple start dates				
Expenditures	\$22,920,694					
Ending Fund Balance FY2019	\$8,272,761					
CMRS FUND \$0.60 Surcharge		Comments	CMRS FUND \$0.65 Surcharge 15%		CMRS FUND \$0.70 Surcharge 15%	
Beginning Fund Balance FY2018	\$5,774,604		Beginning Fund balance FY2019	\$8,943,916	Beginning Fund balance FY2019	\$8,943,916
Revenue	\$6,296,085		Revenue	\$6,837,109	Revenue	\$7,257,854
Cost Recovery	\$3,126,773		Cost Recovery	\$4,000,000	Cost Recovery	\$4,000,000
Ending Fund Balance FY2018	\$8,943,916		Ending Fund Balance FY2019	\$11,781,025	Ending Fund Balance FY2019	\$12,201,769
Beginning Fund balance FY2019	\$8,943,916		**Changes in Admin percentage will change CMRS/PSAP revenues.			
Revenue	\$6,296,085					
Cost Recovery	\$4,000,000					
Ending Fund Balance FY2019	\$11,240,001					
PSAP FUND \$0.60 Surcharge 85%		Comments	PSAP FUND \$0.65 Surcharge 85%		PSAP FUND \$.65 Surcharge 85%	
Beginning Fund Balance FY2018	\$0		Beginning Fund balance FY2019	\$0	Beginning Fund balance FY2019	\$0
Revenue	\$67,853,315		Revenue	\$73,521,690	Revenue	\$79,400,524

PSAP Distribution	\$56,660,312		PSAP Distribution	\$55,000,000		PSAP Distribution	\$55,000,000
Ending Fund Balance FY2018	\$11,193,003		Ending Fund Balance FY2019	\$18,521,690		Ending Fund Balance FY2019	\$24,400,524
Beginning Fund balance FY2019	\$0		**Changes in Admin percentage will change CMRS/PSAP revenues.				
Revenue	\$67,853,315						
PSAP Distribution	\$55,000,000						
Ending Fund Balance FY2019	\$12,853,315						
GRANT FUND \$0.60		Comments	GRANT FUND \$0.65			GRANT FUND \$0.70	
Beginning Balance FY2018	\$33,346,207		Beginning Fund balance FY2019	\$5,698,342		Beginning Fund balance FY2019	\$5,698,342
transfer-in from PSAP Fund FY2018	\$14,954,366		transfer-in from PSAP Fund FY2019	\$18,521,690		transfer-in from PSAP Fund FY2019	\$24,400,524
Encumbered Grants Awards	\$33,700,710		Awarded Statewide Grants FY2019	\$5,094,752		Awarded Statewide Grants FY2019	\$5,094,752
Awarded Grants	\$8,901,522		Ending Fund Balance FY2019	\$19,125,280		Ending Fund Balance FY2019	\$25,004,114
Ending Fund balance FY2018	\$5,698,342						
Beginning Fund balance FY2019	\$5,698,342						
transfer-in from PSAP Fund for FY2019	\$12,853,315						
Awarded Statewide Grants FY2019	\$5,094,752	Ecats/CGIA/Interpretive Svc - continual					
Ending Fund Balance FY2019	\$13,456,905						
ADMIN FUND \$0.60 -- 1%		Comments	ADMIN FUND \$0.65 -- 1% (CMRS 10%/PSAP 90%)			ADMIN FUND \$0.70 -- 1%	
Beginning Fund Balance FY2018	\$2,188,046		Beginning Fund balance FY2019	\$1,665,971		Beginning Fund balance FY2019	\$1,665,971
Revenue	\$740,627		Revenue	\$811,705		Revenue	\$875,337
Administrative Expenses	\$1,262,702	Increased cost due to additional staff and operational changes.	Administrative Expenses	\$1,864,719		Administrative Expenses	\$1,864,719
Ending Fund Balance FY2018	\$1,665,971		Ending Fund Balance FY2019	\$612,957		Ending Fund Balance FY2019	\$676,589

Beginning Fund balance FY2019	\$1,665,971
Revenue	<u>\$740,627</u>
 Administrative Expenses	 \$1,864,719
 Ending Fund Balance FY2019	 <u><u>\$541,879</u></u>

ADMIN FUND \$0.65 -- 1.5% (CMRS 10%/PSAP 90%)		ADMIN FUND \$0.70 -- 1.5%	
Beginning Fund balance FY2019	\$1,665,971	Beginning Fund balance FY2019	\$1,665,971
Revenue	<u>\$1,217,558</u>	Revenue	<u>\$1,313,006</u>
 Administrative Expenses	 \$1,864,719	 Administrative Expenses	 \$1,864,719
 Ending Fund Balance FY2019	 <u><u>\$1,018,809</u></u>	 Ending Fund Balance FY2019	 <u><u>\$1,114,258</u></u>
ADMIN FUND \$0.65 -- 2% (CMRS 10%/PSAP 90%)		ADMIN FUND \$0.70 -- 2%	
Beginning Fund balance FY2019	\$1,665,971	Beginning Fund balance FY2019	\$1,665,971
Revenue	<u>\$1,623,410</u>	Revenue	<u>\$1,750,674</u>
 Administrative Expenses	 \$1,864,719	 Administrative Expenses	 \$1,864,719
 Ending Fund Balance FY2019	 <u><u>\$1,424,662</u></u>	 Ending Fund Balance FY2019	 <u><u>\$1,551,926</u></u>

Education Committee Report Jimmy Stewart

a) Update On Telecommunicator
Certification Summit



AGENDA

North Carolina 911 Board

Education Committee

Telecommunicator Training Certification Stakeholder Meeting

Embassy Suites

204 Centreport Drive, Greensboro, NC

Thursday, April 12, 10:00 AM – 2:00 PM

(Working Lunch Provided)

- I. Welcome Richard Taylor, NC 911 Board Executive Director
- II. Introductions Richard Taylor
- III. Historical Snapshot Jimmy Stewart, 911 Education Committee Chair
- IV. Introduction of Facilitator ???
- V. Facilitator Instructions Facilitator (Will Change to Name)
- VI. Recommendation Review and Discussion Facilitator/Subcommittee
 - a. Begin Review and Discussion
 - b. 15 Minute Break to Begin Working Lunch
 - c. Continue Review and Discussion
- VII. Recap of Discussions and Gathered Comments Facilitator
- VIII. Closing Remarks Richard Taylor/Jimmy Stewart
- IX. Adjourn

Recommendations for Telecommunicator Training and Standards:

1. Should a Telecommunicator training curriculum be created for NC or use existing curriculums to meet the training needs/requirements?

- a) It is the recommendation of the subcommittee to use existing and future curriculums as long as the program meets NC Standards for Telecommunicator Training and Certification.
- b) Telecommunicators across NC, no matter the type or size of an agency, should be required to have minimum level of training standards, to learn the basic skills and tasks needed, to meet the expectations of the citizens and responders across North Carolina.

2. What are the NC Standards for Telecommunicator Certification and Training?

- a) NC Standards should meet and/or exceed the existing national recommendations for Telecommunicator (*Recommended Minimum Training Guidelines for the Telecommunicator.*)
 - b) The existing national guideline should be reviewed and fully defined to be implemented into a training standard for NC.
 - c) Once the training standards are defined, the standards should be reviewed by the stakeholders for input.
 - i. Currently the three (3) most used Telecommunicator Certification programs in NC do not meet the entire list of Recommended Guidelines for Telecommunicator Certification Training. There are a total of 90 recommended guidelines that programs should be meeting. Here is how the three (3) programs the subcommittee compared did:
 - ii. APCO Telecommunicator – 88.9%
 - iii. IAED Telecommunicator – 82.2% (does not include latest curriculum version)
 - iv. NC Sherriff's Standards Telecommunicator Program – 63.3%
- NOTE:** *Certification training programs do not make up or complete the training for Telecommunicators. This training will only serve to enhance the agencies overall efforts of documented in-house training of new and existing staff*
- d) All NC PSAP Telecommunicators should complete an initial minimum 40-hour training certification program within 12 months of employment. The program should be augmented with on-the-job training.
 - e) Annually all PSAP Telecommunicators should receive a minimum of 16-hours of training. Topics of training should be relative to the agency.
 - i. Due to the uniqueness of NC PSAPs, training topics should be decided upon by the needs of the PSAP.
 - ii. NC 911 Board can recommend topics or provide training to the PSAPs as needed.

3. How will a training curriculum be vetted to ensure it meets existing standards?

- a) Any training curriculum can be submitted for consideration.

- i. Process for curriculum consideration/reconsideration will need to be determined.
 - ii. Criteria for curriculum consideration will need to be determined.
 - 1. Hours of instruction
 - 2. Course delivery: in-person, online, hybrid course.
 - 3. Testing and certification
- b) The training curriculum will have to meet NC Standards for Telecommunicator Certification and Training and be approved by the Education Committee.
- c) If the program does not meet NC standards for Telecommunicator Certification and Training, the agency using the program will have to use other available resources (vendor, community college, etc.) to ensure the training standard is met.
 - i. Supplemental training can be added to augment known deficiencies, i.e. Cybersecurity Awareness
 - ii. Known deficiencies in established training programs, e.g. APCO or IAED, online training can be created /maintained through a community college for ease of availability and access, for example.
- d) NC 911 Board can keep a listing of known available curriculums. The listing will provide information on whether the program meets, exceeds, or does not meet the accepted standards and recognition of those areas that are above and below the established standard.

4. Administrative Code?

- a) It is the recommendation of the subcommittee to place the training standards in NC Administrative Code.
- b) What is this process? *Requesting legal counsel.*
- c) Need to define exactly what needs to be written.

5. How will agencies be held accountable to ensure Telecommunicators are receiving the training?

- a) PSAP Peer Review Committee can add certification and training as part of their review process.
 - i. Agencies can provide documentation through course rosters, certificates, copy of curriculum, and/or testing mechanism.
 - ii. Documentation can be provided in advance of any onsite visit.
 - iii. With PSAP Peer Review only every 3 years, this could logistically not be the best solution.
- b) Is there an online submittal solution that could be more feasible such as a “training tracker” or a learning management system (LMS)?
- c) Who will be the custodian and manager of the records?

6. What instructor qualifications can be set?

- a) The instructor qualifications and continued requirement to maintain instructor credential should be set by the authority that maintains the curriculum.
- b) As part of the PSAP Peer Review Process a question can be added, e.g. *“Are the instructors credentialed through the authority that maintains the curriculum?”*

7. State Certification Exam?

- a) Due to lack of an established/maintained NC curriculum, the committee did not feel the test would be credible
- b) Any recognized curriculum should include a certification exam.

8. To implement who are the stakeholders?

a) Are there other stakeholders to be considered that have not been identified?

- i. North Carolina Association of Chiefs of Police
- ii. North Carolina Association of Fire Chiefs
- iii. North Carolina State Fire Fighters Association
- iv. North Carolina Office of Emergency Medical Services (NCOEMS)
- v. North Carolina Sheriff’s Association
- vi. North Carolina Emergency Management Association
- vii. North Carolina Justice Academy
- viii. North Carolina Community College System
- ix. North Carolina APCO
- x. North Carolina NENA
- xi. North Carolina Criminal Justice Education and Training Standards
- xii. North Carolina 911 Board members
- xiii. North Carolina Association of County Commissioners
- xiv. North Carolina League of Municipalities
- xv. North Carolina Fire Marshal’s Association
- xvi. North Carolina Association of Rescue and EMS
- xvii. North Carolina Department of Insurance-Office of the State Fire Marshal
- xviii. North Carolina Sheriffs Education and Training Standards Commission
- xix. North Carolina Association of Emergency Medical Services Administrators

9. What are our next steps?

- a) Complete NC Standards to include definition so they can be easily applied to training curriculum
- b) Education Committee continue work to complete recommended revisions.
- c) Final adoption of NC Standards
- d) Continue review of recognized curriculums.
 - i. Identify training deficiencies

- ii. Begin cataloging areas/topics where training will need to be developed.
- e) Administrative Rules process?
- f) Need to further define processes.
- g) What are the next steps?
- h) Library of courses available for those known deficient curriculum.
- i) Other

FOR APPROVAL

Education Committee Report

Jimmy Stewart

ii) Recommendations for
Telecommunicator Training and
Standards

(Vote Required)

Technology Committee Report

Jeff Shipp

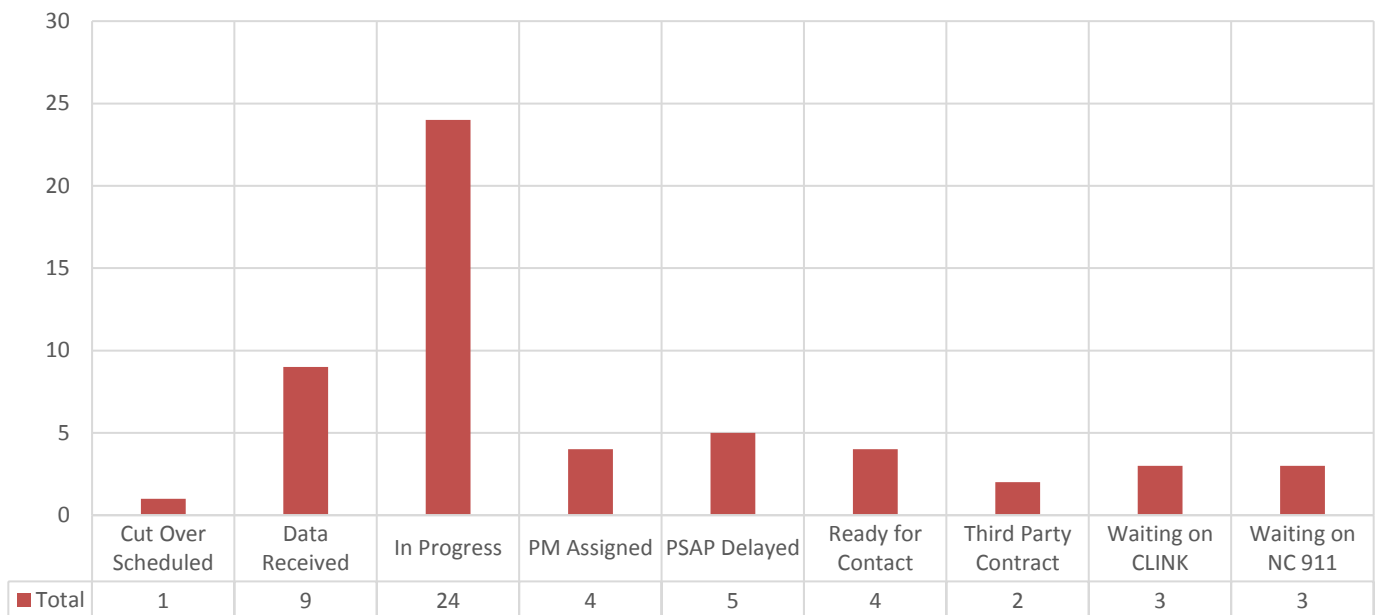
- a) Update on ESINet Deployment
- b) GIS RFP Update
- c) NMAC Update

Estimated Counts of Approved PSAPS

		ESInet Direct Position Count	Hosted Call Handling PSAPS	Hosted Vendor	Hosted Position Count	Total ESInet with Hosted
Total Physical PSAPS Primary and Backup	73		15	VIPER	154	
			9	VESTA	72	
Total Position Counts		458	24		226	684

Approved PSAP Readiness Status	Total
Cut Over Scheduled	1
Data Received	9
In Progress	24
PM Assigned	4
PSAP Delayed	5
Ready for Contact	4
Third Party Contract	2
Waiting on CLINK	3
Waiting on NC 911	3
Grand Total	55

Approved PSAP Readiness Status



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PSAP	AT&T PSS Consultant	Readiness Status	Comments
Avery Co.	Silvia Diaz	PSAP Delayed	Requested to be put on hold
Beaufort Co.	Peter Fontneau	In Progress	
Beech Mountain PD	Greg Ellenberg	Waiting on NC 911	In 911 Staff Review
Boone PD	Greg Ellenberg	Waiting on NC 911	In 911 Staff Review
Brunswick Co.	Tullie Warren	Data Received	
Burke Co.	N/A	Third Party Contract	
Cabarrus Co.	Greg Ellenberg	Ready for Contact	
Carteret Co.	Ed Rickett	In Progress	
Cary PD	Greg Ellenberg	Data Received	
Charlotte FD	Greg Ellenberg	Ready for Contact	Late March on site meeting
Charlotte Meck PD	Greg Ellenberg	Ready for Contact	Late March on site meeting
Chowan Co.	Ed Rickett	PSAP Delayed	Requested to be put on hold until IP Admin Line delivery is resolved
City of Durham	Greg Ellenberg	In Progress	September 1-15, 2018 Deadline
City of Lumberton	Greg Ellenberg	PM Assigned	Hosted Primary - ESinet B/U
City of New Bern	Ed Rickett	In Progress	
City of Rocky Mount	Peter Fontneau	Data Received	
Cleveland Co.	Greg Ellenberg	In Progress	Need to be done with Shelby
Columbus Co.	Silvia Diaz	In Progress	
Cornelius PD	N/A	Third Party Contract	
Craven Co.	Ed Rickett	In Progress	
Cumberland Co.	Ed Rickett	Data Received	
Edgecombe Co.	Peter Fontneau	In Progress	
Forsyth FD and SO	Greg Ellenberg	PSAP Delayed	New Building Q1 2018
Gaston Co.	Ed Rickett	PM Assigned	Backup PSAP to the Hosted Platform by 11/1/18. Primary PSAP to the Hosted Platform by 3/1/19.
Guilford Metro	Greg Ellenberg	In Progress	
Havelock PD	Ed Rickett	In Progress	
Henderson Co.	Tullie Warren	In Progress	
Hoke Co.	Tullie Warren	In Progress	
Kings Mountain	Greg Ellenberg	In Progress	Cleveland County is a Back Up
Lincoln Co.	Greg Ellenberg	In Progress	Per Richard Taylor interim solution is not approved.
Madison Co.	Tullie Warren	In Progress	
Martin Co.	Ed Rickett	Waiting on CLINK	
Medic	Greg Ellenberg	Ready for Contact	RFA - Meeting Requested
Mitchell Co.	Greg Ellenberg	In Progress	
Nash Co.	Peter Fontneau	In Progress	
Pasquotank Co	Ed Rickett	Waiting on CLINK	
Perquimans Co.	Silvia Diaz	PSAP Delayed	Requested to be put on hold until IP Admin Line delivery is resolved
Pitt Co.	Tullie Warren	In Progress	
Polk Co.	Greg Ellenberg	Data Received	RFA - Meeting Requested
Randolph Co.	Peter Fontneau	In Progress	
Richmond Co.	Greg Ellenberg	PM Assigned	Interim Solution
Rockingham Co.	Silvia Diaz	Data Received	
Rutherford Co.	Greg Ellenberg	In Progress	
Scotland Co.	Greg Ellenberg	Data Received	
Shelby PD	Greg Ellenberg	In Progress	Need to be done with Cleveland Co. - Has Grant Deadline
Stokes Co.	Silvia Diaz	Waiting on CLINK	
Surry Co.	Silvia Diaz	In Progress	
Tarboro PD	Peter Fontneau	In Progress	
Vance Co.	Greg Ellenberg	Data Received	
Wake Co.	Greg Ellenberg	Cut Over Scheduled	
Watauga Co.	Greg Ellenberg	Waiting on NC 911	In 911 Staff Review
Wayne Co.	Greg Ellenberg	PSAP Delayed	New Building Q3 2018 - RFA - Meeting Requested
Wilson Co.	Silvia Diaz	Data Received	Potential Service Issues
Winston Salem PD	Greg Ellenberg	PM Assigned	
Yancey Co.	Greg Ellenberg	In Progress	CONFIDENTIAL

**** Chairman Boyette's Roadshow to Durham
911 – Wednesday 2/28 2:30pm ****

Technology Committee

Tuesday, February 27, 2018
2:00 pm
Training Room
109 East North Street
Raleigh, NC

PSAP Managers Meeting

Wednesday, March 7, 2018
10:00am – 3:00pm
Double Tree, Asheville-Biltmore
115 Hendersonville Rd.
Asheville, NC 28803

PSAP Managers Meeting

Thursday, March 15, 2018
10:00am – 3:00pm
New Hanover 911 Center
230 Government Drive
Wilmington, NC

911 Education Committee

Wednesday, February 28, 2018
10:00 am
Training Room
109 East North Street
Raleigh, NC

PSAP Managers Meeting

Tuesday, March 13, 2018
10:00am – 3:00pm
Hilton Garden Inn
111 Carolina Crossroads Parkway
Roanoke Rapids, NC 27870

911 Funding Committee

Friday, March 16, 2018
10:00am
Training Room
109 East North Street
Raleigh, NC

**** Chairman Boyette's Roadshow to Davidson Co. 911 – Thursday 3/23 3:30pm ****

PSAP Managers Meeting

Thursday, March 22, 2018
10:00am – 3:00pm
RCR Headquarters Building
425 Industrial Drive
Lexington, NC

Technology Committee

Tuesday, March 27, 2018
2:00 pm
Training Room
109 East North Street
Raleigh, NC

911 Standards Committee

Wednesday, March 28, 2018
10:00 am
Training Room
109 East North Street
Raleigh, NC

Other Items

Adjourn

Next 911 Board Meeting

March 23, 2018

Richard Childress Racing

Headquarters Building

425 Industrial Drive,

Lexington, NC 27295