



# **NORTH CAROLINA 911 BOARD MEETING**

**February 24, 2017**

**Raleigh-Wake Emergency Communications**

**2320 Westinghouse Blvd.**

**Raleigh, NC**

**10:00 AM – 12:00 PM**

Roll Call

Richard Taylor

# Chairman's Opening Remarks

Danny Lineberry

# Tour of the Raleigh-Wake Emergency Communications Center

**Dominick Nutter**  
**Director**

The Board will return at 10:40 am

# Reconvene

~ Recognition of Jason Barbour for  
Service to the North Carolina  
911 Board





Presented To  
*Jason Barbour*  
For Your Dedicated Service  
To The  
Citizens of North Carolina  
And The  
North Carolina 911 System  
2008 – 2016

# Ethics Awareness/Conflict of Interest Statement

David Bone

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.

# Consent Agenda

Richard Taylor

*(vote required)*

(Complete Reports Located in Agenda Book On Web Site)

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

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

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

### **Call to order**

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

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

### **Roll call**

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

## **1. Election of 911 Board Vice Chair for 2017**

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

## **2. Vice Chair's opening remarks**

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

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

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

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

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

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

### **3. Ethics Awareness/Conflict of Interest Statement**

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

### **4. Consent Agenda**

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

### **5. Public Comment**

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

### **6. 2017 Goals discussion**

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

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

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



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

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

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

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

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

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

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

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

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

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

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

## **7. Technology (formerly NG911) Committee Report**

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

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

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

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

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

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

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

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

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

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

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

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

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

## **8. Executive Director Report**

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

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

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

## **9. 911 Funding Committee Report**

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

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

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

#### **10. Standards Committee Update**

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

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

#### **11. Updating State 911 Plan**

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

#### **11. Hurricane Matthew After-Action Report**

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

### **Other Items**

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

### **Adjourn**

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

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## **APPENDIX**

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

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

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



## PSAP Liaison Monthly Activity Report-February 2017

(1/21/2017 to 2/27/2017)

01/24/2017: I participated remotely in a Funding Committee meeting.

01/25/2017: Ronnie Cashwell and I met with support staff at the Raleigh-Wake 911 Center to discuss meeting space and technical logistics for upcoming Committee meetings and the February 911 Board meeting at the Raleigh-Wake 911 Center.

01/31/2017 Ronnie Cashwell and I made a site visit to the Buncombe County Fire Training Facility, the site of the March and July Western Regional PSAP Managers meetings, and the July 911 Board meeting. We met with the Facility Director to confirm rooms were reserved and discussed technical needs. We also checked with two nearby restaurants on catering options.

02/01/2017: Ronnie Cashwell and I made a site visit to Moore County, to preview the site for the Central Region PSAP Managers Meeting in July. The Moore County 911 Director, Kris Sheffield, had originally booked the Community Room in the Rick Rhyne Public Safety Building for the meeting, but it was decided that space was too small. We looked at another room in the same building and determined it was also too small. We found and reserved space at the Moore County Agricultural Center, 707 Pinehurst Ave, Carthage, NC.

02/01/2017: I made a PSAP visit to the Montgomery County 911 Center. I met with Kyle Morris, and the new 911 Director, Robbie Smith. Mr. Smith just wrapped up a career as a Paramedic with a private ambulance company and has been hired to lead Montgomery County Emergency Services, which includes the 911 center. We talked about a variety of PSAP related topics, including backup PSAP plans, Next Generation 911, Text to 911, funding questions, and ECaTS reports, among others. Mr. Smith seemed very appreciative of the information and asked many questions.

02/09/2017: I participated in a staff meeting at the 911 Board office in Raleigh.

02/10/2017: I helped facilitate an Education Committee meeting at 3514 Bush St in Raleigh.

02/16/2017: I participated in the PSAP Peer Reviewer Training on 2/16 and 2/17 at the Raleigh Wake Emergency Communications Center.

# 911 Network Specialist Report

February 2017

January 30 <sup>th</sup> –	<p>I visited the Tarboro PSAP. They have had a lot of changes in personnel. I met the new PSAP Manager. I also tried to get them up to speed on the rules and backup plan implementation deadline.</p> <p>I visited the Wayne County PSAP. My main purpose was to discuss their call answer times, which are better now. I also discussed their backup plan.</p>
February 1 <sup>st</sup> -	<p>I visited the Lumberton PSAP. I discussed their call answer time along with their backup plan implementation. I was told that they would not meet the July 1, 2017 deadline because Hurricane Matthew put them behind.</p>
February 2 <sup>nd</sup> -	<p>I visited the Sampson County PSAP. My main purpose for visiting was to discuss their call answer time. The format of their calls was incorrect and a switch wasn't turned on in their telephone equipment causing the times to be reported false. Call answer times looking good.</p> <p>I visited the Robeson County PSAP. We discussed their call answer time and some things that could be affecting it. Mr. Williamson told me they were installing a camera system and looking at a few other things.</p> <p>Chad Deese was also in the meeting and we discussed his backup plan implementation. Chad stated that their county manager would not let them purchase anything at this time and that he was working with Richard Taylor about trying to pursue a grant. However; when I made a report to Mr. Taylor, I found this to be incorrect. Mr. Taylor has not had any such conversation with the Robeson County Manager.</p>
February 9 <sup>th</sup> -	Staff meeting
February 10 <sup>th</sup> -	Education Committee Meeting
February 14 <sup>th</sup> -	Standards training teleconference
February 16 <sup>th</sup> -	Standards Committee train reviewers
February 17 <sup>th</sup> -	Standards Committee train reviewers

**Dave Corn**  
**Monthly Report**  
**February 2017**

**Technology Committee**

Staff support for this committee. The Committee and the 911 Board approved the Conceptual Design for the GIS System. Work continues on the ESInet and Hosted Call Processing RFP evaluations, the NMAC RFP process, and writing the Technical Specifications for the GIS RFP. There is little that can be said while this procurement process is under way.

**Standards Committee**

Participated in the Compliance Review Training.

**ECaTS**

Supported PSAPs by explaining how to run various reports. Managed ECaTS and supported them on service related issues.

**Voinace Translation Service**

Continue to work on Voinace issues. 104 PSAPs have signed up for this service.

**PSAPs**

Worked on a variety of technical issues with PSAPs.

**FY2016 North Carolina 911 Board PSAP  
Revenue/Expenditure Report  
Status as of February 21, 2017**

**Total received: 129**

**Completed: 29**

**Clarification – in process: 42**

**Reports awaiting review: 58**

**Review complete—waiting on revised sign report: 0**

**Report received—no documentation for review: 0**

**REPORT not received: 0**



# Dare –Tyrrell and Hyde Counties Regional Emergency Communications Center (RECC) Monthly Progress Report

January, 2017

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>All design activities completed</li></ul>	<ul style="list-style-type: none"><li>No further actions required</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>No action required – All Building permits approved</li></ul>	<ul style="list-style-type: none"><li>No additional action planned</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>Construction continues, facility is fully under roof</li><li>Building completion – completed at 95%</li><li>Interior structure is complete</li><li>Infrastructure completed</li><li>Equipment room equipment installation is ongoing</li><li>Equipment racks have been installed</li><li>Construction Punch List initiated</li><li>Construction conference calls continued twice per month</li></ul>	<ul style="list-style-type: none"><li>Final Construction will be completed during this period</li><li>Communications shelter will be delivered and installed</li><li>Construction punch list to be completed</li><li>Punch list items to be addressed</li><li>Facility to be turned over to Dare County in February</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>Ham radio equipment was purchased</li><li>CenturyLink began installation of fiber network</li><li>Communications shelter construction underway</li><li>Motorola Kick-Off Meeting conducted</li><li>Infrastructure cabling started</li><li>Cabling for DAS system initiated</li><li>Radio Consoles delivered</li><li>Potential delay in delivery of microwave/radio equipment to Hyde County may impact Hyde dispatch transition to Dare RCC</li></ul>	<ul style="list-style-type: none"><li>DAS system install to be completed</li><li>Motorola radio update underway</li><li>CAD system upgrade underway</li><li>Radio Consoles to be installed and tested</li><li>Communications Shelter to be delivered and equipment installed</li><li>CenturyLink/West Fiber and Viper system to be installed</li><li>All systems will be tested and prepared for “go live” in early April</li><li>Microwave route testing to be completed between Tyrrell and Hyde County and DARE RCC</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>Dispatch furniture delivered</li><li>CAD system data integrated from Tyrrell and Hyde Counties</li><li>MCP conducted bi-weekly project status conference calls with the client</li><li>MCP facilitated operations coordination meeting with all counties involved in the consolidation</li><li>MCP continues to update transition planning</li></ul>	<ul style="list-style-type: none"><li>Dispatch furniture to be installed and tested</li><li>MCP will continue bi-weekly conference calls with the clients</li><li>MCP will continue activity on tri-county transition plan</li><li>MCP will continue coordination of transition planning for the new facility</li></ul>



# Graham County E911 Enhancement/Replacement Monthly Progress Report

January, 2017

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"><li>Preliminary technical design continues</li><li>Architect and County has completed and approved bid set drawings; prebid conference and bid opening were held</li><li>Western Builders of Sylva was the low bidder</li></ul>	<ul style="list-style-type: none"><li>Negotiations with Western Builders will be conducted; General Contractor will be hired</li><li>Budget meeting with CM and 911 Director</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>Graham County permitting is completed for pre-construction activities</li></ul>	<ul style="list-style-type: none"><li>Construction permitting completed</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>Construction documents are completed – awaiting final input by General Contractor when hired</li><li>Utility Infrastructure has been run to the building site</li></ul>	<ul style="list-style-type: none"><li>Construction materials cost and fiscal projections will be completed in cooperation with the County and General Contractor once the General Contractor is hired</li><li>MCP will coordinate with architect and General Contractor to complete the preliminary construction schedule</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>Radio system review and transition planning continues</li><li>CPE, CAD, recording system specifications being developed</li><li>Radio Tower will be bid separately from building construction and specs are being developed</li></ul>	<ul style="list-style-type: none"><li>MCP and all technology vendors will meet February 1 to create technology implementation and test plan</li><li>MCP will initiate interoperability discussion with Swain and Jackson Counties to serve as virtual backups</li><li>MCP will continue coordination of communications plan development</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>MCP conducted conference project status conference calls and visits with the County</li></ul>	<ul style="list-style-type: none"><li>MCP will continue weekly conference call schedule with the County</li></ul>



**Richmond County**  
**PSAP Consolidation and Construction**  
**Monthly Progress Report**

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**January 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period (Anticipated)</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Reviewed final set of construction documents</li><li>• Provided input on electrical, mechanical, and plumbing drawings</li><li>• Provided input on grounding</li><li>• Reviewed final cost estimates</li></ul>	<ul style="list-style-type: none"><li>• Provide clarification on construction documents for bid purposes, if needed</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• No activity this reporting period</li></ul>	<ul style="list-style-type: none"><li>• No activity anticipated for next reporting period</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• Received four prequalification submittals</li><li>• Evaluated five prequalification packages, one received in December</li><li>• After input from County Manager, prequalified all five contractors</li><li>• Published list of prequalified contractors</li><li>• Published construction document bid packages</li></ul>	<ul style="list-style-type: none"><li>• Conduct pre-bid conference meeting</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• Met with County and radio vendor to discuss radio systems</li><li>• Conducted on-site signal strength measurement for current antennas at new site</li><li>• Determined tower not necessary based on signal strength measurements</li></ul>	<ul style="list-style-type: none"><li>• Provide drawing of antenna field / farm structure</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• Conducted numerous calls between County, ADW, and MCP regarding project needs, status updates, and prequalifications</li><li>• Held progress meeting with architect</li></ul>	<ul style="list-style-type: none"><li>• Regular communications with project team, as needed – ongoing</li><li>• Review current standard operating procedures (SOPs) – ongoing</li></ul>





**Mitchell County PSAP and Regional Backup Facility, NC**  
**PSAP Backup Consolidation Project – Phase II – Grant Project**  
**Monthly Progress Report**

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**January, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Developed RFQ for architect and it is being advertised</li><li>• Draft Project timeline updated</li><li>• Updated Budget</li></ul>	<ul style="list-style-type: none"><li>• Select Architect</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• No action</li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• No action</li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• Preliminary discussions regarding 911 systems</li></ul>	<ul style="list-style-type: none"><li>• Continue developing technology plan</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• Planning site visits to Swain and Jackson</li></ul>	<ul style="list-style-type: none"><li>• Conduct site visits</li><li>• Conduct bi-weekly conference calls</li></ul>



**Martin County PSAP and Regional Backup Facility, NC**  
**PSAP Consolidation Project – Phase II – Grant Project**  
**Monthly Progress Report**

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**January, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Develop Revised Budget based on Grant Award</li><li>• Develop Draft RFP for Architect firm</li><li>• Develop revised project timeline</li><li>• Develop revised SOW</li></ul>	<ul style="list-style-type: none"><li>• Advertise Architect and recommend to County Board</li><li>• County Board to select Architect firm</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• No action</li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• No action</li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• No action</li></ul>	<ul style="list-style-type: none"><li>• No Action</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• MCP conduct bi-weekly conference calls with the clients</li><li>• Executed the Martin County Regional 911 PSAP ILA Agreement/Addendum with Pasquotank County</li></ul>	<ul style="list-style-type: none"><li>• </li></ul>

**PSAP Grant-Statewide 911 Projects Fund**

		Total Disbursed FY2011-2016	Jul-16 #####	Aug-16 #####	Sep-16 #####	Oct-16 #####	Nov-16 \$41,630,279.74	Dec-16 #####	Jan-17 \$39,914,327.34	Remaining Grant Balance
<b>FY2012</b>	<b>Award Amount</b>									
Rockingham County	7,826,000.00	-7,280,630.00		-221,642.00		-102,768.90				220,959.10
<b>FY2013</b>	<b>Award Amount</b>									
Lenoir County	7,400,000.00	-7,236,114.23		163,181.50						327,067.27
<b>FY2014</b>	<b>Award Amount</b>									
Anson County G2014-01	949,000.00	-797,434.36		0.00						151,565.64
Henderson County G2014-04	3,600,000.00	-3,433,293.71		0.00						166,706.29
Hertford County G2014-05	4,250,000.00	-3,339,551.86	-431,687.77	0.00	-446,352.04					32,408.33
<b>FY2015</b>	<b>Award Amount</b>									
Caldwell County G2015-001	1,022,399.00	-995,299.62		-27,099.38						0.00
Dare County G2015-002	7,002,795.00	-747,957.72	-405,843.71	-252,159.70	-552,556.08	-1,031,197.11		-1,125,821.68		2,887,259.00
Haywood County G2015-003	2,694,827.00	-1,797,619.21	-63,403.00	-236,797.88		-464,315.42		-132,691.49		0.00
Swain-Jackson Co G2015-004	859,681.00	-859,681.00							-13,223.98	-13,223.98
<b>FY2016</b>	<b>Award Amount</b>									
Graham County G2016-01	3,401,528.00	-11,407.00		-54,369.25						3,335,751.75
Hyde County G2016-02	1,266,887.00	-17,689.14		0.00						1,249,197.86
Richmond County G2016-03	6,357,537.00	-48,992.60	-37,567.80	-24,885.60	-36,132.84	-34,721.40		-38,521.40	-28,221.40	6,108,493.96
<b>FY2017</b>	<b>Award Amount</b>									
Catawba G2017-1A	296,827.00									296,827.00
Chowan G2017-2	247,917.00									247,917.00
Forsyth G2017-3	1,085,000.00									1,085,000.00
Halifax G2017-4	2,000,000.00									2,000,000.00
Lincoln G2017-6	2,000,000.00									2,000,000.00
Martin G2017-7	4,315,437.00									4,315,437.00
McDowell G2017-8A	63,822.00									63,822.00
Mitchell G2017-9	2,000,000.00									2,000,000.00
Moore G2017-10	586,404.00									586,404.00
Pasquotank G2017-11	1,010,779.00									1,010,779.00
Perquimans G2017-12A	176,206.00									176,206.00
Rocky Mount G2017-13A	166,749.00									166,749.00
Rowan G2017-14	862,905.00									862,905.00
Shelby G2017-15	920,993.00									920,993.00
Washington G2017-16	344,524.00									344,524.00
Wilson G2017-17	48,185.00									48,185.00
<b>STATEWIDE PROJECTS:</b>	<b>Award Amount</b>									
E-CATS II	1,354,880.00	-355,423.65	-58,005.72	-61,763.30	-57,600.00	-60,247.17	-57,600.00	-75,135.88	-59,233.45	569,870.83
Interpretive Services	1,155,000.00	0.00		0.00		-9,486.00		-24.75		1,145,489.25
Ortho Project III Image 15	3,719,332.00	-3,483,256.27	-141,291.30	0.00	23,992.50			-51,665.58	-5,533.89	61,577.46
Ortho Project III Image 16	4,076,752.00	-1,587,983.61	-570,650.16	0.00	-354,859.86	-241,560.10		-260,500.92	-46,673.45	1,014,523.90
Ortho Project III Image 17	3,815,129.00	0.00						-35,721.00		3,779,408.00
Approved Transfer from PSAP Fund				19,661,220.20						
Interest		17,579.96	21,442.72	23,948.20	25,804.30	31,842.41	29,887.89	30,358.08		
<b>Total Ending Fund Balance</b>		\$27,672,073.85	#####	#####	#####	#####	\$41,604,522.15	#####	\$39,791,799.25	\$ 37,162,802.66

**\$ 37,162,802.66**

**\$2,751,524.68**

NG 911 FUND		NG 911 Disbursement		NG 911 Fund Balance
Beginning Fund Balance:				\$ 4,203,563.24
July 2016	\$ 606,312.83	\$ 2,670.51		4,812,546.58
August 2016	695,427.18	3,971.87		5,511,945.63
September 2016	645,510.31	5,220.10		6,162,676.04
October 2016	536,548.42	3,651.62		6,702,876.08
November 2016	835,527.68	5,126.93		7,543,530.69
December 2016	663,112.42	5,419.13		8,212,062.24
January 2017	685,092.61	6,245.94		8,903,400.79

<b>CMRS FUND:</b>	<b>CMRS Revenue</b>		<b>Interest</b>	<b>CMRS Disbursement</b>	<b>GRANT Allocation</b>	<b>CMRS Fund Balance</b>
<b>Beginning Fund Balance:</b>						<b>\$3,632,364.39</b>
<b>July 2016</b>	\$ 656,844.67	\$ 2,307.63	\$ 560,421.36			3,731,095.33
<b>August 2016</b>	693,002.96	3,079.33	33,762.94			4,393,414.68
<b>September 2016</b>	603,575.13	4,192.77	900,314.49			4,100,868.09
<b>October 2016</b>	400,529.28	2,449.93	202,463.75			4,301,383.55
<b>November 2016</b>	942,860.67	3,315.89	-			5,247,560.11
<b>December 2016</b>	479,663.71	3,794.00	195,307.51			5,535,710.31
<b>January 2017</b>	496,441.95	4,236.04	519,540.84			5,516,847.46

	Revenue						GRANT Allocation Transfer out	Monthly Expenditure	Fund Balance
PSAP FUND	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			\$ 17,961,526.84
July 2016	\$ 2,627,378.63	\$ 1,139,878.21	\$ 978,145.51	\$ -	\$ 11,410.88	\$ 4,756,813.23		\$ 4,162,300.21	18,556,039.86
August 2016	2,772,011.87	984,540.29	944,856.09	801,844.70	15,314.61	5,518,567.56		4,341,807.49	19,732,799.93
September 2016	2,414,300.50	993,822.34	905,472.90	834,325.65	18,687.98	5,166,609.37	19,661,220.20	4,295,332.42	942,856.68
October 2016	1,602,117.15	956,372.87	988,880.03	832,747.00	558.68	4,380,675.73		4,281,584.90	1,041,947.51
November 2016	3,771,442.67	952,258.00	955,512.76	822,477.41	796.97	6,502,487.81		4,288,687.91	3,255,747.41
December 2016	2,718,094.37	924,999.17	948,100.12	837,474.51	2,338.87	5,431,007.04		-	8,686,754.45
January 2017	2,813,171.10	957,089.06	989,442.91	848,030.06	6,606.98	5,614,340.11		4,299,887.74	10,001,206.82



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:

David Saleeby

Fire & Emergency Svcs Coordinator  
Iredell County

Speakers:

# Executive Director Report

Richard Taylor

a) 911 Board Staff Update



NC 911 Board is accepting applications for a 911 Financial Review Specialist [click here for more information and application](#)

[Job Information & Application →](#)

# Executive Director Report

Richard Taylor

## b) 2018 Grant Cycle

# Executive Director Report

Richard Taylor

## c) Regional PSAP Managers Meetings

Southeast PSAPs Managers Meeting  
Wednesday, March 15, 2017  
10:00 am  
Jacksonville Police Dept.  
200 Marine Blvd.  
Jacksonville, NC

Western PSAPs Managers Meeting  
Wednesday, March 22, 2017  
10:00 am  
20 Canoe Lane  
Woodfin, NC

Central PSAPs Managers Meeting  
Thursday, March 23, 2017  
10:00 am  
Forsyth County Agricultural Building  
1450 Fairchild Road  
Winston Salem, NC

Northeast PSAP Managers Meeting  
Thursday, March 30, 2017  
10:00 am  
Eagles Business Center  
Wilson Community College  
902 Herring Ave East  
Wilson, NC

# Executive Director Report

Richard Taylor

d) Request from Appalachian State  
University

*(vote required)*



From: David L. Dickinson [mailto:dickinsondl@appstate.edu]  
Sent: Wednesday, February 22, 2017 1:45 PM  
To: Taylor, Richard <richard.taylor@nc.gov>  
Cc: 'Matthew Kay' <kaymg@appstate.edu>  
Subject: NC 911 call data by county request

Hello Mr. Taylor,

My name is David Dickinson and I'm an economics professor at Appalachian State. Currently I am teaching a senior seminar course for our economics majors. As part of the class I have tasked my students with collecting data and writing a research paper.

One of my students, Matthew Kay, has decided to study the correlation between 911 call data and income levels (or other socio-economic variables) for counties in North Carolina.

We have unfortunately had some difficulty finding 911 call data for North Carolina. While we have found data sets online for states and municipalities outside of North Carolina, it has been hard to find similar data sets online for NC.

Would it be possible to either point us in the right direction or provide us with some North Carolina 911 caller data?

Ideally, Matthew is looking for 911 call volume data at the county level in North Carolina for year 2015. He could also assemble what he may need from a "raw" data file.

Thank you in advance for any help or assistance. It is greatly appreciated.

I have CCed Matthew on this email. We look forward to your reply!

Sincerely,  
David

David L. Dickinson  
Dept. of Economics, Appalachian State University  
Research Fellow, IZA  
Research Affiliate, ESI

Richard

Thank you for the quick reply. That is timely that the 911 Board meets tomorrow. Thank you for asking and, if it helps, the data only be used for Matthew Kay's senior seminar paper (i.e., would not be published or presented outside of our class). He would also NOT identify specific zipcodes as identifiers in his write-up or class presentation of the results (rather, just describe the demographics that predict 911 call volume or something like that).

As for your other question, what you are asking may be something that interests a group in our College of Business. Are you referring to a "faculty" group when you say "fresh set of eyes"? If so, I know there are some in our department who are more in the cost-benefit analysis area and/or who have done projects like Western Carolina Economics Indicators stuff. That would not be me personally (I'm a behavioral/experimental economist), but if you want I can put you in contact with a couple faculty in our department to see if they have time/interest.

Of course, you may be speaking about another group at ECU College of Business (i.e., not economics) and so what you are asking may be something you share with our College Dean to see what group inside of our entire COB may be interested (funding model may be a Finance department thing?). Hope those thoughts help on that end.

Sincerely,

David

# Funding Committee Report

David Bone

- a) City of Rocky Mount Funding  
Reconsideration  
*(vote required)*

**North Carolina 911 Board**

PSAP Name: Rocky Mount  
 Contact Name: Allen Moore  
 Contact Address: 330 S. Church St.  
 City: Rocky Mount  
 Zip: 27856  
 Contact Email: allen.moore@rockymountnc.gov

**Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. \*\*\*PLEASE SEE INSTRUCTIONS tab for further details\*\*\*** All requests must be filed with the NC 911 Board no later than February 19, 2016.  
 Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.

**June 30, 2016 Emergency Telephone System Fund Balance \$ 228,056.35**

	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016- 2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>Expenditures</b>			

**Phone Systems - Furniture**

Selective Rtnng/ALI Prov 9-1-1 trk line charges			
Basic line charge only **One administrative line per call-taking position			
Interpretive Services			

Data Connections for the sole purpose of collecting call information for analysis. If connections is shared with non-eligible 911 device, only a percentage is eligible.			
<b>MPLS-Fiber used for backup PSAPs connections</b>			\$9,048.00
Automatic Call Distribution System			
911 telephone equipment (CPE, etc.)			
TDD/TTY			
Furniture: Cabinets, tables, desks which hold 911 equipment			
TOTAL	\$0.00	\$0.00	\$9,048.00

	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016- 2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>SOFTWARE</b>			
CAD (modules that are part of the call-taking process only)			
GIS (to create and display the base map showing street centerlines and address, address point layer)			
Message switch software **must meet requirements noted in Approved Use of Funds list.			
MCT Digital Voiceless Dispatch Licensing **Allowable for Dispatched Protocols Law, Fire & EMS.			
Voice Logging Recorder			
MIS for 9-1-1 phone system			
Time Synchronization			

Dispatch Protocols (Law, Fire, Medical)			\$12,797.00
Quality Assurance for Protocols			
ALI Database software			
Software Licensing			
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.			
Console Audio Box (CAB) software			
Paging software (to send call from CAD to first responder pager or mobile phone)			
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)			
Automated digital voice dispatching software			
Software <b>MAINTENANCE</b>			
TOTAL	\$0.00	\$0.00	\$12,797.00

	FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b>	FY2017 (2016- 2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b>	FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b>
<b>HARDWARE</b>			
CAD server			
GIS server			
911 Phone server			
Voice logging server	\$45,547.27		\$26,338.46
Monitors			
Computer Workstations	\$10,200.00		
Time Synchronization			
UPS	\$22,218.38		\$1,424.30

Generator			
Call Detail Record Printer (automatically captures incoming 911 telephone call data)			
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)			
Fax Modem (for rip & run)			
Printers (CAD, CDR, Reports, etc.)			
Radio Console Dispatch Workstations			
Radio Console Ethernet Switch			
Radio Console Access Router			
Back Up Storage Equipment for 911 Data Base Systems			
Mobile Message Switch			
Paging Interface With Computer Aided Dispatch (CAD) system			
Alpha / Numeric Pager Tone Generator			
Radio Console **as defined in Approved Use of Funds List			
Handheld GPS devices that are used strictly for 911 addressing **as defined in Approved Use of Funds List.			
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.			
Hardware <b>MAINTENANCE</b>			
<b>TOTAL</b>	\$77,965.65	\$0.00	\$27,762.76





**To be completed by 911 Board Staff:**

<b>PROPOSED FY2016 FUNDING</b>	\$311,074.33
<b>FY2017 Anticipated Capital Expenditures</b>	\$77,965.65
<b>FY2017 Anticipated Monthly Recurring</b>	\$0.00
<b>FY2017 Anticipated Annual Recurring</b>	\$49,607.76
	<hr/>
<b>Requested FY2017 Funding</b>	<u><u>\$389,039.98</u></u>

Maximum 20% Carry Forward amount:	\$64,442.00
adjusted to 10%	\$32,221.00

<b>Use of Fund balance:</b>	<u>\$195,835.35</u>
911 telephone equipment (CPE, etc.)	\$138,936.65
Furniture: Cabinets, tables, desks which hold 911 equipment	\$39,423.00
Viper - Intrado Support	\$12,660.00
Monitors	\$4,550.00
UPS Maintenance	\$265.70
	<u><u>\$0.00</u></u>

	<b>2011/2012</b>	<b>2012/2013</b>	<b>2013/2014</b>	<b>2014/2015</b>	<b>2015/2016</b>	<b>FY2012- FY2016 Total</b>	<b>Yearly Amt.</b>
5-Year Rollinging Average	\$235,511.34	\$253,002.32	\$298,395.03	\$457,031.29	\$448,511.80	\$1,692,451.78	\$338,490.30
				CPE purchase	Furniture		

**Recommendation to approve increase of \$127,573 for FY2017 distribution. Total amount to be disbursed FY2017 \$389,039.98.**

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

**911 Approved Fund balance June 30, 2015**

**\$335,170.98**

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**

**\$340,532.47**

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**

**\$864.65**

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

**Expenditures**

**\$448,511.80**

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**

**\$228,056.30**

**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**

**\$228,056.30**

**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 City of Rocky Mount, I  
(Governing Unit)

Amy Staton  
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.

Amy Staton  
Signature

9-7-2016  
Date

amy.staton@rockymountnc.gov  
E-Mail

252-972-1201  
Phone

**PSAP NAME**  
**EXPENSE REPORT**

PSAP Manager: ALLEN MOORE

Email Address: [allen.moore@rockymountnc.gov](mailto:allen.moore@rockymountnc.gov)

Address: PO BOX 1180

City: ROCKY MOUNT

State: NC

Signature: 

PHONE & FURNITURE	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenance Contractual	COMMENTS
Vendor Name:						
LANGUAGE LINE SVC	9020917038		\$2,270.73			INTERPRETATION SERVICES
RUSSEBASSETT CORP	72581/83246/83246-1			\$156,839.40		911 CONSOLES FOR COMMUNICATIONS
CENTURYLINK	428128349		\$1,673.76			911 ROUTER EQUIPMENT
TELECOMMUNICATIONS	587274/593914			\$2,012.84		911 HEADSETS
CENTURYLINK	307839033		\$101,533.37			TRUNK LINE/SELECTIVE ROUTING
CENTURYLINK	0051701479			\$4,352.43		CPE CHANGES BREAKDOWN REMOVE REINSTALL
AMERIZON WIRELESS	79042			\$5,000.00		REMOVE RADIOS FROM OLD CONSOLE & REINSTALL IN NEW
CENTURYLINK	P121500603				18,745.92	CENTURION VIPER MAINTENANCE
<b>TOTAL</b>		\$0.00	\$105,417.86	\$180,204.87	\$18,745.92	

Scroll over this cell to see the Approved Use of Funds

SOFTWARE	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenance Contractual	COMMENTS
Vendor Name:						
CENTURYLINK	0040500035				\$22,615.38	SOFTWARE PROTECTION
CENTURYLINK	0071500847				13,169.20	DICTAPHONE LOGGER - PD
CENTURYLINK	P071400640				13,169.16	RECORD RECORDING SYS
PRIORITY DISPATCH CORP	123840				5,881.00	ESP Maintenance Plan
SUNGARD PUBLIC SECTOR	110182				\$1,161.61	Maintenance Agreement
<b>TOTAL</b>		\$0.00	\$0.00	\$0.00	\$105,996.35	

Scroll over this cell to see the Approved Use of Funds Guideline

HARDWARE	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenance Contractual	COMMENTS
Vendor Name:						
JANTECH SERVICES INC	060539				1,100.00	UPS Maintenance Agreement
<b>TOTAL</b>		\$0.00	\$0.00	\$0.00	\$1,100.00	

Scroll over this cell to see the Approved Use of Funds Guideline

HOSTED SOLUTIONS	Invoice or Account Number	Lease	Recurring	Non-Recurring	Maintenance Contractual	COMMENTS
Vendor Name:						
<b>TOTAL</b>		\$0.00	\$0.00	\$0.00	\$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

TRAINING	Invoice or Account Number	Amount	Per Diem	Out-of-State	COMMENTS
Vendor Name:					
NASH COMMUNITY COLLEGE	5742	1,400.00			EMD DISPATCH TRAINING (R. JOHNSON, C. WOODLEY, A. LONG & D.A.)
NASH COMMUNITY COLLEGE	5774	1,400.00			EMD DISPATCH TRAINING (D. HIPP, L. SMITH, E. GARRET & A. PITTMAN)
INTERNATIONAL ACADEMIES	158958W	245.00			EMD CERTIFICATION REINSTATEMENT FEE (K. ALBRITTON, R. ALSTON, A. EARL, A. JONES, T. LOCKE, A. MOORE, P. O'CONNOR, E. RUSS & I. WINSTEAD)
INTERNATIONAL ACADEMIES	161244	100.00			EMD CERTIFICATION (T. ADAMS / J. ROSE)
INTERNATIONAL ACADEMIES	162517	100.00			EMD CERTIFICATION (A. EARL / E. RUSS)
INTERNATIONAL ACADEMIES	163353	300.00			EMD CERTIFICATION (P. O'CONNOR, A. JONES, K. ALBRITTON, R. ALSTON, T. ADAMS & I. WINSTEAD)
<b>TOTAL</b>		\$3,545.00	\$0.00	\$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

FUNCTIONS	Invoice or Account Number	ADDRESSING CONTRACTUAL	DATABASE PROVISIONING CONTRACTUAL	ADDRESSING In-house	DATABASE PROVISIONING In-house	911 Telephone System In-house	PC Support to Include hardware In-house (Desktop PC)	CAD support to Include hardware and software In-house	Server support to Include hardware and software In-house	GIS Support to Include hardware and software In-house	Radio Support to Include hardware and software In-house	COMMENTS
Vendor Name:												
CITY OF ROCKY MOUNT				\$12,052.00	\$18,614.00	\$5,037.00	\$3,672.00	\$5,957.00		\$110.00		
<b>TOTAL</b>		\$0.00	\$0.00	\$12,052.00	\$18,614.00	\$5,037.00	\$3,672.00	\$5,957.00	\$0.00	\$110.00	\$0.00	

Scroll over this cell to see the Approved Use of Funds Guideline

<b>EXPENSE TOTALS</b>	
PHONE	\$292,428.45
SOFTWARE	\$105,996.35
HARDWARE	\$1,100.00
HOSTED SOLUTIONS	\$0.00
TRAINING	\$3,545.00
FUNCTIONS	\$45,442.00
<b>GRAND TOTAL</b>	<b>\$448,511.80</b>



Customer Legal Name:	E911 CITY OF ROCKY MOUNT
Customer Billing Name:	E911 CITY OF ROCKY MOUNT
Site Address 1:	1 GOVERNMENT PLZ ATTN: MACK EVERETTE
Site Address 2:	
City:	ROCKY MOUNT
State:	NC
Zip:	27804
Contact Name:	Allen Moore
Phone Number:	252-972-1411
E-Mail:	
Account Manager / Sales ID:	Robert Robinson
Account Manager E-mail:	robert.l.robinson1@centurylink.com
Sales Engineer Name:	<a href="#">Paul Winstead</a>
Sales Engineer E-Mail:	<a href="mailto:Paul.W.Winstead@centurylink.com">Paul.W.Winstead@centurylink.com</a>
Quote Number:	15-027999



JCW Pricing Tool 6.01

Quote Number# 15-027999

Account Manager: Robert Robinson

<b>Customer Legal Name:</b> E911 CITY OF ROCKY MOUNT <b>Customer Billing Name:</b> E911 CITY OF ROCKY MOUNT <b>Customer Address:</b> 1 GOVERNMENT PLZ ATTN: MACK EVERETTE , ROCKY MOUNT, NC 27804 <b>Date Prepared:</b> January 5, 2016 <b>Quote Expires:</b> March 5, 2016 <b>Quote Number:</b> 15-027999					<b>Centurion Maintenance</b>  <b>Coverage:</b> <u>Extended</u> <b>Contract Term:</b> 12		
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ 123,094.15			\$ 10,980.06	\$ -	\$ 10,980.06
	Labor	\$ 14,162.50					
	On-Site Tech		\$ -	\$ -			
	Vendor Support	\$ 1,680.00	\$ -	\$ -			
<b>Total Prices</b>		<b>\$ 138,936.65</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,980.06</b>	<b>\$ -</b>	<b>\$ 10,980.06</b>

Prices shown on this page represent recurring and nonrecurring charges for items as described. These prices do not include recurring or nonrecurring charges for taxes, duties, tariffs, or telecommunication services.

**CenturyLink**

Customer Legal Name: E911 CITY OF ROCKY MOUNT

Customer Billing Name: E911 CITY OF ROCKY MOUNT

1 GOVERNMENT PLZ ATTN: MACK EVERETTE

ROCKY MOUNT

NC , 27804

Quote-Build #: 15-027999-NIBS

Valid Until March 5, 2016

Description of Work  
to be Performed:


Equipment pricing shown is based upon direct sale accompanied by new Centurion Maintenance contract on same.

See Vendor Support Tab for  
Additional Pricing

Part Number	Description	Quantity	Unit Price	Extended Price
-	-	-	\$ -	\$ -
-	Node B - Remote	-	\$ -	\$ -
-	-	-	\$ -	\$ -
-	VIPER	-	\$ -	\$ -
912890/BB	Media Kit Prebuilt Building Block	1	\$ 78.48	\$ 78.48
912800	VIPER Gateway Shelf	3	\$ 776.96	\$ 2,330.88
912801	CAMA Interface Module (CIM)	3	\$ 2,111.14	\$ 6,333.42
912811	Application Server License	7	\$ 780.89	\$ 5,466.23
912812	PBX Access License	6	\$ 506.20	\$ 3,037.20
912813	48V Power Supply and Shelf - VIPER System	2	\$ 1,259.49	\$ 2,518.98
912814	Admin Interface Module (AIM)	1	\$ 1,098.73	\$ 1,098.73
912817	7 Foot IT Cabinet	1	\$ 7,481.01	\$ 7,481.01
913850/S	IWS VIPER Enabling Kit (Sonic)	6	\$ 2,550.63	\$ 15,303.78
C10036	Power Cord Cable with A/C twist lock connector	2	\$ 189.87	\$ 379.74
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$ 2,784.81	\$ 5,569.62
-	Power 911	-	\$ -	\$ -
913100/BAK	Power 911 Backup License	6	\$ 784.03	\$ 4,704.18
913202	Power 911 Server Access License	6	\$ 1,565.70	\$ 9,394.20
-	IWS Workstations	-	\$ -	\$ -
914102/BB	IWS Workstation Prebuilt Building Block	6	\$ 2,111.39	\$ 12,668.34
-	Object Server Hardware	-	\$ -	\$ -
914962	IWS Server RACK - Type A	1	\$ 3,383.54	\$ 3,383.54
914121/3	IWS Object Server - Underlying Software	1	\$ 1,769.62	\$ 1,769.62
-	Common Hardware	-	\$ -	\$ -
914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$ 2,278.48	\$ 2,278.48
-	Staging	-	\$ -	\$ -
950852	Front Room Equipment Staging - Per Position	6	\$ 316.46	\$ 1,898.76
950853	Back Room Equipment Staging - Per Cabinet	1	\$ 2,215.19	\$ 2,215.19
-	Installation	-	\$ -	\$ -
950104	Intrado Professional Services (per Day)	5	\$ 1,898.73	\$ 9,493.65
960575	Living Expense per Day per Person	7	\$ 253.16	\$ 1,772.12
960580	Travel Fee per Person	1	\$ 1,582.28	\$ 1,582.28
-	Project Management	-	\$ -	\$ -
950510	Project Management Services	1	\$ 2,099.97	\$ 2,099.97
-	Maintenance Services	-	\$ -	\$ -
-	-	-	\$ -	\$ -
VSsupport	Software Sub Service - 1 Year/Position - Back Up Position	-	\$ -	\$ -
VSsupport	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos	-	\$ -	\$ -
-	-	-	\$ -	\$ -
-	Node A - Host	-	\$ -	\$ -
-	-	-	\$ -	\$ -
-	VIPER	-	\$ -	\$ -
912716/24	Cisco C2960X-24TS-L 24 port switch (without stacking module)	2	\$ 2,784.81	\$ 5,569.62
-	Installation	-	\$ -	\$ -
950104	Intrado Professional Services (per Day)	1	\$ 1,898.73	\$ 1,898.73
960575	Living Expense per Day per Person	1	\$ 253.16	\$ 253.16
-	-	-	\$ -	\$ -
-	-	-	\$ -	\$ -
997-7039-00	22in PXL2230MW LED Optical Touch Monitor	6	\$ 291.14	\$ 1,746.84
000-000	Miscellaneous Cables	1	\$ 632.91	\$ 632.91
000-000	Shipping	1	\$ -	\$ -
-	-	-	\$ -	\$ -
GP933-94	GPS Command Center Package - up to 4 networks	1	\$ 8,634.49	\$ 8,634.49
-	-	-	\$ -	\$ -
-	-	-	\$ -	\$ -
-	-	-	\$ -	\$ -
Parts .....			\$	121,594.15
Miscellaneous .....			\$	-
Shipping .....			\$	1,500.00
Parts Subtotal.....			\$	123,094.15
Labor.....			\$	14,162.50
Vendor Support (See Vsupport Tab for Details).....			\$	1,680.00
TOTAL PRICE .....			\$	138,936.65

All Products listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the Equipment Sales Product Annex, both posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html)

Centurion Type	Extended
months	12
Hide show best value	TRUE
Min active	FALSE



Customer Legal Name:	E911 CITY OF ROCKY MOUNT
Customer Billing Name:	E911 CITY OF ROCKY MOUNT
	1 GOVERNMENT PLZ ATTN: MACK EVERETTE
	ROCKY MOUNT
	NC , 27804
Quote-Build #:	15-027999-NIBS

**See Vendor Support Tab for additional Support Costs**

Valid Until	March 5, 2016
Contract Term:	12 Months

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink™ Centurion Maintenance Service Annex, both posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

Quote-Build #: 15-027999-NIBS

## Engineer Selected

Page 4 of 6

-	-	-	NRR	-	\$	-	\$	-	\$	-
---	---	---	-----	---	----	---	----	---	----	---



## Price Sheet Vendor Support

Customer: E911 CITY OF ROCKY MOUNT  
 1 GOVERNMENT PLZ ATTN: MACK EVERETTE  
 ROCKY MOUNT  
 NC  
 27804  
 Quote-Build#: 15-027999-NIBS

Pricing is Valid Until: March 5, 2016

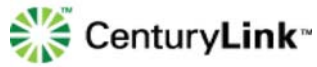
Description of Work  
to be Performed:

Equipment pricing shown is based upon direct sale accompanied by new Centurion Maintenance contract on same.

Part Number	Description	Quantity	Type	(Only if MRR)		Sale Price	
				Term Years	MRR	Unit Price	Extended Price
950999/SUB1-BU	Software Sub Service - 1 Year/Position - Back Up Position	6	NRR	-	\$ -	\$ 200.00	\$ 1,200.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos - Back Up Pos	6	NRR	-	\$ -	\$ 80.00	\$ 480.00
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
-	-	-	NRR	-	\$ -	\$ -	\$ -
TOTAL Annual MRR .....						\$ -	
TOTAL Term MRR .....						\$ -	
TOTAL PRICE NRR .....							\$ 1,680.00

All Services listed on this Quote are governed by the Standard Terms and Conditions for Communications Services and the CenturyLink® Centurion Maintenance Service Annex, both posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).

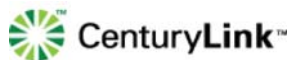




## Customer Notes / Project Description

This quote provides pricing for a Remote Viper system for 6 dark backup positions with Power 911. In addition, the switches will need to be changed for host site to become a multi-node and have been provided. It is assumed that installation will take place concurrently with the Node B install; or additional charges will apply. This quote includes 1 year of centurion maintenance and 1 year of Intrado Vendor Support. I have also included a new Spectracom Netclock for the new site. This quote also assumes that a data connection is in place to connect the two sites together.

Notes



Customer Legal Name:	E911 CITY OF ROCKY MOUNT
Customer Billing Name:	E911 CITY OF ROCKY MOUNT
Site Address 1:	1 GOVERNMENT PLZ ATTN: MACK EVERETTE
Site Address 2:	
City:	ROCKY MOUNT
State:	NC
Zip:	27804

Contact Name:	
Phone Number:	
E-Mail:	

Account Manager / Sales ID:	Robert Robinson
Account Manager E-mail:	robert.l.robinson1@centurylink.com
Sales Engineer Name:	<a href="#">Paul Winstead</a>
Sales Engineer E-Mail:	<a href="mailto:Paul.W.Winstead@centurylink.com">Paul.W.Winstead@centurylink.com</a>

Quote Number:	16-003184
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JCW Pricing Tool 6.01

Quote Number# 16-003184

Account Manager: Robert Robinson

Customer Legal Name: E911 CITY OF ROCKY MOUNT Customer Billing Name: E911 CITY OF ROCKY MOUNT Customer Address: 1 GOVERNMENT PLZ ATTN: MACK EVERETTE , ROCKY MOUNT, NC 27804 Date Prepared: March 24, 2016 Quote Expires: May 23, 2016 Quote Number: 16-003184					Centurion Maintenance  Coverage: Contract Term:		
QTY	Item	Total Non-Recurring Price	Annual Price - Year 1	Annual Price - Year 2+	Total Annual Price - Y1	Total Annual Price - Y2+	Total Term Price
	CPE - (Includes Shipping and Misc costs)	\$ 39,423.33			\$ -	\$ -	\$ -
	Labor	\$ -					
	On-Site Tech		\$ -	\$ -			
	Vendor Support	\$ -	\$ -	\$ -			
Total Prices		\$ 39,423.33	\$ -	\$ -	\$ -	\$ -	\$ -

Prices shown on this page represent recurring and nonrecurring charges for items as described. These prices do not include recurring or nonrecurring charges for taxes, duties, tariffs, or telecommunication services.



## Customer Notes / Project Description

quote is to install new furniture at the backup center

Notes



## Sales Quote #125546

by Tim Martin

Date 2/17/2016

110 South Regent Street, Suite 500  
Salt Lake City, UT 84111  
(801) 363-9127 \* (801) 363-9144 fax  
(800) 363-9127 toll-free

Bill To: City of Rocky Mount  
Attn: Allen B. Moore  
330 So Church St  
Rocky Mount, NC 27802

Ship To: City of Rocky Mount  
Attn: Allen B. Moore  
330 So Church St  
Rocky Mount, NC 27802

For: City of Rocky Mount  
Attn: Allen B. Moore  
330 So Church St  
Rocky Mount, NC 27802

Phone: (252) 972-1437 Fax: (252) 972-1399

Qty	Description	Unit Price	Extended Price
6	ProQA Software Licenses - backup (Fire - Paramount - Standard - North American English) Offsite, backup location software	\$1,750.00	\$10,500.00
1	Annual Maintenance/Support - ESP (G) License renewal, service and support	\$2,277.00	\$2,277.00
Sub-Total:			\$12,777.00
Tax:			\$0.00
Shipping & Handling:			\$20.00
Total:			\$12,797.00

This quote is valid for 120 days from date of issue. Unless otherwise agreed to in writing, all prices quoted are exclusive of any applicable sales, use, withholding and other taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. Payment terms are Net 30 unless otherwise noted.

Seller will use reasonable efforts to deliver products on time, but will not be liable for any expenses or damages incurred as a result of late delivery or for circumstances beyond Seller's reasonable control. Shipments are made F.O.B. origin, which is Salt Lake City, UT, USA. All insurance expenses and risk of loss are assumed by Buyer.

Purchasing or signing below acknowledges your agreement to the terms above and to the "break the seal" or "click to accept" license agreement associated with the licensed product(s). The license agreement is included with the licensed product(s) and you will have the opportunity to read it before opening or installing. If unacceptable, you may return the licensed product(s) within 10 days of receipt for a refund, less any applicable restocking fees and original shipping charges.

Sign here X \_\_\_\_\_ Date \_\_\_\_\_

Payment Method: (Check enclosed, or...)

[ ] Purchase Order # \_\_\_\_\_

[ ] VISA/MasterCard/AMEX # \_\_\_\_\_

Expiration: \_\_\_\_\_

*"To lead the creation of meaningful change in public safety and health."*



September 28, 2016

City of Rocky Mount  
330 South Church Street  
Rocky Mount, N.C. 27802

Attention: Mr. Allen Moore

Reference: **Mitsubishi UPS Budgetary Proposal – Mitsubishi Diamond Plus 1100A**

Dear Mr. Moore,

As per our conversation late yesterday, I am pleased to provide you with the following budgetary proposal for a new Mitsubishi Diamond Plus 30kVA modular UPS for your review. Jantech is proud to propose Mitsubishi's DiamondPlus 1100A Series Modular UPS. Our unique position in the UPS industry allows us to evaluate all of the different manufacturers' products for reliability and performance. Mitsubishi UPS systems are top-notch quality power protection products with and unparalleled reliability and service history.

One important fact is that, unlike some other manufacturers, none of the Mitsubishi products require any proprietary software tools for troubleshooting and calibration in the unlikely event of a module failure or for scheduled maintenance during the normal life span of the equipment. Therefore, *you*, the customer and equipment owner, have choice of independent service providers once the factory warranty expires. Jantech Services, Inc. is the Mitsubishi local factory authorized service center. The following is a brief description of the module:



Item:

Mitsubishi DiamondPlus 1100A Series **True On Line** UPS Module

Input Voltage: 208 VAC, 3 Phase, (4 Wire + Ground) Hardwired

Output Voltage: 208 VAC, 3 Phase, (4 Wire + Ground) Hardwired

Manufacturer: Mitsubishi

Unit Model: Model 30 (30kVA, 27KW)

Battery Model: One Matching Battery Cabinet to Provide **15 Minutes Backup at Full Load**

Condition: New

Availability: Stock – 2 Weeks ARO

**2-Year Factory Parts and Labor Warranty Included**

Features:

UL Listed  
LCD Display with User Friendly Features  
Single Utility Input  
Modular Technology (10kVA Modules) 75% Eligible  
CSTBT Converter/Inverter Semiconductor Devices  
Low Input Harmonics  
1:1.1 Input Ratio, No Generator Oversizing Necessary  
Stored Diagnostic Alarm History  
Internal Battery Self Test

*UPS System Purchase Price:	\$25,912.50
*3 Breaker Maintenance Bypass (With Kirk Key Interlock)	\$ 2,729.80
*System Startup, Normal Hours:	\$ Included
*SNMP Communication Interface:	\$ 982.80

Dimensions of the Standard Unit as Quoted Above:

UPS Cabinet:	19.7" Wide x 55.1" High x 27.0" Deep
Battery Cabinet:	29.7" Wide x 55.1" High x 34.2" Deep
Maintenance Bypass:	20.0" Wide x 36.0" High x 9.50" Deep

Know that you are not just purchasing a UPS system from Jantech, we can work closely with your "in house" electrical contractor, or refer you to one of our approved electrical contractors for the entire process, from delivery, setup, to final cutover to ensure a smooth transition from the old system to the new.

\*Above prices do not include UPS electrical installation, freight/rigging, or any applicable taxes. Equipment is currently in stock, ready to ship. Prices are good for 30 days. Payment terms are net 30 days ARO. When choosing to purchase the above equipment, please make your purchase order out to:

Jantech Services, Inc.  
2821 Rowland Road  
Raleigh, N.C. 27615

If you have any questions pertaining to the enclosed information or require any additional documentation, please feel free to contact me at (919) 872-4556. Tom, thank you again for the opportunity to provide you with this proposal.

Sincerely,

Vince Pudelski





January 13, 2017

City of Rocky Mount  
331 S. Franklin Street  
PO Box 1180  
Rocky Mount, NC 27802

Attention: Allen Moore  
[allen.moore@rockymountnc.gov](mailto:allen.moore@rockymountnc.gov)

**SUBJECT: UPS and Battery Planned Maintenance Renewal**

Dear Mr. Moore,

We've enjoyed doing business with you this past year and look forward to continuing our working relationship. We hope you are pleased with our service efforts thus far. Enclosed you will find our renewal proposal for Planned Maintenance for the Uninterruptible Power Supplies (UPS) and their associated battery systems for your review. If any of your needs have changed please contact us and we will be more than happy to make any updates.

After reviewing the enclosed material, I am sure you will agree that we offer the most comprehensive, single-point solutions for your service requirements. Because we are an experienced local service company, you can be assured of prompt, dependable, and professional service at all times.

Please return completed contracts and POs to the following:

Jantech Services Inc  
11315 Challenger Ave  
Odessa FL 33556  
[contracts@jantechups.com](mailto:contracts@jantechups.com)  
727-376-9399  
Fax: 727-376-9499

Thank you for your business!

Sincerely,  
Vince Pudelski

VP/If  
Enclosure



This Agreement is between JANTECH SERVICES, INC. ("JANTECH"), a Florida corporation with its principal place of business 11315 Challenger Avenue, Odessa, FL 33556 and **City of Rocky Mount** ("CUSTOMER"), with a principal place of business at **331 S. Franklin Street, PO Box 1180, Rocky Mount, NC 27802.**

1. Purpose of the Agreement. This Agreement sets forth the terms and conditions by which JANTECH will perform services for CUSTOMER and CUSTOMER will pay for such services. The Agreement will become effective the latter of either the date the CUSTOMER signs it or JANTECH inspects the equipment that will be subject to this Agreement (the "Effective Date").

2. Scope of Work. JANTECH will provide maintenance services necessary to maintain the CUSTOMER's equipment for a period of one year, or as specified, commencing on the Effective Date. Attached in Rider A of this Agreement is a copy of the maintenance plan(s) selected by CUSTOMER describing the services to be provided by JANTECH. This Agreement covers only the schedule of equipment set forth in Rider C of this Agreement ("Covered Equipment"). All other work outside the scope of the Agreement is subject to a separate agreement or purchase order. Term of Agreement is **April 1, 2017 to March 31, 2018.**

2.1 Exclusions. The following are excluded from coverage under Maintenance Agreements unless otherwise specified: Replacement batteries and associated replacement battery labor, air filters, proactive capacitor and fan replacements, any items requiring OEM and OEM proprietary software including but not limited to: alarm resets, firmware updates, any and all repairs/parts requiring proprietary software to effect repair completion.

2.1.1 Battery Warranty. If batteries are subject to a manufacturer's warranty, JANTECH agrees to provide assistance to CUSTOMER so that CUSTOMER may receive warranty credit, if any. JANTECH makes no guarantee about the ability to obtain warranty credit.

2.1.2 Battery Replacement. CUSTOMER shall be responsible for the cost to replace batteries, including batteries, labor, freight and safe disposal. These items shall be billed by JANTECH on a separate invoice.

2.1.3 Failure to Replace Batteries. In the event that JANTECH recommends replacement of batteries and CUSTOMER elects not to replace batteries, service calls related to equipment failure or problems due to battery failure will be excluded from this Agreement and billed separately to CUSTOMER. Labor rates associated with billable services are outlined on attached Rider B.

2.1.4 Proactive Capacitor/Fan Replacement. CUSTOMER shall be responsible for the cost of proactive capacitor/fan replacement including parts, labor, freight and associated applicable sales taxes. These items shall be billed by JANTECH on a separate invoice.

2.1.5 Failure to Perform Proactive Capacitor/Fan Replacement. In the event that JANTECH recommends proactive replacement of capacitors/fans (based on OEM AGE recommendations) and CUSTOMER elects not to perform proactive change-out, service calls related to equipment failure due to non-replacement will be excluded from this Agreement and billed separately to CUSTOMER. Labor rates associated with billable services are outlined on attached Rider B.

2.2 Delays or Interruptions. JANTECH will not be responsible for the failure to render services or to timely render services in the event of natural disasters or other occurrences outside of its control, including without limitation the following: strikes, fire, flood, lightning, or storms. JANTECH will not be responsible for delay or failure to render services based on events caused by CUSTOMER, including without limitation by the following: unavailability of CUSTOMER site personnel, CUSTOMER's load disposition, or physical inability to access equipment.

2.3 Theft or Destruction. This Agreement will not apply to maintenance or repairs to be performed by JANTECH due to damage to the Covered Equipment caused by theft, vandalism, fire, misuse, acts of a third party, terrorism, natural disasters, improper equipment environment, dirt, smoke, or other destructive force not caused by JANTECH. Those services will be subject to a separate purchase order or agreement.

2.4 Electrical Work. Electrical work external to the equipment or maintenance of accessories, attachments, features, or other devices is excluded in this Agreement.

3. Compensation. The total amount of compensation due to JANTECH under this Agreement is attached at Rider A. CUSTOMER may elect to pay the annual rate in full at commencement of the maintenance period or may elect to make two installment payments -- 50% upon signing and 50% six months from commencement of this Agreement. If credit card purchase is desired, add 3% to invoice total price for transaction processing fees.

4. Duties of JANTECH. JANTECH will provide its services in a competent manner, with the degree of care and skill ordinarily exercised by those in the industry performing similar services, and in full compliance with applicable federal, state and local laws.

4.1 Disclaimer of Warranty. JANTECH'S OBLIGATIONS EXPRESSED IN THIS AGREEMENT ARE IN LIEU OF AND EXCLUDE ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.



4.2 Limitation on Damages. The sole and exclusive remedy for any breach of this Agreement by JANTECH is limited to JANTECH's election to (1) re-perform the services, (2) repair or replace defective parts installed or provided by JANTECH, or (3) refund any amounts paid to JANTECH for improperly performed services or defective parts. In no event shall JANTECH be liable for incidental, consequential, or special damage of any kind, including without limitation, lost profits, business interruption damages, or loss of data, in connection with this Agreement or JANTECH's performance of services whether the claim is based on contract, tort, negligence, strict liability, or warranty. In no event shall JANTECH's liability exceed the total compensation paid by customer for the services rendered by JANTECH.

5. Duties of CUSTOMER. CUSTOMER is responsible for providing JANTECH with reasonable access to the Covered Equipment and to provide JANTECH personnel with suitable working conditions, storage space if necessary, adequate heat, cooling, ventilation and electrical power outlets at no cost to JANTECH.

5.1 Environmental Climate. CUSTOMER is required to maintain the environment where the Covered Equipment is stored at the manufacturer's recommended temperature, in most cases 77°F. CUSTOMER is also required to maintain normal humidity so that condensation does not accumulate on the Covered Equipment.

5.2 Physical Removal of Equipment. If repairs require physical relocation of Covered Equipment or demolition of walls or other structures, CUSTOMER shall bear the cost of moving, demolition or reconstruction.

5.3 General Maintenance of Equipment. CUSTOMER is responsible for maintaining Covered Equipment in a clean and debris-free state.

6. Termination of this Agreement. Notwithstanding any other provision of this Agreement, this Agreement shall terminate on the occurrence of any of the following events: (1) bankruptcy or insolvency of the CUSTOMER. (2) Either party may terminate this Agreement with a 30 day written notice to the other party without cause. Either party shall have the right to terminate this Agreement in whole or in part at any time and for any reason, upon thirty (30) days' prior written notice of the party's intent to terminate, which notice shall specify the date of termination. If JANTECH terminates this Agreement, JANTECH shall refund to the CUSTOMER a prorated amount of any prepaid Maintenance Charge, less any amounts which are owed to JANTECH by CUSTOMER. If CUSTOMER terminates this Agreement, CUSTOMER shall not be entitled to any refund of amounts previously paid

6.1 Renewal. This agreement will automatically renew for a one year period unless written notice to cancel is sent by either party at least (30) days prior to the renewal date. There will be a 3.5% annual price increase with any automatic renewals unless specified in writing by either party at least (30) days prior to the renewal date.

6.2 Default by CUSTOMER. Should CUSTOMER default in the performance of this Agreement, or materially breach any of its provisions, JANTECH, at its option, may terminate this Agreement by giving fifteen (15) days written notice to the CUSTOMER.

6.2.1 Remedies for Breach. Upon CUSTOMER's default of Agreement, JANTECH shall be entitled to full and immediate payment of all compensation and shall be relieved from providing any further services under this Agreement.

6.3 Default by JANTECH. Should JANTECH default in the performance of this Agreement, or materially breach any of its provisions, CUSTOMER, at its option, may terminate this Agreement by giving fifteen (15) days written notice to JANTECH.

6.3.1 Remedies for Breach. CUSTOMER's remedies are limited to JANTECH's election to re-perform the services, repair or replace defective parts or to refund as set forth in Section 4, above.

7. Choice of Law and Forum. Any disputes arising under or relating to this Agreement and JANTECH's performance shall be resolved pursuant to Florida law.

7.1 Arbitration. JANTECH and CUSTOMER agree that all disputes shall be submitted to binding arbitration in the State of Florida, before a neutral experienced arbitrator, and pursuant to the rules for commercial arbitration of disputes of the American Arbitration Association.

7.2 Award of Attorneys' Fees and Costs. In addition to any other remedy afforded in arbitration, the prevailing party shall be entitled to an award of its reasonable attorneys' fees and costs.

8. Entire Agreement. This Agreement supersedes any and all Agreements, either oral or in writing, between the parties hereto with respect to the services of JANTECH and contains all of the covenants and agreements between the parties with respect to such services in any manner whatsoever. Each party to this Agreement acknowledges that no representation, inducement, promises or agreements, oral or otherwise, with regard to this matter have been made by any party or anyone acting on behalf of any party, which are embodied herein and that no other agreement, statement or promise regarding performance of services not contained in this Agreement shall be valid or binding.

8.1 Partial Invalidity. If any provision of this Agreement is held by a court of competent jurisdiction to be invalid or void or unenforceable, the remaining provisions shall nevertheless continue in full force without being impaired or invalidated by anyone.

8.2 No oral modifications. Any modifications to this Agreement must be made in writing by mutual consent of the parties.



8.3 No purchase order modifications. Any new, conflicting or modifying terms on any CUSTOMER purchase order are null and void and the terms of this Agreement shall control.

9. Assignment of Agreement. This Agreement is freely assignable by either JANTECH or CUSTOMER without the consent of the other party.

10. Notices. Any notices under this Agreement are to be sent to:

JANTECH SERVICES, INC.  
11315 Challenger Avenue  
Odessa, FL 33556  
Jay Nizborski  
President and CEO



## RIDER A

### ELECTION OF UPS MAINTENANCE PLAN WITH BATTERY INSPECTIONS INCLUDED

#### SELECTION

- ☐ **UPS Full Maintenance Agreement** **Price \$ N/A**
- Unlimited 24-hour emergency service, including labor, travel, and expenses
  - Two (2) semi-annual UPS and Battery preventative inspections
  - All replacement parts for the UPS module furnished by JANTECH (100% parts if available from manufacturer. Excludes batteries, air filters & proactive full bank AC/DC capacitor replacement.)
  - Unlimited telephone technical support
  - 20% Discount on parts & labor not covered by agreement (excluding batteries)
  - Priority servicing
- ☐ **UPS Corrective Maintenance Agreement** **Price \$ N/A**
- Unlimited 24-hour emergency service, including labor, travel, and expenses
  - Two (2) semi-annual UPS and Battery preventative inspections
  - All replacement parts to be paid by CUSTOMER
  - Unlimited telephone technical support
  - 15% Discount on parts & labor not covered by agreement (excluding batteries)
  - Priority servicing
- ☒ **UPS Preventative Maintenance (Plan A) Agreement** **Price \$1,690.00**
- Two (2) semi-annual UPS and Battery preventative inspections performed between the hours of 8:00 am – 5:00 pm, Monday through Friday
  - Unlimited telephone technical support
  - 10% Discount on parts & labor not covered by agreement (excluding batteries)
  - Priority servicing
  - All remedial service and associated parts and expenses not included.
- ☐ **UPS Preventative Maintenance (Plan B) Agreement** **Price \$ N/A**
- Two (2) semi-annual UPS and Battery preventative inspections performed between the hours of 5:00 pm – 8:00 am, Monday through Friday
  - Unlimited telephone technical support
  - 10% Discount on parts & labor not covered by agreement (excluding batteries)
  - Priority servicing
  - All remedial service and associated parts and expenses not included.
- ☐ **UPS Preventative Maintenance (Plan C) Agreement** **Price \$ N/A**
- Two (2) semi-annual UPS and Battery preventative inspections performed between Saturday and Sunday
  - Unlimited telephone technical support
  - 10% Discount on parts & labor not covered by agreement (excluding batteries)
  - Priority servicing
  - All remedial service and associated parts and expenses not included.

\*MAINTENANCE AGREEMENT PRICING DOES NOT INCLUDE STATE & LOCAL SALES TAX WHERE APPLICABLE.

#### BILLING INTERVAL

☒ **In Full** ☐ **Semi-Annual**

Initial (JSI)

MAINTENANCE AGREEMENT  
PAGE 5 OF 9  
AGREEMENT NUMBER: C000000841

Initial (Customer)

rev 072116



## UPS SCOPE OF WORK

### **UPS Major Preventive Maintenance Inspection**

1. Perform a complete visual inspection of the equipment including subassemblies, wiring harnesses, contacts, cables and major components. Check air filters for cleanliness.
2. Check module(s) completely for the following (if applicable):
  - a. Rectifier and inverter snubber boards for discoloration.
  - b. AC Capacitors for swelling or leaking oil.
  - c. DC Capacitor vent caps that have extruded more than 1/8".
  - d. Record all voltage and current meter readings on the UPS module and the system control cabinet (when applicable). Verify with calibrated DVOM.
  - e. Measure and record harmonic trap filter currents.
  - f. Check the inverter and rectifier snubbers for burned or broken wires.
  - g. Check all nuts, bolts, screws and connectors for tightness and heat discoloration.
  - h. Check fuses on the DC capacitor banks for continuity (if applicable).
  - i. With customer approval, perform operation test of the system including unit transfer, battery discharge and generator interface test.
  - j. Calibrate and record all electronics to system specifications.
  - k. Measure and record all low-voltage power supply levels.
  - l. Measure and record phase-to-phase input voltage and currents.
  - m. Review, clear and reset all diagnostic alarm histories, where applicable.
  - n. Record all input, output, and battery voltages and currents.
  - o. Furnish completed data sheets and report any problems found during the PM inspection.
  - p. Review system performance with customer.

**Note 1: Preventive Maintenance usually requires a module shut-down to ensure electrical connection integrity.**

**Note 2: Customer should check air filters monthly for cleanliness and replace as necessary.**

**Note 3: Above maintenance does not include System Control Cabinet, Power Tie Cabinet, Breaker Cabinets, Load Bus Sync or Maintenance Bypass Cabinets.**

### **UPS Minor Preventive Maintenance Inspection**

1. Perform a complete visual inspection of the equipment including subassemblies, wiring harnesses, contacts, cables and major components. Check air filters for cleanliness.
2. Check module(s) completely for the following (if applicable):
  - a. Rectifier and inverter snubber boards for discoloration.
  - b. Power capacitors for swelling or leaking oil.
  - c. DC capacitor vent caps that have extruded more than 1/8".
  - d. Record all voltage and current meter readings on the UPS module and the system control cabinet (when applicable).
  - e. Measure and record harmonic trap filter currents.
  - f. Measure and record phase-to-phase input voltage and currents.
  - g. Review system performance with customer.





## **BATTERY SCOPE OF WORK –SEALED**

### **ANNUAL BATTERY MAINTENANCE ROUTINE (AMR) - SEALED**

The Annual Maintenance Routine consists of the following:

1. Perform digital low resistance ohm meter readings and inspection on all intercell/interjar and inter-tier connections where possible.
2. Rehabilitate up to 20% of all connections as required by above test and inspection. All connections requiring rehabilitation over the 20% limit will be billed on a time and material basis.
3. Verify proper torque of all bolted connections.
4. Clean and neutralize all cells and racks/cabinets.
5. Measure and record all individual jar and string float voltages, internal impedance and AC ripple current.
6. Individual cell inspection; seals, posts, jar integrity.
7. Record ambient temperature of battery room.
8. Record Date Code, Battery Post Type (Flag recessed), & size of Sta-Kon termination.
9. Verify integrity of the battery rack/cabinet.
10. General cleanliness of the battery and battery room.
11. Individually High Rate/Short Term load test all jars to verify integrity and recovery curve. (when required)
12. Furnish completed data sheets and report any problems found during the inspection.

### **SEMI-ANNUAL or QUARTERLY BATTERY MAINTENANCE ROUTINE (SMR or QMR)**

The Semi-Annual or Quarterly Maintenance Routine consists of the following:

1. Measure and record individual jar and string float voltages, internal impedance and AC ripple current.
2. Clean all cells and racks, provide corrosion control where required.
3. Record ambient temperature of battery room.
4. Record Date Code, Battery Post Type (Flag recessed), & size of Sta-Kon termination.
5. Individual cell inspection; seals, posts, jar integrity.
6. Individually High Rate/Short Term load test all jars to verify integrity and recovery curve. (when required)
7. Furnish completed data sheets and report any problems found during the inspection.

**Note 1: The intervals of service visits and intervals of load testing can be adjusted based on the following:**

- 1. Battery Type**
- 2. Age**
- 3. Customer's personnel requirements**

**Note 2: Batteries and replacement labor are specifically excluded from this agreement. This program provides for inspections "only".**



## RIDER B

### Standard Labor Rate Schedule (Effective 1/1/16)

<b><u>UPS Technician Rates:</u></b>	<b><u>F/M Contract</u></b>	<b><u>C/M Contract</u></b>	<b><u>P/M Contract</u></b>	<b><u>Non-Contract</u></b>
Labor rate savings:	20%	15%	10%	0%
Monday-Friday 8am-5pm	\$152.00	\$162.00	\$171.00	\$190.00
Monday-Friday 5pm-8am	\$227.00	\$241.00	\$255.00	\$284.00
Saturday/ Sunday 24 hours	\$227.00	\$241.00	\$255.00	\$284.00
Holiday 24 hours	\$304.00	\$323.00	\$342.00	\$380.00
Billable Parts Discount*	20%*	15%*	10%*	0%
*(Excludes Batteries)				

<b><u>Battery Technician Rates:</u></b>	<b><u>F/M Contract</u></b>	<b><u>C/M Contract</u></b>	<b><u>P/M Contract</u></b>	<b><u>Non-Contract</u></b>
Labor rate savings:	20%	15%	10%	0%
Monday-Friday 8am-5pm	\$104.00	\$111.00	\$117.00	\$130.00
Monday-Friday 5pm-8am	\$156.00	\$168.00	\$176.00	\$195.00
Saturday/ Sunday 24 hours	\$156.00	\$168.00	\$176.00	\$195.00
Holiday 24 hours	\$208.00	\$221.00	\$234.00	\$260.00

**\$0.75 per mile**

**2 Hour Minimum**

**All rates are portal to portal**

\_\_\_\_\_  
Initial (JSI)

\_\_\_\_\_  
Initial (Customer)





# RIDER C

## SCHEDULE OF COVERED EQUIPMENT

<u>QUANTITY</u>	<u>MODEL</u>	<u>SERIAL NUMBER</u>	<u>LOCATION</u> (e.g., Bldg., Floor, Room, Area)
1	UPS APC SmartUPS Online & VT 15 KVA	PS1349131551	Server Room
1	UPS APC SmartUPS Online & VT 15 KVA	PS13442130333	Server Room
2 Parallel Systems	MBS Internal Modules	8 X SYBTU1-PLP	Server Room

**\*\* Please Complete\*\***

<b>Equipment Address Location</b>	<b>Bill To Address</b>
City of Rocky Mount Police – Staff Servces	City of Rocky Mount
330 S. Church Street	331 S. Franklin Street
Rocky Mount, NC 27804	PO Box 1180
	Rocky Mount, NC 27802
	<b>Purchase Order #:</b>

<b>Site Contact Information</b>		<b>Accounts Payable Contact Information</b>	
Name	Allen Moore	Name	
Title		Phone	
Office Phone	252-972-1437	Email	
Cell Phone	252-883-5821		
Email	allen.moore@rockymountnc.gov		

## **Signatures**

Customer:

By: \_\_\_\_\_  
Name and Title

Executed On: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Jantech Services, Inc.

By: \_\_\_\_\_  
Jay Nizborski – CEO

Executed On: \_\_\_\_\_

\_\_\_\_\_  
Initial (JSI)

\_\_\_\_\_  
Initial (Customer)

# Quote

**Prepared For:**  
**City of Rocky Mount**  
Leslie Hudgins

**Quote Information:**  
**Quote Number:** DLBHQ1034  
**Date:** 1/11/2017  
**Quote Expiration:** 2/10/2017

leslie.hudgins@rockymountnc.gov

Qty	Description	Unit Price	Ext. Price
14	Dell 27 Monitor- P2717H	\$325.00	\$4,550.00
14	Premium Panel Warranty Advanced Exchange 3 Years	\$0.00	\$0.00
		<b>Total</b>	<b>\$4,550.00</b>



Summary		Amount
	T7910	\$30,900.00
	P2317H	\$5,256.00
	<b>Total</b>	<b>\$36,156.00</b>



911 desktops and monitors

Quote Number: Q-095961 v1

**Prepared For**City of Rocky Mount  
Leslie Hudgins**Prepared By****Molly McPherson**  
account executive

direct: 651.765.0279

molly.mcpherson@davenportgroup.com

Quote Summary	Total
T7910 Subtotal	\$30,900.00
P2317H Subtotal	\$5,256.00
<b>Total Amount</b>	<b>\$36,156.00</b>



[Click Here](#) to download a pdf that contains all the details for your options. You can sign and fax us this document if you are not comfortable submitting your confirmation over the internet.

T7910			
Qty	Description	Price	Ext. Price
12	Precisions Workstations T7910	\$2,575.00	\$30,900.00
Subtotal			\$30,900.00

Per Allen Moore  
2/2/2017, only 6 needed.  
Cap is \$1,700 so  
\$10,200 is eligible.

P2317H			
Qty	Description	Price	Ext. Price
24	Dell 23 Monitor - P2314H	\$219.00	\$5,256.00
Subtotal			\$5,256.00

Changed monitor  
quote.

**Order Placement Instructions**

Above is a summary of Davenport Group's proposed quotation. The detail is available by simply clicking on the PDF link on the right hand side of the page. If after your review all is correct and you wish to order, your options are:


Click the acceptance box below and provide an e-signature. Simply type in your initials, followed by your email address, enter the Purchase Order Number (if available) and then select "Accept Order."

-OR-

Email a Purchase Order to [orders@davenportgroup.com](mailto:orders@davenportgroup.com) or to your Account Executive referencing this quote. Or you may fax your Purchase Order to 651-765-0774.

If additions or corrections are needed to the quote, please contact your Account Executive or address your comments in the box below and they will be sent directly to your Account Executive.

Davenport Group appreciates your business.

☐  I accept the quote and wish to place the order.

**E-Signature**

Your Initials:

Your Email Address:

**Ship To Address**

Address:



Purchase Order Number:

City:

State:

Zip Code:

Sign Here:

---

**X****Comments or Questions?**

If you have any comments or questions about this quote, please feel free to enter it here. Your comment will be logged and emailed to [molly.mcperson@davenportgroup.com](mailto:molly.mcperson@davenportgroup.com).

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▼



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# Status of Back-up PSAP Compliance

Richard Taylor

116 approved plans  
50 plans implemented

Eastern Band of Cherokee Indians – not approved –  
has been sent back to Kara Howard

Lumberton unofficially cannot make July 1, 2017  
deadline

Orange County unofficially cannot make July 1, 2017  
deadline

Robeson County will most likely not meet the July 1,  
2017 deadline

# Standards Committee Report

## a) Update On Peer Review Training

Donna Wright





# Education Committee Report

Jimmy Stewart

# School Safety Coordination Committee Update

Dinah Jeffries  
Greg Hauser

# 2017 Goals Assignments

Richard Taylor

- Evaluate the implementation of professional certification and accreditation for all North Carolina telecommunicators, provide PSAP manager training classes, establish telecommunicator retention metrics.
- Richmond Community College is on track to provide PSAP manager training, and will be ready to offer the class within months.
- Consider utilizing the expertise of organizations, such as NC Criminal Justice and Training Standards Division, NC Sheriffs Education and Training Standards Division, and established Fire and EMS service certification entities to perform certification and accreditation.
- Data must be gathered to assess telecommunicator retention in North Carolina. Once sufficient data has been acquired, 911 Board shall provide best practice recommendations, hopefully by the end of the year.

## *Education Committee*

- Develop an improved funding model for distribution of funds to PSAPs. Implementation will likely require more than one year, but continuing the work already begun by the Funding Committee and its PSAP Funding Model subcommittee is imperative as funding reserves are stretched due to the reduction net PSAP Fund revenue (the 10% allocation to NG911) and increased financial demands on the PSAPs (backup PSAP plan implementation).

## Funding Committee

- Continue the NG911 project as already in process, with an eye toward how the implementation of project goals will intersect and/or dovetail with FirstNet as it, too, moves closer to completion. Neither initiative will be completed within the year, but progress on each must be maintained to ensure the Next Generation of 911 becomes reality in North Carolina within the project's timeline.

## Technology Committee

- While recognizing local choice in maintaining PSAPs, evaluate new ways to encourage PSAP consolidation to augment the grant process, as grant funds are likely to become more scarce in the near future at least. Although great strides may be made within the year, this will continue to be important long afterward.

## Grant Committee



- The Board must continue to monitor the progress of backup PSAP implementation as required by statutory directive, assisting PSAPs wherever/whenever possible in achieving successful implementations.

## Standards / Funding Committees

# March 911 Board Meeting in Wilson Hotel and Meeting Logistics

David Dodd

Other Items

Adjourn

**Next 911 Board Meeting**

**March 31, 2017**

**Eagles Business Center**

**Wilson Community College**

**902 Herring Ave East**

**Wilson, North Carolina 28504**

**Education Committee**

Friday, March 3, 2017  
10:00 am  
Banner Elk Room  
3514 Bush Street  
Raleigh, NC

**Technology Committee**

Thursday, March 9, 2017  
2:00 pm  
Banner Elk Room  
3514 Bush Street  
Raleigh, NC

**Southeast PSAPs Managers Meeting**

Wednesday, March 15, 2017  
10:00 am  
Jacksonville Police Dept.  
200 Marine Blvd.  
Jacksonville, NC

**Western PSAPs Managers Meeting**

Wednesday, March 22, 2017  
10:00 am  
20 Canoe Lane  
Woodfin, NC

**Northeast PSAP Managers Meeting**

Thursday, March 30, 2017  
Eagles Business Center  
Wilson Community College  
902 Herring Ave East  
Wilson, NC

**School Safety Coordination Committee**

Wednesday, March 8, 2017  
1:30 pm  
Lighthouse Conference Room  
3700 Wake Forest Road  
Raleigh, NC

**Standards Committee**

Friday, March 10, 2017  
10:00 am  
Banner Elk Room  
3514 Bush Street  
Raleigh, NC

**911 Funding Committee**

Thursday, March 16, 2017  
9:00 am  
Emerald Isle Conference Room  
3700 Wake Forest Road  
Raleigh, NC

**Central PSAPs Managers Meeting**

Thursday, March 23, 2017  
10:00 am  
Forsyth County Agricultural Building  
1450 Fairchild Road  
Winston Salem, NC