



# **NORTH CAROLINA 911 BOARD MEETING**

**March 31, 2017**

**Eagles Business Center**

**Wilson Community College**

**902 Herring Ave East**

**Wilson, North Carolina 28504**

**10:00 AM – 12:00 PM**

Roll Call

Richard Taylor

Wilson County Welcome

Ms. Bobbie Jones  
Chair

Wilson County Commissioners

# Vice-Chairman's Opening Remarks

David Bone

~ Swearing In of New Board Member **Niraj Patel**, Verizon Wireless, appointed by Rep. Moore, Speaker of the House, to fill the expired term of Rick Isherwood, representing a Commercial Mobile Radio Service provider

I, Niraj G. Patel, do solemnly swear that I will support the Constitution of the United States.

I, Niraj G. Patel, do solemnly swear that I will be faithful and bear true allegiance to the State of North Carolina, and to the constitutional powers and authorities which are or may be established for the government thereof; and that I will endeavor to support, maintain and defend the Constitution of said state, not inconsistent with the Constitution of the United States.

I, Niraj G. Patel, do solemnly swear that I will well and truly execute the duties of my office as a member of the North Carolina 911 Board according to the best of my skill and ability, according to law, so help me God.

# 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**  
**Raleigh-Wake Emergency Communications**  
**2320 Westinghouse Blvd, Raleigh, NC**  
**February 24, 2017**  
**10:00 AM – 12:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Dave Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Josh Brown (LEC) CenturyLink	Tina Bone (DIT) (phone)	Jeryl Anderson, OCES
Heather Campbell (CMRS) Sprint	Ronnie Cashwell (DIT)	Fred Baggett, NCACP
Eric Cramer (LEC) Wilkes Communication (WebEx & phone)	Dave Corn (DIT)	Dana Barbour, Johnston Co 911
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	David Dodd (DIT)	Jason Barbour, Johnston Co 911
Chuck Greene (LEC) AT&T	Karen Mason (DIT)	Randy Beeman, CCES
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Rachel Bello, Wake Co
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Thomas Brake, MEDIC
Dinah Jeffries (NCAPCO) Orange Co Emergency Services		Nikki Carswell, Iredell Co 911
Jeff Ledford (NCACP) City of Shelby PD (WebEx & phone)		Jim Correllus, DIT
Danny Lineberry, Acting State CIO, Board Chair		Linda Draughn-Woloski, Akimeka
John Moore (VoIP) Spectrum Communications		Greg Foster, Alexander Co 911
Niraj Patel (CMRS) Verizon (pending)(phone)		Chris Knights, MSI
Jeff Shipp (LEC) Star Telephone		Darryl Meeks, NC HIEA
Jimmy Stewart (NCAREMS) Hoke Co 911		Allen Moore, Rocky Mount
Donna Wright (NENA) Richmond Co Emergency Services		Tony Patillo, MEDIC
		Philip Penny, MCP
		Michael Petti, Fayetteville 911
		Lisa Reid, Fayetteville 911
		Brett Renfrow, Johnston Co 911
<u>Members Absent</u>	<u>Staff Absent</u>	
Slayton Stewart (CMRS) Carolina West Wireless		David Saleeby, Iredell Co
		Anna Stamosi, DOJ

		Candy Strezinski, Iredell Co 911
		Corinne Walser, MEDIC
		Brett Wrenn-Person Co 911
		<b><u>WebEx Guests</u></b>
		Byron Burns, CRS
		Chad Deese, Robeson Co 911
		Brian Drum, Catawba Co 911
		Greg Ellenberg, AT&T
		Brad Fraser, Shelby PD
		Bill Gibbs, Lincoln Co 911
		Terry Grayson, Shelby PD
		Jon Greene, GeoComm
		Dell Hall, Stokes Co 911
		Kevin Medlin, OCES
		Melanie Neal, Guilford Metro 911
		Diane Raynor, Harnett Co 911
		Stephanie Wiseman, Mitchell Co 911
		Brenda Womble, Wilson Co 911

**Roll call**—911 Board Executive Director Richard Taylor polled Board members he expected to be on the phone bridge. Andrew Grant, Niraj Patel, Jeff Ledford, and Eric Cramer all confirmed they were present. Staff member Tina Bone also confirmed she was present. Mr. Taylor noted he had also heard from Chuck Greene who was still in route due to traffic conditions.

**1. Chairman’s opening remarks**

Mr. Taylor then introduced Danny Lineberry, the Acting Secretary of Information Technology and State CIO, therefore the Chairman of the 911 Board. Mr. Taylor then turned the floor over to Mr. Lineberry, who confirmed he was, indeed, all the things Mr. Taylor had called him, with special emphasis on the word ‘Acting’. He said he did not cry out for this job and has no intention of keeping it; in fact, he had already turned in his retirement papers prior to being asked to do this, but said he would fill in “for the time being, anyway.” He added that although he’s not sure how long he’ll be here, he looks forward to working with everyone and getting to know them while he is here.

Chairman Lineberry related that he’s been in and around state government for about thirty years now: he was a newspaper reporter for the Durham Herald Sun in Raleigh, has worked on both the majority and minority staffs in the State House, and has been at ITS/DIT for fourteen years. He offered that since this is his first 911 Board meeting—and maybe his last one, too—he has asked Vice Chair David Bone to preside today so he can listen and learn.

Mr. Taylor then asked Raleigh-Wake 911 Director Dominick Nutter to step to the podium and provide instructions to everyone regarding breaking into groups to tour the PSAP. While Mr. Nutter was heading to the podium, Mr. Taylor remarked that ever since this new 911 center was completed, Mr. Nutter has

been wanting to host a 911 Board meeting. Mr. Taylor added it was also the site of the peer review training recently offered by the Board, observing that the staff has been absolutely marvelous to work with. He concluded his remarks by stating this is truly a “Taj Mahal” of 911 centers.

Pointing out that this is a large group, Mr. Nutter asked that the Board members go in one group, half of the gallery go in the second group, and the second half of the gallery go in the third group. Chuck Greene arrived and the tour began about the same time—around 10:06 AM; the meeting reconvened at 10:43.

Vice Chair Bone reopened the meeting complimenting the beautiful center and expressing appreciation for the Board being able to meet here today. He then asked Mr. Taylor to re-poll Board members on the phone bridge, which he did. All were still connected except Mr. Patel. Vice Chair Bone next addressed Chairman Lineberry by welcoming him to the Board, offering that it’s a great group to work with, and that there are a number of new members, so he’s in good company. He added that the Board looks forward to working with him during his tenure.

Vice Chair Bone then moved to a recognition of former Board member Jason Barbour, noting that several other members had been similarly recognized at a previous meeting. He observed Mr. Barbour has been a long-serving member of the Board whose term was up, and although we’re seeing him leave the Board, he is going to be sticking around to serve on several committees, for which we’re thankful. Chairman Lineberry, Vice Chair Bone, Mr. Taylor, and Mr. Barbour moved to the podium for the recognition ceremony.

Mr. Taylor offered that this was truly a bittersweet moment for him because the Board is losing a lot of institutional talent, a lot of knowledge, and a lot of energy now that Mr. Barbour has served his entire eight-year term. He pointed out that Mr. Barbour had chaired the Funding Committee as well as served on numerous other committees, representing NENA and PSAPs very well. Mr. Taylor added that Mr. Barbour has a beautiful new wife and for some reason he thinks he needs to spend time with family, eliciting chuckles around the room. He concluded his personal remarks by saying how thankful he is for the years that Mr. Barbour has been with the Board.

Mr. Taylor read the inscription on the plaque being presented to Mr. Barbour, concluding by saying we all appreciate his service, but more importantly, he appreciates their friendship. Mr. Barbour said he appreciates the plaque, but more importantly appreciates all the Board members’ friendships. He observed the Board obviously has a huge task to protect the citizens of North Carolina during their greatest times of need; those citizens rely on what this Board does and what the 911 centers do throughout the state. He expressed it has been an honor for him to serve those citizens and to serve this Board. He pointed out that as Mr. Taylor said, he has a beautiful new wife and is mighty close to the retirement finish line, and he’s looking forward to spending more time in the salt air. He offered to stay on the Funding Committee as long as the Board wants him to and wants to be a resource as long as they want him to, because he’s passionate about 911. He once again thanked the Board for the support it has given him.

Vice Chair Bone, as the current Funding Committee Chair, observed that Mr. Barbour really helped bring him along, saying that he had a steep learning curve, and is still learning every day, so he thanks Mr. Barbour for his assistance in *his* education.

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

Before reading the Ethics Awareness/Conflict of Interest Statement printed in the agenda, Vice Chair Bone reminded Board members to fill out their annual ethics awareness forms before the deadline. He

then read the statement 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. Josh Brown said he would abstain from voting on agenda item 6. Vice Chair Bone thanked him, and reminded everyone that if something should come up during the meeting to please identify the conflict or potential conflict at that time.

### **3. Consent Agenda**

Mr. Taylor advised he had mistakenly distributed an unreviewed set of minutes to Board members rather than staff earlier in the week, and then a second set which had been reviewed and edited by staff later in the week. Characterizing the staff edits as minimal, he opened the floor to any other comments or corrections Board members might wish to offer. Hearing none, he moved on to the financial report (available in the online agenda book at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/02242017-1%20Agenda%20Book.pdf> ), highlighting the fact that six grants are in the process of being completed: Rockingham County, Lenoir County, Anson County, Herford County, Caldwell County, and Swain-Jackson Counties. He added that in each instance some grant funds were left over, although Marsha Tapler is still reviewing all of the accounting. He also noted that all of the grant contracts have been received from the latest grant recipients and we are working toward getting their budgets approved.

Mr. Taylor reported account-specific balances as listed in the meeting agenda (available at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/02242017%20Agenda.pdf> on pages 1 and 2). Vice Chair Bone asked if there were any questions for Mr. Taylor on any of those items. Hearing none, he entertained a motion to approve the Consent Agenda as presented. Donna Wright so moved, Jeff Shipp seconded, and without further discussion the motion carried unanimously.

### **4. Public Comment**

Vice Chair Bone read the invitation for public comment printed in the agenda. David Saleeby, the Fire & Emergency Services Coordinator for Iredell County had registered to speak, so Vice Chair Bone invited him to approach the podium. Mr. Saleeby introduced himself as the Project Manager for Iredell County's new 911 facility, which they refer to as their Public Safety Complex, and conveyed greetings from the County Commissioners and County Manager Ron Smith, all of whom have been in a budget retreat for the last two days and into today.

Mr. Saleeby noted he had provided handouts to Board members which would pretty much contain the same information he was presenting onscreen. For the benefit of new Board members, he reviewed how two years ago, in April of 2015, he and Manager Smith came before the Board at its meeting in Morganton, and related at that time how Iredell County had, over the prior two years, been planning to build a new 911 facility in response to explosive growth in the county due to its proximity to Charlotte and Charlotte's attendant sprawl which has resulted in a dramatic increase in not only 911 calls, but in emergency services provisioning altogether within the county. He displayed an architectural rendering and site plan of the new facility onscreen, observing that all four of their public safety entities will be housed there: 911 PSAP, EMS Administration and EMS Base, Emergency Management and EOC, and the Fire Marshall's Office, which they call the Fire Services Office.

Referring to the floor plan, Mr. Saleeby noted that square footage had increased from the projected 36K in 2015 to 38K in the final plan, and also that the look of the building has changed since that initial proposal two years ago. He highlighted the portion of the building that would be devoted to 911, which will account for approximately 25-28% of the building.

Mr. Saleeby advised that the county had enlisted the aid of MCP (Mission Critical Partners) as its communications consultant in programming the project when it began planning in earnest. He noted that MCP had done a great job at Burke County, which Iredell envied so much that it courted Burke County's 911 Director Candy Strezinski and "stole her away from" Burke. He commended her for the help she has provided, adding that she will keep the Board posted as the project evolves.

Mr. Saleeby stated that Iredell has retained a design/build firm called Edifice Construction and ADW Architects out of Charlotte which have teamed up through the programming, schematic, and design drawing phases and are just now into the construction drawing phases. He said the county expects to have a GMP (Guaranteed Maximum Price) to present to its Board in August of this year. After receiving a Notice to Proceed, the project is expected to take fourteen months, looking for completion in the October 2018 time frame, although they expect the 911 piece to lag an additional six to eight months due to allowing for the technology to be installed into a clean, new building.

Mr. Saleeby related that they consider themselves a 'semi-consolidated' PSAP, although the police departments in two cities within the county have not yet 'come into the fold.' He said they have extended that invitation to those cities, and are in conversation now with Mooresville, which looks pretty promising, leaving Statesville as the last holdout. He added Ms. Strezinski has been reaching out to other counties as well and Iredell County now serves as Alexander County's backup; an MOU has been sent to Wilkes County, but they have offered no commitment yet. Lastly, he added they are also reaching out to Yadkin County. He said the hope is that Iredell County may soon be able to call itself a consolidated regional center of some form to help the 911 effort in North Carolina.

Opening the floor to any questions and hearing none, Mr. Saleeby again thanked the Board for allowing him the opportunity to provide this update. He thanked Raleigh-Wake for the tour of its facility, which he called a 'great center', saying that although Iredell County is nowhere close yet, they take great pride in what they're doing. As he was leaving to head back to Iredell County, he expressed his thanks to the Board for all it does, and Vice Chair Bone in turn thanked him for providing this update.

Vice Chair Bone asked if anyone else wished to speak during the Public Comment period, and upon no one speaking up, asked Mr. Taylor to go on with the Executive Director Report.

## **5. Executive Director Report**

a) 911 Board Staff Update—Mr. Taylor said he had several things to report to the Board today, the first being a staff update. He relayed that after much paperwork and all the attendant things that must be accomplished in order to get our positions filled, he finally received the go-ahead to list the financial position, which is now posted. He said there is a link to the state human resources posting on our web page and it has also been advertised in the PSAP Managers newsletter, noting that the posting closes on March 1<sup>st</sup>. He said Marsha Tapler and Karen Mason, who, as well as all the other staff members, have been very much overburdened with myriad financial details, are excited at the prospect of getting some relief.

He added, however, all the news is not good; he's not excited to report that David Dodd is retiring on May 1<sup>st</sup>. Mr. Taylor has received permission to go ahead and post that position, observing he hopes to be able to hire someone before Mr. Dodd leaves so that he can have a little bit of transition time with his replacement. He added that Mr. Dodd has agreed to continue to provide contractual services, but "...on his schedule, not ours," eliciting laughter around the room.

b) 2018 Grant Cycle—Mr. Taylor reported the 2018 grant application cycle will open on March 15<sup>th</sup> and remain open 12 weeks utilizing the same process as last year: an online Word document to be completed and submitted electronically. Mr. Shipp asked if new members have been appointed to the

Grant Committee yet. Mr. Taylor replied Eric Cramer has volunteered to fill one seat, but one additional person is still needed to join him and Mr. Shipp and Slayton Stewart, who has volunteered to be the Committee Chair. Vice Chair Bone asked Mr. Taylor if the Board will maintain the same award priorities it did last year. Mr. Taylor replied he doesn't see any reason for that to change based upon the goals that the Board established this year, but he will be bringing that topic back before the Board for review prior to scoring the applications.

c) Regional PSAP Managers meetings—Mr. Taylor advised the first series of regional PSAP Managers meetings for this year will begin in March, taking a few moments to explain that program to the new Board members and encouraging them to attend one or more of the sessions if possible. He displayed a list of dates and locations onscreen (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/02242017-1%20Agenda%20Book.pdf> page 46 for details), with the Southeast Region meeting March 15<sup>th</sup>, the Western Region March 22<sup>nd</sup>, the Central Region March 23<sup>rd</sup>, and the Northeast Region March 30<sup>th</sup>, the day before the next 911 Board meeting in Wilson.

d) Request from Appalachian State University—Mr. Taylor displayed onscreen the text of an email exchange he had with Economics Professor David Dickinson at Appalachian State University. Prof. Dickinson said one of his students, Matthew Kay, wished to look at 911 call data from 2015 to study the correlation between call volumes and income levels (or other socio-economic variables) for counties in North Carolina as his topic for a class project and research paper, asking Mr. Taylor to point him to where that data may be found, as the student has experienced difficulty locating such data for North Carolina.

Mr. Taylor reminded everyone that the Board's policy has always been not to release ECaTS call data to anyone without the involved local agencies' permission. He related that he explained that to Prof. Dickinson, who reassured him that the student would not be associating any location data, just numbers of calls (call volumes) and the data would remain internal to the class project. Saying he had discussed this with Mr. Bradford, Mr. Taylor asked if Mr. Bradford would like to comment.

Mr. Bradford reviewed the Board's motivation to take that stance several years ago, because the information is generated at the local level, so if someone had questions, they would necessarily follow up at the local level. He observed, however, that the data is public record, so if someone asks for it, they're entitled to have it. He added that although lawyers could argue about whether it should come from the local government or the Board, the Board can certainly release it, noting at the same time that advising local governments of that decision would certainly be prudent and wise. In sum, he said he saw no legal prohibition against doing it; it is a straightforward public records request.

Mr. Taylor added that one thing local governments can be assured of is that we are not being asked to release, nor are we releasing, any call answering times or similar performance information; it will simply be total number of 911 calls received over a twelve-month period. He then asked the Board if it would be willing to allow him to respond positively to Prof. Dickinson's request. Chairman Lineberry asked if local governments would be made aware of this. Mr. Taylor replied "Absolutely." Dinah Jeffries asked if we would have some sort of agreement stating that the information would only be used as described in Prof. Dickinson's email. Mr. Bradford said no, and Vice Chair Bone concurred, stating it's just a regular public records request. Donna Wright asked if we will get to see any results. Mr. Taylor responded he does not know; he had not asked that. He did observe, however, that the email did state this would be an internal report, just for that class, adding he could certainly ask that it be shared with the Board, though. Ms. Wright said she would like to see the student present to the Board, prompting resounding concurrence from other Board members. Mr. Taylor said again he could certainly make that part of the agreement. Heather Campbell added she thinks it would be a good experience for the student, it being his senior paper and all. Again, many Board members audibly agreed. Sheriff Hagaman asked Mr.



Bradford if his position as an adjunct faculty member for Appalachian State presented any conflict of interest, and Mr. Bradford replied it did not.

Vice Chair Bone asked if there were any further questions or comments on this topic, and hearing none, offered to entertain a motion to allow Mr. Taylor to respond to Prof. Dickinson incorporating all the requests that have been discussed today in his response. Sheriff Hagaman so moved, Donna Wright seconded, and the motion carried unanimously.

Before leaving this agenda item, Mr. Taylor noted that the email opened the door to his asking Prof. Dickinson if Appalachian might be interested in serving as the consultant for our development of the new PSAP funding model. He added that Mr. Bradford has also been in communication with faculty at UNC Charlotte regarding that topic, though no formal agreements have yet been reached. Prof. Dickinson replied his department does not work with this type of thing, but he would gladly put us in contact with an appropriate group in the College of Business at the university. Mr. Taylor said he intends to continue to follow up on that when he phones Prof. Dickinson this afternoon and will share what he learns with Mr. Bradford.

## **6. Funding Committee Report**

a) City of Rocky Mount Funding Reconsideration—Vice Chair Bone reported, in his capacity as Funding Committee Chair, that this is a reconsideration concerning Rocky Mount's backup plan implementation. He said they have asked for an increase of \$127,573 in the city's 2017 distribution. He added he thinks they have assured us that they can work within the time remaining prior to the deadline to get the plan implemented. He then asked Marsha Tapler if she had anything to add.

Ms. Tapler reiterated that Rocky Mount has assured staff that it will meet the deadline; that having this request granted helps them meet that deadline. She added that its current fund balance will be used for other capital expenditures, necessitating this request for reconsideration. Mr. Bone then asked her to take this opportunity to remind the Board about the adjustments we've been making to the carry-forward amount. Ms. Tapler reminded everyone that the carry-forward amount the Board has historically approved has been 20%, but due to the strain being placed on the fund and in an effort to be more cost-effective, we have asked the PSAPs to reduce that carry-forward percentage to 10%. She pointed out that this is still above the 8% allowed by the LGC (Local Government Commission).

Vice Chair Bone asked if there were any questions about this reconsideration request. Hearing none, he reminded everyone that this recommendation comes from the Funding Committee as a motion, so no second is necessary. He then called for a vote on the recommendation, which carried unanimously.

He then said he wanted to offer a little more information from the Funding Committee before leaving this agenda item. He reminded everyone that the Board has an annual requirement to review the surcharge, which was discussed by the Funding Committee at its meeting this week. He added that discussion will continue at the next committee meeting, and he intends to bring a recommendation from the committee to the full Board at the next Board meeting.

## **7. Status of Backup PSAP Compliance**

Mr. Taylor reported a problem remains with the Eastern Band not being able to meet the Backup PSAP compliance deadline, that problem being no redundant communication paths between the primary PSAP and the backup. He said that although staff continues to work with them to try to make progress, it appears unlikely they will be able to meet the July 1 deadline; he is going to send them a letter expressing concern about them not meeting that deadline and what could possibly happen as a result.

Mr. Taylor also reported that the City of Lumberton in Robeson County has indicated it does not expect to meet the July 1 deadline as well due to the dramatic impact Hurricane Matthew had on both the city and the county. During the flooding, they discovered that where they intended to locate the backup center flooded, so now they're having to completely redo their plan.

Lastly, he reported that although he doesn't know the details, Orange County has indicated it probably will not meet the July 1 deadline, at which point Dinah Jeffries interjected that they probably will. She said they have had some more talks with the vendors; they had been put in a queue awaiting some signatures, but the county CFO moved ahead in getting them without being sure whether or not their funding reconsideration request would be granted.

Observing he has spoken with several county managers this week, Mr. Taylor relayed that he has encouraged any agency that thinks it may not meet the deadline to notify him in writing. He said he has received several requests for extensions, and statutorily they cannot be granted, but as the Board has previously discussed, if problems arise with vendors not being able to procure equipment in time or the like we will try to work through that, but he needs to know ahead of time—not June 30<sup>th</sup>—about what's going on. He added staff has provided alternative solutions to most of the folks who are concerned about not making the deadline, e.g. scaling back some plans so they are at least functional, if not as fully fleshed out as originally hoped.

Vice Chair Bone asked if the online deployment map is up to date; Tina Bone replied she needs to make a couple of changes, but for the most part it is.

## **8. Standards Committee Report**

a) Update on Peer Review Training—Standards Committee Chair Donna Wright reported the committee has been very busy in the last couple of weeks. She said Candy Strezinski, Greg Hauser, and herself spent last Thursday and Friday in this very room with the peer reviewers who will soon be going out, providing training to those peer reviewers. She found it interesting to note that she could see them relaxing as they realized that the peer review process is not going to be that bad. They actually conducted the first review and wrote the first report at this PSAP, finding it easily within compliance.

Ms. Wright advised they will be meeting with some peer reviewers to review their own PSAPs as part of the process as we get closer to July 1, and have divided the reviewers into teams targeting specific areas of the state in which they will conduct their reviews, adding that she thinks they're ready. She then opened the floor to any questions.

Referring to an email Sheriff Hagaman had sent Board members after the training, Mr. Taylor said he was going to put the Sheriff on the spot and asked him to share his thoughts. Sheriff Hagaman related that when this first started up he was a little skeptical about how well things would go, but having attended the training last Thursday and Friday, it became clear that the instructors "had it together"; the presentation they gave was nothing but top notch. He added that although so many times you hear people say "we're here to help" when nothing could be further from the truth, this time they not only said it, but meant it; they made it perfectly clear that they were going through this to help both the PSAPs and the citizens where these assessments are being done. He congratulated the team and said "...it's off to the right start!" Mr. Taylor added that from the staff perspective he really wanted to give kudos to the team for putting together an excellent program. Vice Chair Bone expressed his satisfaction in seeing the focus on people that this project has embraced, when it seems that so often we only hear about the technological stuff instead, and offered his thanks and congratulations to the team as well.

## **9. Education Committee Report**

Education Committee Chair Jimmy Stewart reported that the PSAP Manager training program developed by Richmond Community College (RCC) has finally come to fruition, thanking Donna Wright yet again for all the effort she put into making that become a reality. He said forty-nine people have signed up for the class, and RCC is going to create two class sections to accommodate them, so everyone will be able to complete the assessment part and be able to begin the program upon successful completion of that. He added RCC has provided the committee with a copy of the first class for committee members to provide feedback. Mr. Stewart observed we have all been looking forward to this for a long time, and he feels that for new PSAP managers especially, it is really going to be a great program.

Mr. Taylor displayed onscreen a copy of the trifold brochure RCC has created for the program, and Mr. Stewart commented on the very nice design, reiterating that the committee members are really looking forward to getting this kicked off and actually getting into the program itself. Observing that the folks at RCC have done a lot of good work on this, he reminded everyone that it will be a fluid program; if something doesn't work or needs to be improved upon, we'll be able to change it before the next class has to take it.

Mr. Stewart said a second thing the committee is currently working on is beginning the process of developing telecommunicator certification for all North Carolina telecommunicators. He noted that next Friday, March 3<sup>rd</sup>, at 9:00 AM the committee is going to be devoting time to that process and encouraged anyone who wished to attend to do so. He added he doesn't see any big decision being made, but they do need to begin laying some groundwork to build upon, including legislative concerns, what methodology will be used, etc. Jeff Shipp asked for confirmation that the meeting will take place in the Banner Elk Room at Bush Street, observing he thought he had seen an email indicating it would be at 3900 Wake Forest Road, and both Mr. Taylor and Mr. Stewart confirmed that it will be at Bush Street.

Vice Chair Bone commented that this is yet another great initiative that this Board is focusing on, complimenting both staff and the committee members for their work.

## **10. School Safety Coordination Committee Update**

Vice Chair Bone gave the floor to Dinah Jeffries and Greg Hauser; Ms. Jeffries offered to start off the report, prefacing it with the observation that it would not be as positive a report as the other committees' reports had been. She related that the School Safety Coordination Committee members are experiencing difficulty in "sticking together" as a team and primarily focusing upon what their charge is. She characterized her frustration as continuously being derailed in the direction of funding rather than meeting their charge. She added that in her personal opinion the committee could have completed its charge by now but for continuously being halted because there are other agendas in play.

Ms. Jeffries offered that she and Mr. Hauser, the committee co-chairs, will take whatever direction the Board wishes them to, but she can't continue to function with a multitude of agendas. She advised that all they want to do is exactly what they need to do, which is to look at guidelines, adding that when she looks at the word 'implementation' it means that she is in collaboration with her partners and just talking—not spending money. She speculated they could very easily develop guidelines, adding "...it wouldn't be hard." She related that the committee had composed a letter to the Board, but stopped

short of presenting it because, again, an issue from a different agenda arose regarding a statewide project request for funding.

Ms. Jeffries said they have recommendations in the letter regarding what they want to focus on, and if that's not going in the right direction, then they need to know. She noted that if they need to address this statewide project or this funding issue, then maybe a separate committee or subcommittee is needed to contend with that so the existing committee can go ahead and focus on completing its charge.

Observing he hated the fact that he had to miss the last meeting, Greg Hauser advised he agreed with Ms. Jeffries. After having heard what transpired at that meeting, he offered his concerns. He agreed that the financial piece is derailing the committee and slowing it down, observing that the committee co-chairs' concerns are always at the PSAP level. He acknowledged that "...we're required to have a panic application" but that their concern at the PSAP level is being required to have something that they had no input in helping create, or guidance input, or guidelines on how it's going to work. He added that he doesn't think the funding piece should even be a discussion item within this committee; committee members have been counseled that is not an eligible use of 911 funds under the current statute, and if someone wants to continue to pursue that, there are processes available to do so, but it's time for this committee to move beyond that.

Vice Chair Bone related that he shares their frustration, acknowledging that working in a committee can be tough but is very valuable work in providing an end result. Citing former 911 Board Chair Estes' focus on work being done in committee, he stressed that is the appropriate place for the 'legwork' to be done. He encouraged Ms. Jeffries and Mr. Hauser to continue to focus on the committee's work per the Board's direction, and if the Board needs to provide further direction, to not hesitate in seeking it. He then asked if the letter referenced in the report is available for Board review today, or if it would be coming later. Mr. Hauser responded he would prefer to 'talk offline' about that. Vice Chair Bone again stressed that if there is anything the Board can do to support them, to please let Board members know.

Mr. Taylor asked, just from his perspective and just so he's clear since he is staffing that committee, is the direction the committee is going in right now regarding implementation of the panic alarm what it should be focusing on, and not on the funding aspect or any of those pieces? Ms. Jeffries and Mr. Hauser simultaneously reacted by saying "We're not focusing on the funding—we can't!" Ms. Jeffries declared "It stops us every time, and I think, again—I've served on a multitude of committees, and I recognize that I don't always get my way when I'm on a committee—but I have to compromise and I have to look at the good of the entire state; while on my county committees I look at the good of the entire county, and just because I can't get something I want, I can't keep derailing something." She added she thinks "...it is incumbent upon every single one of us as Board members that when we have something like that come to us we redirect it, and say 'this is a committee issue—go talk it out'."

Vice Chair Bone asked if there were any further comments for Ms. Jeffries or Mr. Hauser, or if they had anything more to add to their report. Hearing none, he moved on to the next agenda item.

## **11. 2017 Goals Assignments**

Mr. Taylor announced which committees would be primarily responsible for addressing the 2017 goals agreed to by the Board at its last meeting:

- *Implementation of Professional Certification and Accreditation for Telecommunicators* was assigned to the Education Committee, and work has already begun on it within the committee. He added that committee will also be looking at retention of telecommunicators later.

- *Development of a New Funding Model* was assigned to the Funding Committee. Mr. Taylor noted that work with a couple of universities to provide consulting input continues, observing that Mr. Bradford's contact at UNC Charlotte had advised this was less an economist's type of project and more of an accounting project.
- *Continuing the NG911 Project* was assigned to the Technology Committee. Mr. Taylor advised he had made a presentation (*Next Generation 911—Rocky Road or Superhighway?*) yesterday to a gathering of state GIS folks wherein he displayed the goals of the NG911 project, noting that 2017 is going to be an unbelievable year because even with our great timeline it appears everything is kind of dovetailing into 2017 if we are going to stay on track. Acknowledging our goals are very lofty goals, he stressed they are moving forward.
- *Evaluating New Ways to Encourage PSAP Consolidation* was assigned to the Grant Committee. Mr. Taylor advised he has several thoughts about that and looks forward to discussing them with both the Grant Committee and the Funding Committee since it is going to impact both of them.

Mr. Taylor concluded his remarks by noting that the Standards and Funding committees will continue to monitor the progress of Backup PSAP Plan implementation, noting that successful implementation is going to play a role in the Peer Review Process beginning July 1. He also added that he plans to present certificates to the newly trained and appointed peer reviewers, who are all PSAP managers themselves, recognizing their successful completion of that training before their own peers at each of the upcoming PSAP Managers meetings.

## **12. March 911 Board Meeting in Wilson Hotel and Meeting Logistics**

David Dodd reminded everyone that the Northeast Region PSAP Managers Meeting will take place on March 30<sup>th</sup> in Wilson, followed by the 911 Board Meeting the next day. He advised both meetings will be held at the Wilson Community College Eagles Business Center, 902 Herring Ave East, Wilson, which is at the intersection of Herring Ave and Ward Blvd. He added he has set up a master bill at the Hampton Inn Wilson Downtown on Wolftrap Drive, which is about a five mile straight shot down Ward Blvd from the college. He said he hopes to send an email on Monday asking when Board members need lodging—Wednesday night, Thursday night, or both—and whether or not they would like to join staff for dinner those two evenings.

### **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 11:53 AM.

## PSAP Liaison Monthly Activity Report-February 2017

(2/28/2017 to 3/24/2017)

02/28/2017: I made a PSAP visit to the Yancey County 911 Center. I met with Communications Director Mark Thomas. The primary purpose of my visit was to inform Mark Yancey County has been working on implementation of EMD for about 5 years, and the program has never gotten off the ground. I pointed out to Mark the 911 Board had made a sizable financial commitment to Yancey County to implement EMD, and there was no reason they couldn't have the program up and running using the protocol card sets in 60 days or less. Mark agreed this would be an action item and date he would work toward.

Yancey is also implementing a new CAD system from Southern Software. They have been experiencing problems with their mapping data not being accurate and plotting correctly on the Southern Software mapping solution. I reached out to a contact at Southern Software about this, and was advised the mapping and addressing problems at Yancey County are an in-house issue. Southern Software has made their services available to Yancey County to help correct the problem, if that is the way Yancey County wants to go.

We also discussed the Yancey County backup plan. Yancey plans to utilize the Madison County 911 Center as their backup. They have similar equipment, and share a common telephone provider. Yancey currently has their 911 lines broken down into 2 groups; a wireless group consisting of 3 lines, and a wireline/VoIP group consisting of 2 lines, for a total of 5 trunk lines. Yancey County received just over 8,000 911 calls in 2016, which averages out to just under 1 call per hour. I suggested Mark could combine all his 911 trunks into one group, and determine the type call from the class of service field on the ALI display. Doing this, he could reduce the number of trunks needed from 5 to 3 at the primary and the backup center.

03/01/2017: I participated in a 911 Board staff meeting at 3700 Wake Forest Rd in Raleigh.

03/02/2017: Ronnie Cashwell, Dave Corn, and I set up equipment for the Education Committee meeting at 3514 Bush St, on 03/03/2017.

03/03/2017: I helped facilitate the Education Committee meeting at 3514 Bush St, in Raleigh. The primary focus of the meeting was a beginning discussion on how to develop and implement a statewide telecommunicator certification process.

03/09/2017: I participated remotely in a Technology Committee meeting, held at the Banner Elk Conference Room, 3514 Bush St, Raleigh, NC.

03/14/2017: I traveled to Jacksonville, NC to set up equipment for the Southeast Regional PSAP Managers meeting.

03/15/2017: I participated in the Southeast Regional PSAP Managers meeting in Jacksonville, NC. Here is a group picture from that meeting.



03/16/2017: I participated in a Funding Committee meeting in Raleigh, NC.

03/21/2017: I traveled to Asheville to set up equipment for the Western Regional PSAP Managers meeting.

03/22/2017: I participated in the Western Regional PSAP Managers meeting in Asheville. After the meeting, I helped move the equipment to Winston Salem, to set up for the Central Regional PSAP Managers meeting. Here is a picture of the participants at the Asheville meeting.



03/23/2017: I participated in the Central Regional PSAP Managers meeting in Winston Salem, NC. After the meeting, I helped tear down the equipment, then travel to Fayetteville, NC. Here is a picture of the participants at the Winston-Salem meeting.





03/24/2017: I attended the NC APCO and NENA bi-monthly chapter meetings in Fayetteville, NC.

**Dave Corn**  
**Monthly Report**  
**March 2017**

**Technology Committee**

Staff support for this committee. Work continues on the GIS RFP for the normalization of location information. The Technology Committee anticipates seeking approval from the 911 Board to release this RFP at the April or May Board meeting. Work continues on the ESInet and Hosted Call Processing RFP evaluating proposals. Because of DIT Procurement Rules it is unwise to release much information at this time. Procurement for an NMAC provider has been placed on hold temporarily while time and effort are focused on the GIS RFP and the ESInet and Hosted CPE RFP processes.

Continuing to work on CAD interoperability. Participated in a meeting initiated by PSAPs to discuss CAD interoperability by OSSI between its' versions of OSSI platforms. The resulting progress is encouraging. Also met with Southern Software to discuss their CAD interoperability ion North Carolina.

Continuing to work on radio interoperability. We took our concerns to the State Interoperability Executive Committee (SIEC) and asked for their help. They have been working on this issue for many years. The Statewide Interoperability Coordinator (SWIC) agreed to include our request as a small part of their initiative. They formed a committee to discuss our issues and concerns. I am participating.

Made a presentation with Richard Taylor concerning NextGen 911 at the National APCO Emerging Technologies Forum in Raleigh.

**Standards Committee**

Participated in the Compliance Review Training and the reviews of Raleigh/Wake 911 and Iredell County

**ECaTS**

Managed ECaTS and supported them on service related issues.

### **Voianace Translation Service**

Continue to work on Voianace issues. 106 PSAPs have signed up for this service.

### **PSAPs**

Making a presentation on Cyber Security to PSAP Managers at the statewide PSAP Managers meetings around the state. Answering questions on all topics.

Worked on and am working on a variety of technical issues with PSAPs.

FY2016 North Carolina 911 Board PSAP  
Revenue/Expenditure Report  
Status as of March 28, 2017

Total received: 129

Completed: 33

Clarification – in process: 47

Reports awaiting review: 48

Review complete—waiting on revised sign  
report: 1

Report received—no documentation for review:  
0

REPORT not received: 0



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

**February, 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>• Building completed</li> <li>• Fire suppression completed in equipment room.</li> <li>• Infrastructure completed</li> <li>• Racks and equipment installed</li> <li>• Final Punch List completed</li> <li>• Construction conference calls continued twice per month</li> <li>• Communications Shelter delivered on site</li> <li>• Security system installed and activated</li> </ul>	<ul style="list-style-type: none"> <li>• Final Punch List items to be completed</li> <li>• Communications shelter will be delivered and installed</li> <li>• Facility to be turned over to Dare County in February</li> <li>• Parking lot paving and striping</li> <li>• Landscaping to be completed</li> <li>• Infrastructure vendors install equipment</li> <li>• Anticipated Certificate of Occupancy – March 3, 2017</li> <li>• Dare County projected to take possession of facility March 10, 2017</li> </ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"> <li>• Ham radio equipment is ordered – awaiting delivery</li> <li>• CenturyLink fiber completed to RCC and extended to communications shelter</li> <li>• Fiber connection between backup PSAP and RCC is in place and operational</li> <li>• Motorola begin equipment installation</li> <li>• DAS system cabling completed</li> <li>• Radio Consoles delivered</li> <li>• AV system installation began</li> <li>• SunGard CAD system upgrade initiated</li> <li>• All equipment being prepared for installation in communications shelter</li> <li>• Potential delay in delivery of microwave/radio equipment to Hyde County may impact Hyde dispatch transition to Dare RCC – target date</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>• DAS system operational</li> <li>• Communications Shelter to be delivered and equipment installed</li> <li>• CenturyLink/West Fiber and Viper system to be installed</li> <li>• AV system will be completed, tested and operational</li> <li>• Motorola radio consoles will be installed and operational</li> <li>• CAD system upgrade to be completed</li> <li>• All systems will be tested and prepared for “go live” in early April</li> <li>• All equipment will be operational in communications shelter</li> </ul>



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

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<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
	to transition Hyde County – June 1, 2017	<ul style="list-style-type: none"><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 installed</li><li>• MCP changed projected calls to weekly basis</li><li>• MCP facilitated operations coordination meeting with all counties involved in the consolidation</li></ul>	<ul style="list-style-type: none"><li>• RCC Open House scheduled for April 3, 2017</li><li>• “Go Live” target date – April 4, 2017</li><li>• MCP will continue bi-weekly conference calls with the clients</li><li>• MCP will continue coordination of transition planning for the new facility</li></ul>



# Hyde County

## Dare-Tyrrell-Hyde Regional Emergency Communications Center (DTH-RECC) – Hyde County Radio Communications & Simulcast Paging System

### Monthly Progress Report

February, 2017

Activity	This Period	Next Period
<b>1. Design</b>	<ul style="list-style-type: none"> <li>Load and structural issues at Ocracoke tank and Englehard have been addressed and are moving forward with installation</li> <li>The request to add an antenna at the Rose Bay site has gone to the Coast Guard along with a request to add conduit for the Century Link connection at the site</li> </ul>	<ul style="list-style-type: none"> <li>Construction and installation continues at the towers/tanks identified in the project</li> </ul>
<b>2. Permits</b>	<ul style="list-style-type: none"> <li>Permitting process has been completed</li> <li>FCC licensing for paging has been approved</li> <li>Microwave frequencies/licensing has been approved</li> </ul>	<ul style="list-style-type: none"> <li>No additional permitting work anticipated at this time</li> <li>Microwave equipment to arrive in approximately six weeks</li> </ul>
<b>3. Construction</b>	<ul style="list-style-type: none"> <li>Construction documents were updated and are finalized</li> <li>Final drawings are complete and Gately Communications is working at Dare and Hyde Counties two water tank sites</li> </ul>	<ul style="list-style-type: none"> <li>Gately Communications will continue installation of equipment and any necessary modification of towers/water tanks included in the project</li> </ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"> <li>Motorola (non-microwave) site equipment has been ordered and has arrived and is being staged</li> <li>Some Microwave equipment starting to arrive</li> </ul>	<ul style="list-style-type: none"> <li>Control Stations at Dare will be installed by Gately</li> <li>Hyde County will continue preparation for transition to consolidated dispatch center</li> </ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"> <li>Microwave equipment has been ordered; addressing some equipment that have longer than normal delivery times; still approximately six weeks out</li> </ul>	<ul style="list-style-type: none"> <li>MCP will continue periodic conference calls with the Client and vendor</li> <li>Hyde County will continue preparation for transition to consolidated dispatch center which is projected to be in the first two weeks of June 2017</li> </ul>



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

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**February 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period (Anticipated)</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Provided clarification on construction documents for bid purposes</li><li>• Compared generator costs for diesel, natural gas, and liquid propane</li><li>• Decided on diesel generator</li></ul>	<ul style="list-style-type: none"><li>• No further activity at this point as project out to bid</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>• Conducted soil resistivity test at new site</li><li>• Received soil resistivity test results</li><li>• Published construction document bid packages</li><li>• Issued addendum to revise bid receipt date and pre-bid meeting date</li><li>• Discussed external and internal grounding reviews</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Conduct pre-bid conference meeting on March 8</li><li>• Receive and publicly open bids on March 22</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• No activity this reporting period</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 and MCP regarding project needs, status updates, and prequalifications</li><li>• Held progress meeting between County and MCP</li><li>• Reviewed invoices and project budget</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>



**CHOWAN COUNTY SHERIFF'S OFFICE**

**POST OFFICE BOX 78**

**EDENTON, NORTH CAROLINA 27932**

**DWAYNE GOODWIN  
SHERIFF**

**OFFICE PHONE:  
(252) 482-8484  
FAX NUMBER:  
(252) 482-5813**

February 28, 2017

Richard Taylor, Executive Director  
N.C. 911 Board  
P.O. Box 17209  
Raleigh, NC 27609

RE: March 1<sup>st</sup> 2017 monthly report and request for change in project period

Richard,

Reference Exhibit "A" paragraph four of the grant agreement between Chowan County and the North Carolina 911 Board, this letter is the monthly report for March 1<sup>st</sup> 2017 highlighting the work completed up to the date of this letter. Also reference section three of the grant agreement this letter also request for a change in the project period.

Chowan Central Communications is located within the city limits of Edenton so to construct the tower we must follow the local ordinances of the Town of Edenton. We are actively working with town personnel on getting the location approved by the town before spending any funds including local funds. The current hurdle is meeting setback requirements for a tower. To meet the setback requirements we are sending a request before the Chowan County Board of Commissioners on Monday March 6th 2017 to combine two pieces of property Chowan County owns into one parcel. This will relieve the setback requirements.

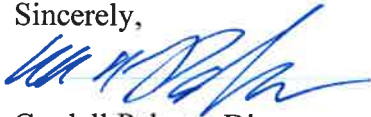
Assuming the commissioners approve the parcel change and then Town of Edenton approves the location the next step will be a soil study. The results of the soil study will be a pivotal point in the project as the results will allow for completion of a request for proposal meeting the requirements of section two subsection D of the grant agreement. Responses from the request for proposal will allow for writing a work plan and submission of a revised budget as required by section two subsection C of the grant agreement.

Based upon the reasons above, time required for proper submission and receipt of responses from the request for proposal and final approvals from local governing boards we request a change in the project period. In speaking with the vendors that we received the original proposals from on constructing the tower, the same proposals which were used to write the grant request for this grant, they are hesitant to give an estimated completion date until seeing the results of the soil study. Chowan County does not want to complete a soil study until receiving final location approval from all local governing boards.

The initial time line was based upon completion in the 2016-2017 budget year. We request the project extension till June 30<sup>th</sup> 2018 which is the end of the 2017-2018 budget year. It is highly likely that the tower will be completed well before that date but since this project is being pushed into the next budget year and the final reports will be completed in the next budget year it seems be the best option based on the information at hand.

Please let me know if you have any questions.

Sincerely,



Cordell Palmer, Director  
Chowan Central Communications



Emergency Medical Services

# McDowell County Emergency Services

60 East Court Street • Marion, North Carolina 28752  
EMS: 828-652-3241 • EM/911: 828-652-3982 • Fax 828-652-0100



Emergency Management / 911

William J. Kehler  
Director

## McDowell County 911 Grant

Craig Walker  
Deputy Director

**Contract: # G2017-8A**

**Grant Award - \$63,822**

**Project Update: #2**

Grant Item	Description	Cost	Status Update	Estimated Completion Time
Equipment	CAD Server for Backup Center	\$21,698.96	Invoice Paid	March 15, 2017
Equipment *non eligible expense in 911 Fund *Approved for grant	Desktop radios for Backup Center	\$16,522.00	PO Issued Equipment received Awaiting Install	April 15, 2017
Equipment *non eligible expense in 911 Fund *Approved for grant	Installation of desktop radios at Backup Center. Purchase of antennas and install of radio system.	\$9,977.19	PO Issued Equipment received Awaiting Install	April 15, 2017
Construction *non eligible expense in 911 Fund *Approved for grant	Additional remodeling costs for Backup Center Install of tract ceiling	\$14,180.26	PO Issued Work Completed Invoice in processing	April 30, 2017
Construction *non eligible expense in 911 Fund *Approved for grant	Additional remodeling costs for Backup Center *Install of secure doors	\$1,443.59	PO requested	April 30, 2017



Emergency Medical Services

# McDowell County Emergency Services

60 East Court Street • Marion, North Carolina 28752  
EMS: 828-652-3241 • EM/911: 828-652-3982 • Fax 828-652-0100



Emergency Management / 911

*William J. Kehler*  
Director

*Craig Walker*  
Deputy Director

## McDowell County 911 Grant

**Contract: # G2017-8A**

**Grant Award - \$63,822**

**Revised Budget: March 1, 2017**

Grant Item	Description	Cost
Equipment	CAD Server for Backup Center	\$21,698.96
Equipment *non eligible expense in 911 Fund *Approved for grant	Desktop radios for Backup Center	\$16,522.00
Equipment *non eligible expense in 911 Fund *Approved for grant	Installation of desktop radios at Backup Center. Purchase of antennas and install of radio system.	\$9,977.19
Construction *non eligible expense in 911 Fund *Approved for grant	Additional remodeling costs for Backup Center Install of tract ceiling	\$14,180.26
Construction *non eligible expense in 911 Fund *Approved for grant	Additional remodeling costs for Backup Center Install of secure doors	\$1,443.59

Total expenditures will not exceed \$63,822.

Submitted By: William Kehler, 911 Director

# Moore County Department of Public Safety

D. Bryan Phillips  
Director

D. Scot Brooks, CEM, CCEMTP  
Deputy Director

Emergency Management / EMS  
E-911 Communications / Fire Marshal

302 S. McNeill St.  
P.O. Box 905  
Carthage, NC 28327  
Phone: 910-947-6317  
Fax: 910-947-6378

[www.moorecountync.gov](http://www.moorecountync.gov)



16 February 2017

Richard Taylor  
Executive Director  
NC 911 Board

Attached is the plan of action to complete the Back-Up 911 center and Locution CAD installation. I have shown the activities for February and March along with two (2) revised budgets for consideration for this project. Your feedback is requested on the selection of which revised budget the 911 Board will approve.

Activity	February 2017	March	Expenditures/Revenues Source
Design/Remodel	Met with Potential Vendor for Quote on Remodeling Back Up 911 Center  With Approval from 911 Board Proceed Award PO/Contract Begin Remodeling	Begin Construction	NC 911 Grant Funds
IT Support Software/Hardware	<b>Quotes: See Attached</b> 911 Servers Software Computer Hardware	Award Contract	PSAP Funds
Locution CAD	Quote: <b>See Attached</b>	Award Contract	PSAP Funds
Radio /Phone	Received quote: <b>See Attached</b> Radio Communications Company for Back-up 911 Center Equipment and Installation	Award Contract Order Equipment	PSAP Funds NC 911 Grant Funds
Furniture	911 Console Russ Bassett (Quote) Chairs (6) Quote	PO/Order Equipment	PSAP Funds
Fiber	Underground Received Quote: <b>See Attached</b>	Award Contract	PSAP NC 911 Grant Funds

***Budget Revision #1 – Aerial Fiber - Globe***

Quote	Actual Cost	NC 911 Grant Funds	911 Eligible Funds
NC Grant Award		\$586,404	
Design/Remodel		- \$151,705	
Radio/Phone(\$542,250)		- \$106,725	\$435,525
IT Support		- \$96,755	
Furniture		- \$35,000	
Locution CAD		- 50K	
Fiber		- \$112,579	
Remain Funds from Grant – Contingency for change orders \$33,640			
	Sub-Total	\$552,764	\$435,525
<b>Total Cost of Project</b>			<b>\$987,289</b>

FY 17 (\$130,000 set aside for Locution CAD)

Reduced request from 911 Board Eligible funds from \$702,611 to \$435,525

If actual costs come in at or below the projected “quote/cost”, the contingency funds remaining in the NC 911 Grant will be used to offset the request from 911 Eligible Funds.

\$112,579 applied to the Globe Aerial fiber cost

1. Benefits of Aerial Versus Underground, cost saving of \$300,726
2. More efficient in time installation which is reflected in cost savings
3. If damaged easier to repair (per Fiber vendors)

***Budget Revision # 2 – Underground Fiber - Globe***

Quote	Actual Cost	NC 911 Grant Funds	911 Eligible Funds
	NC Grant Award	\$586,404	
Design/Remodel		- \$151,705	
Radio/Phone (\$542,250)		- \$106,725	\$435,525
IT Support		0	\$96,755
Furniture		0	35,000
Locution CAD		0	50K
Fiber (\$413,305)		- \$327,974	\$85,331
	Sub-Total	\$586,404	\$702,611
<b>Total Cost of Project</b>			<b>\$1,289,015</b>

FY 17 (\$130,000 set aside for Locution CAD)

\$327,974 applied to the Globe underground fiber cost, request additional funds of 85,331 from 911 eligible for remaining fiber cost

Please let me know if you have any questions or need additional information. Moore County feels that Budget Revision 1 option is the most financial responsible use of NC 911 Grant Funds and 911 Eligible Funds.

Sincerely,

D. Bryan Phillips, Director



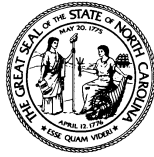


**Pasquotank County PSAP, NC**  
**PSAP Consolidation Project Grant Project**  
**Monthly Progress Report**

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**February, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Advertise RFQ for Architect firm for Martin Co PSAP</li><li>• Develop revised project timeline</li><li>• Develop revised SOW</li><li>• Develop Revised Budget based on Grant Award</li></ul>	<ul style="list-style-type: none"><li>• Interview of Architect firms and recommendation to Martin County Board</li><li>• Martin 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>• Drafting Paging RFP</li></ul>	



## STATE OF NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

ROY COOPER  
GOVERNOR

DANNY LINEBERRY  
ACTING SECRETARY OF INFORMATION TECHNOLOGY  
STATE CHIEF INFORMATION OFFICER

March 6, 2017

Richard Taylor  
Executive Director  
North Carolina 911 Board

This report summarizes project status for the Coastal Orthoimagery 2016 Project funded by the NC 911 Board. The report summarizes project status for the period from February 1, 2017 -February 28, 2017.

### **Accomplishments**

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

#### CGIA

- Completed the migration of the project website and web mapping content to streamline and provide more effective communication.
- Continued eastern data center storage and backup and recovery.
- Initiated the NC OneMap update to include the 2016 data
- Performed the following exceptions for PSAPs:
  - Developed and delivered a single file deliverable for Jones/Lenoir
  - Reprocessed an alternative format for Beaufort County in anticipation of upgraded CAD system
- CGIA performed the following outreach activities:
  - February 9, 2017: Updated GICC on the project status
- Notified Marsha Tapler that IMAGE16 server fees in the amount of \$5,533.89 were inadvertently billed to IMAGE15 by DIT fiscal
- Updated PSAPs on project status February 21, 2017

#### NC Department of Transportation (NCDOT)

- Attended team strategy meetings.
- Assisted in logistics of MRSID county mosaic formats
- Closed out final invoicing for the project recognizing a cost underrun of \$42,268.56

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

- Attended team strategy meetings.
- Continued CORS maintenance
- Completed and issued approval of horizontal QC field work

#### Acquisition Vendors

This section summarizes the accomplishments of the four prime acquisition vendors selected through

the Qualifications-Based Selection (QBS) process. The selected vendors are Sanborn Map Company, Atlas Geographic Data, Surdex Corporation, and Spatial Data Consultants. The fully executed contracts were awarded on December 16, 2015. Each of the contracts consists of seven primary tasks as follows:

- Task 1 – Flight Planning
- Task 2 – Imagery Acquisition
- Task 3 - Aerotriangulation and Ortho Generation
- Task 4 - Product Delivery and Data Acceptance
- Task 5 – Quality Review and Resolutions Reporting
- Task 6 – Image Service Hosting (VOICE Application QC Interface)
- Task 7 – Closeout

No contractors submitted invoices for the period. As of January 31, all contractors were within 4% of comparable percent complete averaging 93%.

VOICE Application Contractor:

This section summarizes the accomplishments of Quantum Spatial. The fully executed contract was awarded on December 15, 2015. That agreement consists of seven primary tasks as follows:

- Task 1: Requirement Workshop
  - Task 2: System Design Document
  - Task 3: Development
  - Task 4: Beta Release Testing
  - Task 5: Production Release
  - Task 6: Hosting and Project Close
- Task 5: Production Release
    - Continued hosting and QC production
    - Continued to work on system refinements
  - Task 6: Hosting and Project Close – 80% complete.

## Schedule

The following represents the project's core deliverables milestones for plan and actual status. Details of the plan will accumulate as acquisition contractors are engaged and more definitive technical milestones are developed.

Task	Item	Planned Start	Planned Finish	Actual Finish/Percent Complete
<b>1</b>	<b>Project Initiation</b>	<b>7/1/2015</b>	<b>2/1/2016</b>	
	Issue RFQ for Orthoimagery QBS	8/31/2015	8/31/2015	8/31/2015
	Closing date for RFQ responses	9/22/2015	9/22/2015	9/22/2015
	Contract NCGS	8/1/2015	8/1/2015	8/11/2015
	Contract NCDOT	8/1/2015	8/1/2015	7/21/2015
	Host workshop for selected applicants	11/2/2015	11/2/2015	11/2/2015
	Technical and cost proposals due	11/13/2015	11/13/2015	11/13/2015
	Negotiate with selected applicants	11/23/2015	11/23/2015	11/23/2015
	Conduct Kickoff Meeting	12/17/2015	12/17/2015	12/17/2015
	Contract QC Service Provider	2/1/2016	2/1/2015	12/15/2015
<b>2</b>	<b>Planning and Design</b>	<b>10/15/2015</b>	<b>4/30/2016</b>	
	CORS Upgrades	10/15/2015	3/1/2016	100%
	Validation Range	10/15/2015	1/15/2016	12/3/2015
	RTN Maintenance	10/15/2015	Ongoing	Ongoing
	Attachment C Flight Plan Report	12/17/2015	1/15/2016	2/1/2016
	Control Surveys and Attachment C-1: Control Surveys Report	4/3/2016	4/3/2016	5/31/2016
<b>3A</b>	<b>Acquisition</b>	<b>2/1/2016</b>	<b>5/1/2016</b>	
	Acquire 27 Counties	2/15/2016	4/15/2016	3/16/2016
	Attachment D: Imagery Acquisition Compliance Report	2/1/2016	4/29/2016	4/21/2016
	Exploitation Stereo Samples	4/1/2016	4/1/2016	4/15/2016
	Exploitation Samples	5/31/2016	5/31/2016	7/12/2016
<b>3B</b>	<b>Acquisition Post-Processing</b>	<b>2/1/2016</b>	<b>5/29/2016</b>	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2016	5/27/2016	6/20/2016
	Ortho Generation Workshop	4/27/2016	4/27/2016	4/14/2016
<b>4</b>	<b>Quality Review Production and Product Delivery</b>	<b>8/1/2016</b>	<b>12/30/2016</b>	
	QC Production Cycle	8/1/2016	12/30/2016	12/5/2016
<b>5</b>	<b>Implementation</b>	<b>1/31/2017</b>	<b>3/30/2017</b>	
	Product Delivery	1/19/2017	1/27/2017	1/18, 1/19, 1/23, and 1/24

	Implement the NC OneMap Geospatial Portal Solution	2/1/2017	Ongoing	
	60 day End-User Evaluation	1/30/2017	3/30/2017	
<b>6</b>	<b>Project Closeout</b>	<b>4/1/2017</b>	<b>6/30/2017</b>	
	Final Data Packaging and Final Reports	4/1/2017	5/31/2017	
	Project Closeout	6/1/2017	6/30/2017	

### Budget

The expenditures for the project are summarized below. Note the current reporting period represents February 1, 2017 -February 28, 2017. The total budget for the project is \$4,047,760.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
CGIA			
CGIA Labor	\$12,894.00	\$346,626.00	
DIT Hosting and Information Technology	\$5,629.66	\$11,163.55	
CGIA Travel	\$108.01	\$1,638.61	
CGIA Reimbursable Expenses	\$6.50	\$3,377.15	
<b>CGIA Total</b>	<b>\$18,638.17</b>	<b>\$362,805.31</b>	<b>74.1%</b>
<b>Subcontractors</b>			
NCDPS-NCGS	\$5,387.04	\$201,492.70	94.4%
NC DOT	\$4,056.00	\$119,993.63	73.4%
Sanborn	\$0.00	\$659,595.08	91.7%
Atlas	\$0.00	\$452,960.01	91.2%
Surdex	\$0.00	\$648,503.26	94.0%
Spatial Data	\$0.00	\$694,217.25	93.7%
VOICE	\$3,840.00	\$57,720.00	73.5%
<b>Subcontractor Total</b>	<b>\$13,283.04</b>	<b>\$2,834,481.92</b>	<b>91.4%</b>
<b>Grand Total (for Project)</b>	<b>\$31,921.21</b>	<b>\$3,197,287.23</b>	<b>79.0%</b>

### Major Tasks Identified for March 2017

#### CGIA

- Finalize migration of project website and web mapping content for effective communication
- Terminate western data server storage
- Continue to followup with PSAPs including updated delivery for Beaufort County
- Followup to exception request from the Marine Corps to deliver county mosaics
- Finalize contractor performance evaluations
- Review contractor Lessons Learned and Final Project Reports

- Initiate final report to NC 911 Board
- Continue to perform eastern data center hosting
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

#### NCGS

- Attend weekly project meetings
- Continue to perform maintenance on field survey and GPS equipment

#### NCDOT

- None

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

#### Task 7 – Closeout

- Initiate project management closeout pending 60-Day term

#### **Project Issues**

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

Please contact me by phone at (919) 754-6588 or email at [tim.johnson@nc.gov](mailto:tim.johnson@nc.gov) if you have questions about this report or about contractual or administrative aspects of the project. Contact Darrin Smith of CGIA at (919) 754-6589 or email at [darrin.smith@nc.gov](mailto:darrin.smith@nc.gov) regarding technical matters related to the project.

Sincerely,

A handwritten signature in black ink that reads "Tim Johnson". The signature is written in a cursive style with a large, looping initial "T".

Tim Johnson, GISP  
Director  
Center for Geographic Information and Analysis



## STATE OF NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

ROY COOPER  
GOVERNOR

DANNY LINEBERRY  
ACTING SECRETARY OF INFORMATION TECHNOLOGY  
STATE CHIEF INFORMATION OFFICER

March 24, 2017

Richard Taylor  
Executive Director  
North Carolina 911 Board

The report summarizes project status for the Eastern Piedmont Orthoimagery 2017 Project funded by the NC 911 Board. The report summarizes project status for the period from February 1, 2017 -February 28, 2017.

### **Accomplishments**

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

#### CGIA

- CGIA performed oversight of project management activities with weekly project team meetings.
- Completed the remaining 89% overall acquisition on February 26<sup>th</sup> thus insuring successful delivery of leaf-off specifications. All contractors performed reflights for out of spec conditions due to localized fires.
- Conducted the kickoff meeting with the VOICE contractor on February 16, 2017 and submitted data requirements
- Worked with project partners to refine preliminary requirements for radiometry. Conducted multiple evaluation meetings to develop consistent target specifications for contractors to deliver.
- Worked extensively with representatives of Ft. Bragg and Seymour Johnson to monitor and prioritize open windows for acquisition. Submitted multiple acquisition approval requests to Seymour Johnson and was finally approved on February 13, 2017.
- Implemented acquisition mapping content available on project website to monitor contractor flight activities
- Received survey reports from three of four contractors
- Received acquisition compliance reports from one of four contractors
- Completed the initial development of a migration to a different format for the project website. The intent of the migration is to produce a more streamlined means to provide news and updates while at the same time reduce redundancy of reporting for past and future phases.
- Initiated the first production outreach to PSAPs notifying them of project status, the new project website, and instructions for obtaining the 2016 phase where applicable
- Initiated research and investment into advanced hardware assets to compress schedule for early delivery in December 2017
- Documented a financial request to change the distribution code from 4102-5365010000000-290050030340 to 4102-5365010000000-290050030343. This instruction was previously documented but the change was not performed.

- Outreach included the quarterly meeting of the Geographic Information Coordinating Council on February 9

#### NC Department of Transportation (NCDOT)

- Attended team strategy meetings.
- Hosted team meetings and evaluated radiometry samples
- Evaluated and issued approval(s) for contractor submittals for compliance

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

- Attended team strategy meetings.
- Performed CORS maintenance
- Evaluated contractor submittals for compliance

#### Acquisition Vendors

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

Task 1 – Flight Planning

Task 2 – Imagery Acquisition

Task 3 - Aerotriangulation and Ortho Generation

Task 4 - Product Delivery and Data Acceptance

Task 5 – Quality Review and Resolutions Reporting

Task 6 –Closeout

#### Spatial Data Consultants

- Task 1 – Flight Planning
  - Submitted Attachment C-1 Control Surveys report.
  - Task is 98% complete.
- Task 2 – Imagery Acquisition
  - Completed all acquisition and submitted Attachment D compliance report.
  - Initiated radiometry samples deliverables
  - Task is 91% complete
- Task 3 - Aerotriangulation and Ortho Generation
  - Initiated AT and post processing
  - Task is 13% complete

#### Sanborn Map Company

- Task 1 – Flight Planning
  - Submitted Attachment C-1 Control Surveys report.
  - Task is 99% complete.
- Task 2 – Imagery Acquisition
  - Completed all acquisition and initiated Attachment D compliance report.
  - Initiated radiometry samples deliverables
  - Task is 91% complete
- Task 3 - Aerotriangulation and Ortho Generation
  - Initiated AT and post processing
  - Task is 1% complete



#### Atlas Geographic Data

- Task 1 – Flight Planning
  - Initiated Attachment C-1 Control Surveys report.
  - Task is 93% complete.
- Task 2 – Imagery Acquisition
  - Completed all acquisition.
  - Initiated radiometry samples deliverables
  - Task is 85% complete
- Task 3 - Aerotriangulation and Ortho Generation
  - Initiated AT and post processing
  - Task is 2% complete

#### Surdex Corporation

- Task 1 – Flight Planning
  - Submitted Attachment C-1 Control Surveys report.
  - Task is 100% complete.
- Task 2 – Imagery Acquisition
  - Completed all acquisition and initiated Attachment D compliance report.
  - Initiated radiometry samples deliverables
  - Task is 78% complete
- Task 3 - Aerotriangulation and Ortho Generation
  - Initiated AT and post processing
  - Task is 14% complete

#### VOICE Application Contractor:

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

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

- Task 1: Requirement Workshop
  - Attended kickoff meeting on February 16, 2017

## Schedule

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

<b>Task</b>	<b>Item</b>	<b>Planned Start</b>	<b>Planned Finish</b>	<b>Actual Finish/Percent Complete</b>
<b>1</b>	<b>Project Initiation</b>	<b>7/1/2016</b>	<b>2/1/2017</b>	
	Issue RFQ for Orthoimagery QBS	8/31/2016	8/31/2016	8/31/2016
	Closing date for RFQ responses	9/22/2016	9/22/2016	9/22/2016
	Contract NCGS	8/1/2016	8/1/2016	8/16/2016
	Contract NCDOT	8/1/2016	8/1/2016	8/15/2016
	Host workshop for selected applicants	11/2/2016	11/2/2016	11/2/2016
	Technical and cost proposals due	11/13/2016	11/13/2016	11/13/2016
	Negotiate with selected applicants	11/23/2016	11/23/2016	11/23/2016
	Conduct Kickoff Meeting	12/17/2016	12/17/2016	12/17/2016
	Contract QC Service Provider	2/1/2017	2/1/2017	1/24/2017
<b>2</b>	<b>Planning and Design</b>	<b>10/15/2016</b>	<b>4/30/2017</b>	
	CORS Upgrades	10/15/2016	3/1/2017	Ongoing
	Validation Range	10/15/2016	1/15/2017	12/1/2016
	RTN Maintenance	10/15/2016	Ongoing	Ongoing
	Control Surveys and Attachment C-1: Control Surveys Report	4/3/2017	4/3/2017	96%
<b>3A</b>	<b>Acquisition</b>	<b>2/1/2017</b>	<b>5/1/2017</b>	
	Acquire 26 Counties	2/15/2017	4/15/2017	2/26/2017
	Attachment D: Imagery Acquisition Compliance Report	2/1/2017	4/29/2017	20%
	Pilot samples	2/1/2017	4/20/2017	Ongoing
	Ortho Generation Workshop	4/20/2017	4/20/2017	
	Pilot samples final	5/1/2017	5/1/2017	
<b>3B</b>	<b>Acquisition Post-Processing</b>	<b>2/1/2017</b>	<b>5/29/2017</b>	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2017	5/27/2017	
	Project Web Map Service	6/8/2017	6/8/2017	
<b>4</b>	<b>Quality Review Production and Product Delivery</b>	<b>8/1/2017</b>	<b>12/30/2017</b>	
	QC Production Cycle	8/1/2017	12/30/2017	
<b>5</b>	<b>Implementation</b>	<b>1/31/2017</b>	<b>3/30/2017</b>	
	Product Delivery	1/19/2017	1/28/2017	
	Implement the NC OneMap Geospatial Portal solution	2/1/2017	Ongoing	
	60 day End-User Evaluation	1/16/2017	3/30/2017	

<b>6</b>	<b>Project Closeout</b>	<b>4/1/2018</b>	<b>6/30/2018</b>	
	Final Data Packaging and Final Reports	4/1/2017	5/31/2017	
	Project Closeout	6/1/2017	6/30/2017	

### Budget

The expenditures for the project are summarized below. Note the current reporting period represents February 1, 2017-February 28, 2017. The total budget for the project is \$3,815,129.00.

<b>Item</b>	<b>This Reporting Period (November-January)</b>	<b>Cumulative to Date</b>	<b>Percent Expended to Date</b>
<b>CGIA</b>			
CGIA Labor	\$19,572.00	\$78,267.00	
ITS Hosting and Information Technology	\$0.00	\$0.00	
CGIA Travel	\$0.00	\$159.55	
CGIA Reimbursable Expenses	\$0.00	\$0.00	
<b>CGIA Total</b>	<b>\$19,572.00</b>	<b>\$78,426.55</b>	<b>15.9%</b>
<b>Subcontractors</b>			
NCDPS-NCGS	\$130,123.82	\$130,123.82	61.7%
NC DOT	\$5,424.56	\$9,416.99	5.8%
Sanborn Map Company	\$32,025.97	\$32,025.97	5.0%
Atlas Geographic Data	\$39,520.00	\$39,520.00	5.1%
Surdex Corporation	\$116,295.20	\$116,295.20	18.2%
Spatial Data Consultants	\$66,799.25	\$66,799.25	10.4%
VOICE	\$0.00	\$0.00	0.0%
<b>Subcontractor Total</b>	<b>\$390,188.80</b>	<b>\$394,181.23</b>	<b>12.6%</b>
<b>Total (for Project)</b>	<b>\$409,760.80</b>	<b>\$472,607.78</b>	<b>12.4%</b>

## Major Tasks Identified for March 2017

The emphasis of the project in March will be focused on the following major tasks:

### CGIA

- Conduct radiometry assessment workshops, develop final specifications, and receive landcover color targets
- Update project website and web mapping content for effective communication
- Continue initial VOICE interface production
- Develop weather data summaries for acquisition compliance
- Approve all Survey Control and Acquisition Compliance
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

### NCGS

- Attend weekly project meetings
- Continue to perform maintenance on field survey and GPS equipment
- Complete review of survey reports

### NCDOT

- Attend weekly project meetings
- Evaluate and approve report deliverables

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

### Task 2 – Imagery Acquisition

- Finalize Imagery Compliance reports
- Process preliminary landcover color samples

### Task 3 - Aerotriangulation and Ortho Generation

- Continue post processing and production

## Project Issues

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

Please contact me by phone at (919) 754-6588 or email at [tim.johnson@nc.gov](mailto:tim.johnson@nc.gov) if you have questions about this report or about contractual or administrative aspects of the project. Contact Darrin Smith of CGIA at (919) 754-6589 or email at [darrin.smith@nc.gov](mailto:darrin.smith@nc.gov) regarding technical matters.

Sincerely,



Tim Johnson, GISP  
Director  
Center for Geographic Information and Analysis

**PSAP Grant-Statewide 911 Projects Fund**

		<b>Total Disbursed</b>			<b>Remaining Grant</b>
		<b>FY2011-2016</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Balance</b>
			\$39,791,799.25	\$39,323,928.65	
<b>FY2012</b>	<b>Award Amount</b>				
Rockingham County	7,826,000.00	<b>-7,280,630.00</b>			220,959.10
<b>FY2013</b>	<b>Award Amount</b>				
Lenoir County	7,400,000.00	<b>-7,236,114.23</b>	<b>-141,698.53</b>		185,368.74
<b>FY2014</b>	<b>Award Amount</b>				
Anson County G2014-01	949,000.00	<b>-797,434.36</b>			151,565.64
Henderson County G2014-04	3,600,000.00	<b>-3,433,293.71</b>			166,706.29
Hertford County G2014-05	4,250,000.00	<b>-3,339,551.86</b>			32,408.33
<b>FY2015</b>	<b>Award Amount</b>				
Caldwell County G2015-001	1,022,399.00	<b>-995,299.62</b>			0.00
Dare County G2015-002	7,002,795.00	<b>-747,957.72</b>			2,887,259.00
Haywood County G2015-003	2,694,827.00	<b>-1,797,619.21</b>			0.00
Swain-Jackson Co G2015-004	859,681.00	<b>-859,681.00</b>	<b>-748.73</b>		-13,972.71
<b>FY2016</b>	<b>Award Amount</b>				
Graham County G2016-01	3,401,528.00	<b>-11,407.00</b>	<b>-122,895.53</b>		3,212,856.22
Hyde County G2016-02	1,266,887.00	<b>-17,689.14</b>			1,249,197.86
Richmond County G2016-03	6,357,537.00	<b>-48,992.60</b>			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	<b>-355,423.65</b>	<b>-139,532.07</b>		430,338.76
Interpretive Services	1,155,000.00	<b>0.00</b>	<b>-23,136.00</b>		1,122,353.25
Ortho Project III Image 15	3,719,332.00	<b>-3,483,256.27</b>	<b>5,533.89</b>		67,111.35
Ortho Project III Image 16	4,076,752.00	<b>-1,587,983.61</b>	<b>-61,210.90</b>		953,313.00
Ortho Project III Image 17	3,815,129.00	<b>0.00</b>	<b>-13,223.98</b>		3,766,184.02
	Approved Transfer from PSAP Fund				
	<b>Interest</b>		29,041.25		
	<b>Total Ending Fund Balance</b>				
		\$ 27,672,073.85	\$39,323,928.65	\$39,323,928.65	\$ 36,665,890.81

\$ 36,665,890.81  
\$2,658,037.84

<b>NG 911 FUND</b>	<b>Revenue</b>	<b>Interest</b>	<b>NG 911 Disbursement</b>	<b>NG 911 Fund Balance</b>
<b>Beginning Fund Balance:</b>				\$ 4,203,563.24
<b>July 2016</b>	\$ 606,312.83	\$ 2,670.51		4,812,546.58
<b>August 2016</b>	695,427.18	3,971.87		5,511,945.63
<b>September 2016</b>	645,510.31	5,220.10		6,162,676.04
<b>October 2016</b>	536,548.42	3,651.62		6,702,876.08
<b>November 2016</b>	835,527.68	5,126.93		7,543,530.69
<b>December 2016</b>	663,112.42	5,419.13		8,212,062.24
<b>January 2017</b>	685,092.61	6,245.94		8,903,400.79
<b>February 2017</b>	646,329.96	6,497.97		9,556,228.72

<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	-		4,427,177.62
<b>September 2016</b>	603,575.13	4,192.77	900,314.49		4,134,631.03
<b>October 2016</b>	400,529.28	2,449.93	202,463.75		4,335,146.49
<b>November 2016</b>	942,860.67	3,315.89	-		5,281,323.05
<b>December 2016</b>	479,663.71	3,794.00	195,307.51		5,569,473.25
<b>January 2017</b>	496,441.95	4,236.04	519,540.84		5,550,610.40
<b>February 2017</b>	478,948.22	4,051.00	327,360.56		5,706,249.06

PSAP FUND	Revenue						GRANT Allocation Transfer out	Monthly Expenditure
	PSAP 85%	Wireline	VOIP	Prepaid Wireless	Interest	Total		
July 2016	\$ 2,627,378.63	\$ 1,139,878.21	\$ 978,145.51	\$ -	\$ 11,410.88	\$ 4,756,813.23		\$ 4,162,300.21
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
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
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
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
December 2016	2,718,094.37	924,999.17	948,100.12	837,474.51	2,338.87	5,431,007.04		-
January 2017	2,813,171.10	957,089.06	989,442.91	848,030.06	6,606.98	5,614,340.11		8,601,541.47
February 2017	2,714,039.87	912,885.25	850,231.12	802,695.40	4,159.71	5,284,011.35		4,323,015.73



Public Comment

David Bone

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:

# Executive Director Report

Richard Taylor

a) 911 Board Staff Update

# Executive Director Report

**Richard Taylor**

## b) 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



## March PSAP Managers Meeting Attendance by Agency

Southeast Region-Agencies	Number of Attendees	
Onslow County		2
Brunswick County		1
Pender County		2
Harnett County		1
Beaufort County		1
Cumberland County		2
Carteret County		1
City of Jacksonville		2
NC 911 Board		1
Rocky Mount 911		1
Southeast Region-Total Agencies	Southeast Region-Total 10 Attendees	14

West Region-Agencies	Number of Attendees	
Macon County		3
Jackson County		2
Haywood County		1
Graham County		1
Brevard Police Department		1
Mitchell County		1
McDowell County		1
Polk County		2
Burke County		3
Catawba County		1
Hickory PD		1
Henderson County		2
Rutherford County		1
Gaston County		3
Yancey County		3
Beech Mountain		4
Buncombe County		1
Iredell County		2
Transylvania County		2
Madison County		2
NC 911 Board-Hauser		1
West Region -Total Agencies	21 West Region-Total Attendees	38

Central Region-Agencies	Number of Attendees	
Forsyth County		2
Guilford Metro		2



Person County	1	
Alexander County	1	
Alamance County	2	
Pineville PD	1	
Orange County	1	
Davidson County	1	
High Point 911	2	
Montgomery County	1	
City of Concord	1	
City of Mt Holly	1	
City of Cornelius	1	
Chatham County	1	
Rowan County	2	
Stanley County	1	
Mecklenburg MEDIC	1	
Charlotte Mecklenburg PD	4	
Charlotte Fire	1	
City of Burlington	2	
Davie County	1	
Surry County	1	
City of Winston Salem	2	
Cabarrus County	1	
Scotland County	2	
Richmond County	2	
NC 911 Board-Shipp, Hauser, Wright	3	
Central Region-Total Agencies	Central Region-Total Attendees	41
	27 Attendees	

Northeast Region-Agencies	Northeast Region-Attendees
Pitt County	2
Johnston County	1
Pasquotank-Camden 911	1
Washington County	2
Edgecombe County	1
Perquimans County	2
Hertford County	1
Craven County	1
Vance County	2
Wayne County	1
Martin County	2
Chowan County	1
Fayetteville PD 911	1
Northhampton County	1

Halifax County		2	
Holly Springs PD		2	
U.S. Coast Guard		1	
Hoke County		1	
Wilson County		1	
Beaufort County		1	
NC 911 Board-Bone, Hagaman, Hauser, Campbell, Greene, and Northeast Region-Total Agencies	Northeast Region-Total 21 Attendees	6	33
<b>Grand Total-Agencies</b>	<b>79 Grand Total-Attendees</b>		<b>126</b>

# Executive Director Report

**Richard Taylor**

c) Legislative Update (H418, H476,  
S364, S430)

*(possible vote required)*

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2017

H

1

HOUSE BILL 418

Short Title: SOS/Save Our Street Signs.

(Public)

Sponsors: Representative Clampitt.

*For a complete list of sponsors, refer to the North Carolina General Assembly web site.*

Referred to: Transportation, if favorable, Judiciary II

March 22, 2017

A BILL TO BE ENTITLED

AN ACT INCREASING THE PENALTY FOR DAMAGING OR REMOVING STREET  
SIGNS AND PROVIDING THAT REWARD FUNDS FOR INFORMATION LEADING  
TO THE ARREST AND CONVICTION OF A PERSON WHO DAMAGES OR  
REMOVES STREET SIGNS SHALL BE DEDUCTED FROM THE 911 FUND.

The General Assembly of North Carolina enacts:

**SECTION 1.** G.S. 136-33 reads as rewritten:

**"§ 136-33. Damaging or removing signs; rewards.**

(a) No person shall willfully deface, damage, knock down or remove any sign posted as provided in G.S. 136-26 or G.S. 136-30.

(b) No person, without just cause or excuse, shall have in his possession any highway sign as provided in G.S. 136-26 or G.S. 136-30.

(b1) Any person violating the provisions of this section shall be guilty of a Class ~~2-1~~ misdemeanor.

(c) The Department of Transportation is authorized to offer a reward not to exceed ~~five hundred dollars (\$500.00)~~ one thousand dollars (\$1,000) for information leading to the arrest and conviction of persons who violate the provisions of this section, such reward to be paid from funds of the ~~Department of Transportation~~ 911 Fund established under G.S. 143B-1404.

(d) The enforcement of this section shall be the specific responsibility and duty of the State Highway Patrol in addition to all other law-enforcement agencies and officers within this State."

**SECTION 2.** G.S. 143B-1404 reads as rewritten:

**"§ 143B-1404. 911 Fund.**

...

(a1) Reward Funds. – The 911 Board shall deduct and retain one percent (1%) of the total service charges remitted to it under G.S. 143B-1403 for deposit in the 911 Fund for the purpose of funding the reward under G.S. 136-33(c).

...."

**SECTION 3.** This act becomes effective July 1, 2017.





1 officers including minimum age, education, physical and mental standards, citizenship, good  
2 moral character, experience, and such other matters as relate to the competence and reliability  
3 of persons to assume and discharge the responsibilities of the office, and the Commission shall  
4 prescribe the means for presenting evidence of fulfillment of these requirements.

5 Where minimum educational standards are not met, yet the individual shows potential and a  
6 willingness to achieve the standards by extra study, they may be waived by the Commission for  
7 the reasonable amount of time it will take to achieve the standards required. Upon petition from  
8 a sheriff, the Commission may grant a waiver of any provisions of this section (17E-7) for any  
9 justice officer serving that sheriff.

10 (c1) Any justice officer appointed as a telecommunicator at the entry level after March 1,  
11 1998, shall meet all requirements of this Chapter. Any person employed in the capacity of a  
12 telecommunicator as defined by the Commission on or before March 1, 1998, shall not be  
13 required to meet any entry-level requirements as a condition of continued employment but shall  
14 be reported to the Commission for certification. All justice officers who are exempted from the  
15 required entry-level standards by this subsection are subject to the requirements of subsections  
16 (b) and (c) of this section as well as the requirements of G.S. 17E-4(a) in order to retain  
17 certification.

18 (c2) Effective July 1, 2019, any person employed as a telecommunicator by a municipal  
19 police agency shall meet all the requirements of this Chapter. Entry-level telecommunicators  
20 shall successfully complete, as determined by the agency, the entry-level telecommunicator  
21 course of instruction provided either pursuant to this Chapter or by the Association of Public  
22 Safety Communications Officials Institute.

23 (d) The Commission may issue a certificate evidencing satisfaction of the requirements  
24 of subsections (b), (c), and (c1) of this section to any applicant who presents such evidence as  
25 may be required by its rules and regulations of satisfactory completion of a program or course  
26 of instruction in another jurisdiction."

27 **SECTION 2.** This act is effective when it becomes law.

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2017

S

1

SENATE BILL 364

Short Title: Brian Garlock Act.

(Public)

Sponsors: Senators Tarte, Lee, and Ballard (Primary Sponsors).

Referred to: Rules and Operations of the Senate

March 27, 2017

A BILL TO BE ENTITLED

AN ACT TO MAKE USING A MOBILE TELEPHONE OR ELECTRONIC COMMUNICATION DEVICE UNLAWFUL WHILE OPERATING A MOTOR VEHICLE ON A PUBLIC STREET, HIGHWAY, OR PUBLIC VEHICULAR AREA UNLESS HANDS-FREE EQUIPMENT IS USED BY THE OPERATOR.

The General Assembly of North Carolina enacts:

**SECTION 1.** This act shall be known as the "Brian Garlock Act."

**SECTION 2.** G.S. 20-137.3, 20-137.4, and 20-137.4A are repealed.

**SECTION 3.** Article 3 of Chapter 20 of the General Statutes is amended by adding a new section to read:

**"§ 20-137.3A. Unlawful use of a mobile telephone or electronic communication device.**

(a) Definitions. – The following definitions apply in this section:

(1) Electronic communication device. – Any electronic device other than a mobile telephone that is capable of providing data communication between two or more persons, including a personal digital assistant, an electronic device with mobile data access, a laptop computer, a pager, a smartwatch, a broadband personal communication device, a two-way messaging device, an electronic game, and a portable computing device. This term does not include equipment installed and used in a motor vehicle for the purposes of (i) providing emergency assistance, information, or other services to the person operating the motor vehicle or (ii) providing video entertainment to the passengers in the rear seats of a motor vehicle.

(2) Emergency situation. – Circumstances such as medical concerns, unsafe road conditions, matters of public safety, or mechanical problems that create a risk of harm for the operator or passengers of a motor vehicle or school bus.

(3) Hands-free equipment. – An internal feature or function of a mobile telephone or electronic communication device, or an attachment or addition to a mobile telephone or electronic communication device, whether or not permanently part of the mobile telephone or electronic communication device, by which a person uses a mobile telephone or electronic communication device without the use of either hand. This term includes equipment physically or electronically integrated into a motor vehicle that allows a person to use a mobile telephone or electronic communication device without the use of either hand. This term does not include a computer



- 1 device that is worn on the head and projects visual information into the field  
2 of vision of the wearer.
- 3 (4) Mobile telephone. – A device used to access wireless telephone service.  
4 (5) Operate a motor vehicle. – Operating a motor vehicle on a public street,  
5 highway, or public vehicular area, with the motor running. This term does  
6 not include situations where the motor vehicle is temporarily stationary  
7 because of traffic, a traffic control device, or other momentary delays, or  
8 situations where the driver has moved the motor vehicle off, or to the side of,  
9 a public street, highway, or public vehicular area to a location where the  
10 motor vehicle can safely remain stationary.
- 11 (6) School bus. – As defined in G.S. 20-4.01(27)d4. The term also includes any  
12 school activity bus as defined in G.S. 20-4.01(27)d3. and any vehicle  
13 transporting public, private, or parochial school students for compensation.
- 14 (7) Smartwatch. – A wristwatch that is capable of providing data  
15 communication.
- 16 (8) Using a mobile telephone or electronic communication device. – Holding in  
17 a person's hand or hands, or wearing on a person's wrist, a mobile telephone  
18 or electronic communication device while doing any of the following:  
19 a. Viewing or transmitting images or data.  
20 b. Playing games.  
21 c. Composing, sending, reading, viewing, accessing, browsing,  
22 transmitting, saving, or retrieving e-mail, text messages, or other  
23 electronic data.  
24 d. Talking into or listening to a mobile telephone or electronic  
25 communication device.
- 26 (9) Wireless telephone service. – A service that is a two-way real-time voice  
27 telecommunications service that is interconnected to a public switched  
28 telephone network and is provided by a commercial mobile radio service, as  
29 such term is defined by 47 C.F.R. § 20.3.
- 30 (b) General Prohibition. – Except as otherwise provided in subsections (c), (d), (e), and  
31 (f) of this section, no person shall operate a motor vehicle while using a mobile telephone or  
32 electronic communication device unless the use is accomplished by hands-free equipment.
- 33 (c) Prohibition for Persons Under 18 Years of Age. – Except for the sole purpose listed  
34 in subdivision (4) of subsection (f) of this section, no person under 18 years of age shall operate  
35 a motor vehicle while using a mobile telephone or electronic communication device.
- 36 (d) Prohibition for School Bus Operators. – Except for the sole purpose listed in  
37 subdivision (4) of subsection (f) of this section, no person shall operate a school bus while  
38 using a mobile telephone or electronic communication device.
- 39 (e) Prohibition for Commercial Motor Vehicle Operators. – No person shall operate a  
40 commercial motor vehicle subject to Part 390 or 392 of Title 49 of the Code of Federal  
41 Regulations while using a mobile telephone or electronic communication device in violation of  
42 those Parts. Nothing in this subsection shall be construed to (i) prohibit the use of hands-free  
43 equipment or (ii) supersede any more restrictive provisions for operators of commercial motor  
44 vehicles prescribed by federal law or regulation.
- 45 (f) Exceptions. – The provisions of subsection (b) of this section shall not apply to any  
46 of the following:  
47 (1) Pressing a single button to activate or deactivate hands-free equipment or a  
48 function of hands-free equipment.  
49 (2) The use of a global positioning system, navigation system, or portable music  
50 player affixed, mounted, or installed in a motor vehicle. Nothing in this  
51 subdivision shall be construed as authorizing a person to manually type or



1 enter text, numbers, or symbols into a global positioning system, navigation  
2 system, or portable music player while the person is operating a motor  
3 vehicle.

4 (3) The use of a smartwatch for the purpose of determining the time of day.

5 (4) The use of a mobile telephone or electronic communication device for the  
6 purpose of communicating an emergency situation to any of the following:

7 a. An emergency response operator.

8 b. A publicly or privately owned ambulance company or service.

9 c. A hospital.

10 d. A fire department.

11 e. A law enforcement agency.

12 (5) The use of a mobile telephone or electronic communication device by any of  
13 the following while in the performance of, and for a purpose related to, their  
14 official duties:

15 a. A law enforcement officer.

16 b. A member of a fire department.

17 c. A first responder.

18 d. The operator of a public or private ambulance.

19 (g) Rebuttable Presumption. – A person who holds a mobile telephone or electronic  
20 communication device in his or her hand or hands while operating a motor vehicle shall be  
21 presumed to be using a mobile telephone or electronic communication device. This  
22 presumption may be rebutted by evidence presented by the person that (i) the person was not  
23 using a mobile telephone or electronic communication device within the meaning of this  
24 section or (ii) an exception listed in subsection (c), (d), or (f) of this section applies.

25 (h) Seizure. – The provisions of this section shall not be construed as authorizing the  
26 seizure or forfeiture of a mobile telephone or electronic communication device, unless  
27 otherwise provided by law.

28 (i) Penalty. – Any person who commits a violation of subsection (d) of this section is  
29 guilty of a Class 2 misdemeanor, which shall include a fine of not less than two hundred dollars  
30 (\$200.00) and the costs of court. Any person who commits a violation of subsection (c) of this  
31 section is guilty of an infraction and shall pay a fine of fifty dollars (\$50.00) and shall not be  
32 assessed court costs. Any person who commits a violation of subsection (b) or (e) of this  
33 section is guilty of an infraction and shall pay a fine of two hundred dollars (\$200.00) and shall  
34 not be assessed court costs.

35 (j) Waiver. – Any person who commits a violation of this section may waive the right  
36 to a hearing or trial and admit responsibility or guilt for the violation pursuant to G.S. 7A-148.

37 (k) Points. – No drivers license points or insurance surcharge shall be assessed as a  
38 result of a violation of this section.

39 (l) Negligence. – Failure to comply with the provisions of this section shall not  
40 constitute negligence per se or contributory negligence by the operator in any action for the  
41 recovery of damages arising out of the operation, ownership, or maintenance of a motor vehicle  
42 or school bus.

43 (m) Local Ordinance. – No local government may pass an ordinance regulating the use  
44 of mobile telephones or electronic communication devices while operating a motor vehicle,  
45 commercial motor vehicle, or school bus."

46 **SECTION 4.** This act becomes effective December 1, 2017, and applies to  
47 offenses committed on or after that date. Prosecutions for offenses committed before the  
48 effective date of this act are not abated or affected by this act, and the statutes that would be  
49 applicable but for this act remain applicable to those prosecutions.

1 initiative. The State CIO shall make any organizational changes necessary to  
2 maximize the effectiveness and efficiency of the GDAC. Procurement of  
3 goods and services for the GDAC shall be in accordance with Article 3I of  
4 Chapter 143 of the General Statutes."

5 **SECTION 7.7.(x)** G.S. 143B-1402(a)(6) reads as rewritten:

6 "(6) To make and enter into contracts and agreements necessary or incidental to  
7 the performance of its powers and duties under this Part and to use revenue  
8 available to the 911 Board under G.S. 143B-1404 for administrative  
9 expenses to pay its obligations under the contracts and agreements.  
10 Contracts and agreements of the 911 Board shall be exempt from the  
11 requirements of Articles 3 and 3I of Chapter 143 of the General Statutes."

12 **SECTION 7.7.(y)** Chapter 143 of the General Statutes is amended by adding a new  
13 Article to read:

14 "Article 3I.

15 "Information Technology Procurement.

16 **"§ 143-64.86. Procurement of information technology.**

17 (a) Except as provided in this Article, the Division of Purchase and Contract is  
18 responsible for information technology procurement, in accordance with the provisions of  
19 Article 3 of this Chapter and the rules, policies, and procedures established thereunder.

20 Notwithstanding any other provision of law, the Division shall procure or approve the  
21 procurement of all information technology goods and services for all State departments,  
22 agencies, institutions, boards, commissions, or other State entity receiving State appropriations.  
23 The requirements of this Article shall not apply to the General Assembly, the Judicial  
24 Department, or the constituent institutions of The University of North Carolina.

25 (b) The Department of Information Technology shall review all proposed procurements  
26 to ensure they meet current technology standards, are not duplicative, meet business objectives,  
27 are cost-effective, and are adequately funded.

28 (c) The Division shall, subject to the provisions of this Article, do all of the following  
29 with respect to State information technology procurement:

30 (1) Purchase or contract for all information technology for State agencies using  
31 the evaluation methodology set out in G.S. 143-135.9, unless the State  
32 Purchasing Officer shall approve another method for a particular  
33 procurement event.

34 (2) In conjunction with the Department of Information Technology, establish  
35 standardized, consistent processes, specifications, and standards that shall  
36 apply to all information technology to be purchased, licensed, or leased by  
37 State agencies and relating to information technology personal services  
38 contract requirements for State agencies, including, but not limited to,  
39 requiring convenience contracts to be rebid prior to termination without  
40 extensions. The processes may include aggregation of hardware purchases,  
41 the use of formal bid procedures, restrictions on supplemental staffing,  
42 enterprise software licensing, hosting, and multiyear maintenance  
43 agreements.

44 (3) Establish procedures to permit State agencies and local government entities  
45 to use the General Services Administration (GSA) Cooperative Purchasing  
46 Program to purchase information technology (i) awarded under GSA Supply  
47 Schedule 70 Information Technology and (ii) from contracts under the  
48 GSA's Consolidated Schedule containing information technology special  
49 item numbers.

50 (4) Comply with the State government-wide technical architecture, as required  
51 by the State CIO.

# Executive Director Report

Richard Taylor

d) Update On PSAP Funding  
Consultant

# Presentation by Center of Geographic Information Analysis for Image 18

**Tim Johnson**

**Executive Director CGIA**

*(vote required)*



**STATE OF NORTH CAROLINA**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**

ROY COOPER  
GOVERNOR

DANNY LINEBERRY  
ACTING SECRETARY OF INFORMATION  
TECHNOLOGY  
STATE CHIEF INFORMATION OFFICER

March 17, 2017

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

Dear Richard:

I am pleased to submit the proposal for the Northern Piedmont and Mountains 2018 Orthoimagery Project. The project scope of work calls for acquisition, quality control, and delivery of imagery that meets the state standard for 26 North Carolina counties. CGIA will deliver the product to the Public Safety Answering Points in December 2018.

The project calls for imagery acquisition for 12,349 square miles including the Greensboro and Winston-Salem metropolitan areas and the mountainous terrain which makes up about 25% of the project area. CGIA is proud to continue its working relationship with the NC Department of Transportation, NC Department of Public Safety, and the NC Department of Secretary of State in the roles that each has been responsible for since 2012. The total cost of this phase is \$3,508,433 which encompasses all of the steps covered under earlier phases including project initiation/planning, imagery acquisition and processing, quality review, and final product packaging and delivery. This cost is approximately \$200,000 less than what we proposed in the four-year cycle proposal that I presented to the Board in February 2015. The project team is ready to begin work as soon as the NC 911 Board approves it and budget is available.

The NC Center for Geographic Information and Analysis is ready to continue its leadership role in delivering the quality product that you have come to expect from the team. We appreciate the support and confidence that the NC 911 Board has placed in us to meet your needs for the orthoimagery product. Please feel free to call on me at 919-754-6588 with any questions about the proposal. I look forward to briefing you and the Board on this proposal on March 31.

Sincerely,

A handwritten signature in black ink that reads "Tim Johnson".

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

attachment

# STATEWIDE ORTHOIMAGERY PROGRAM

## Phase 3

### Northern Piedmont and Mountains

### Orthoimagery Acquisition, Processing and Distribution

Prepared for

North Carolina 911 Board

Prepared by

North Carolina Center for Geographic Information and Analysis

March 17, 2017

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## Background

Orthoimagery is a fundamental, mission critical dataset loaded into Computer Aided Dispatch (CAD) systems for use in all Primary 911 centers in the state as a result of the Statewide Orthoimagery Project 2010 and most recently the Statewide Orthoimagery Program 2012-2015. North Carolina has moved from a patchwork quilt of county imagery with varying dates of acquisition to a complete, consistent, current dataset due to the investment of the NC 911 Board. Benefits resulting from this investment include saving time in locating and responding to emergencies, saving time in informing public decisions, increasing public revenue due to more accurate data for assessments, and avoiding costs of erroneous information from out-of-date imagery and map features.

The Statewide Orthoimagery Project in 2010 demonstrated the value of digital aerial imagery as a fundamental dataset for Public Safety Answering Points (PSAPs), as well as numerous local, regional, state, and private purposes. The Geographic Information Coordinating Council and its collaborating participants developed and distributed the *Business Plan for Orthoimagery in North Carolina* in October 2010 in response to questions about the future of orthoimagery in the context of statewide programs and policies (see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/OrthoImageryBusinessPlan-NC-20101029.pdf>).

The result was a plan that recommended an annual, quarter-state acquisition of new leaf-off orthoimagery beginning in January 2012 and continuing through 2015 (the first four-year cycle). The Plan recognized that funding sources with a statewide perspective, thus recognizing economies of scale, were essential to achieving a coordinated program. Since then, the Center for Geographic Information and Analysis (CGIA) has delivered over 53,500 square miles of high resolution imagery to every Primary PSAP spanning all 100 counties.

To continue to sustain the currency of this mission critical dataset, CGIA proposed a second four-year cycle beginning in January 2016 and continuing through 2019 (See Figure 1). The NC 911 Board approved this proposal in February 2015. Phase 1 (Coastal 2016) of this cycle collected imagery for 27 counties along the coast in early 2016 and delivered the final products to the 28 PSAPs for this region in January 2017. Phase 2 (Eastern Piedmont 2017) is ongoing and acquisition for the 26 counties in the Eastern Piedmont commenced on January 25, 2017.

Phase 3 (referred to as Northern Piedmont and Mountains 2018) is the subject of this proposal. Phase 3 includes 12,349 square miles spread over 26 counties and consists of 13,771 tiles of orthoimagery (each tile represents 5,000 feet by 5,000 feet on the ground). This phase includes the Greensboro and Winston-Salem metropolitan areas, as well as 3,354 tiles of mountainous terrain. Increased requirements for sun angle and flight planning are associated with acquiring orthoimagery in the western mountains.



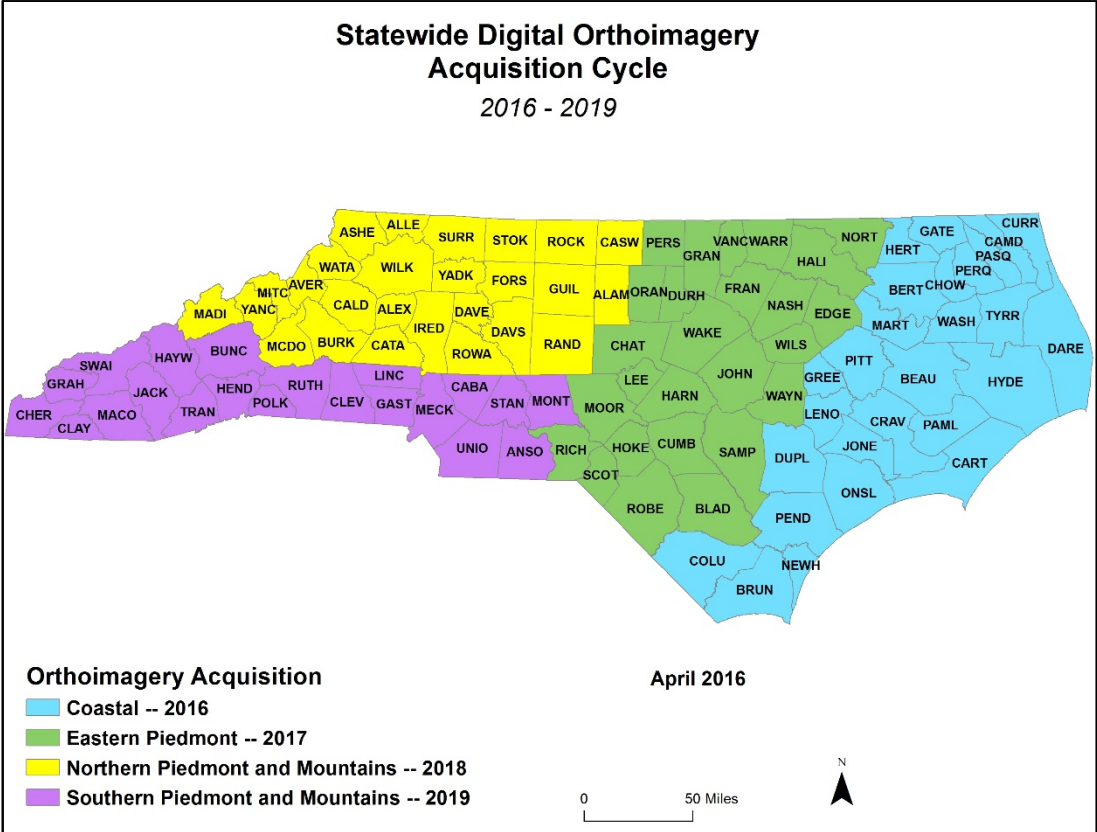


Figure 1: Statewide Digital Orthoimagery Acquisition Cycle

## Project Team

### 1. CGIA

CGIA will serve as the project manager of all third party contractors and state partners, to include performing qualifications-based selection (QBS) procurement for private sector contractors, developing contracts, managing invoices, and documenting scope of work on the project. CGIA will also oversee all quality review activities and resolutions, manage the creation of all final orthoimagery products, coordinate outreach with Primary PSAPs and local government representatives, and ensure client satisfaction.

### 2. NCDOT Photogrammetry Unit

NCDOT Photogrammetry will provide advisory and technical services throughout the project. NCDOT has extensive expertise and experience in the area of photogrammetry (i.e., the art, science, and technology behind obtaining reliable accurate measurements and three-dimensional data from overlapping photographs). NCDOT Photogrammetry manages the orthoimagery acquisition and visual quality control processes for the project team. They will evaluate and advise on all report documentation, technical data submittals, and contractor submittals. They will also perform quality review for 30% of the study area.

### **3. NC Department of Public Safety-NC Geodetic Survey**

The NC Geodetic Survey has extensive expertise and experience in managing positional quality control for orthoimagery. For this project, NC Geodetic Survey will advise on the QBS procurement process for private contractors, maintain validation range for testing and approving digital cameras, and perform horizontal quality control. They will also evaluate report documentation and technical data submittals directly related to survey control.

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

The Department of the Secretary of State is the author of the *North Carolina Technical Specifications for Digital Orthophoto Base Mapping*, the state standard for orthoimagery acquisition. For this project, the Land Records Management Section will advise on the QBS procurement process of private contractors, interpret the state standard for the project team as needed, and serve as a member of the state project team throughout the project.

### **5. Private Contractors**

Private contractors, managed by CGIA with support from collaborating members of the state project team, will perform acquisition, processing, production and delivery of orthoimagery to CGIA covering all project counties.

### **6. Local Governments**

The Public Safety Answering Points and the local government GIS representatives are critical to the successful completion of each orthoimagery project. They will perform preliminary quality review of the product, receive final delivery of the orthoimagery from CGIA, and coordinate with project team for any product exceptions or outstanding issues.

## **Value Proposition**

In 2011, the NC 911 Board selected CGIA as the Project Manager for all aspects of the Statewide Orthoimagery Program. A primary focus of the project team charter was to place a concentrated emphasis on project administration, quality control, and oversight and accountability of private contractors to insure a deliverable product meeting specifications and the needs of the client. The remainder of this section emphasizes that approach as well as the core fundamental aspects of this proposal including the following:

1. Proactive approach
2. Oversight, accountability, and adherence to specifications
3. Client focus
4. 911 delivery requirements
5. Costing approach

CGIA's core paradigm of project management, which reaches every corner of the project, is simple: The team takes a proactive front-end approach to quality and project administration rather than engage in back-end reactive measures to issues leading to cost overruns and schedule delays. As a result, each phase of the 2012-15 cycle was completed on time and under budget. CGIA contracts with NCDOT to perform primary oversight and accountability of all

contractor specifications. NCDOT has also developed real-time acquisition monitors allowing the team to review results of every flight mission not to exceed five days after the mission occurs. If the flight mission fails to meet certain parameters, re-flights are required. Finally, CGIA includes contractual terms and conditions mandating re-flights the next flying season if there is demonstrated non-conformance, evidence of systematic failure, or substandard delivery that could have been avoided by vendor's notification of such occurrences.

CGIA has and will continue to closely regulate compliance and enforce terms and conditions to insure the Board's investment remains a top priority. As a part of the oversight and accountability of private contractors, CGIA takes a close look at the acquisition season and weather conditions that occurred to determine whether the contractor took advantage of every opportunity and placed a high priority on North Carolina orthoimagery acquisition. Figure 2 displays a combination of multiple data sources representing cloud cover and river gage levels, along with the number of exposures collected each day. These graphs demonstrate whether the contractor was proactive during the flying season to ensure imagery was collected before leaf-on conditions. Incorporating this analysis into the contractor performance evaluation contributes a measure of accountability in selecting firms for subsequent projects. Measures such as these drive continuous improvement of the QC process ensuring technical specifications are met.

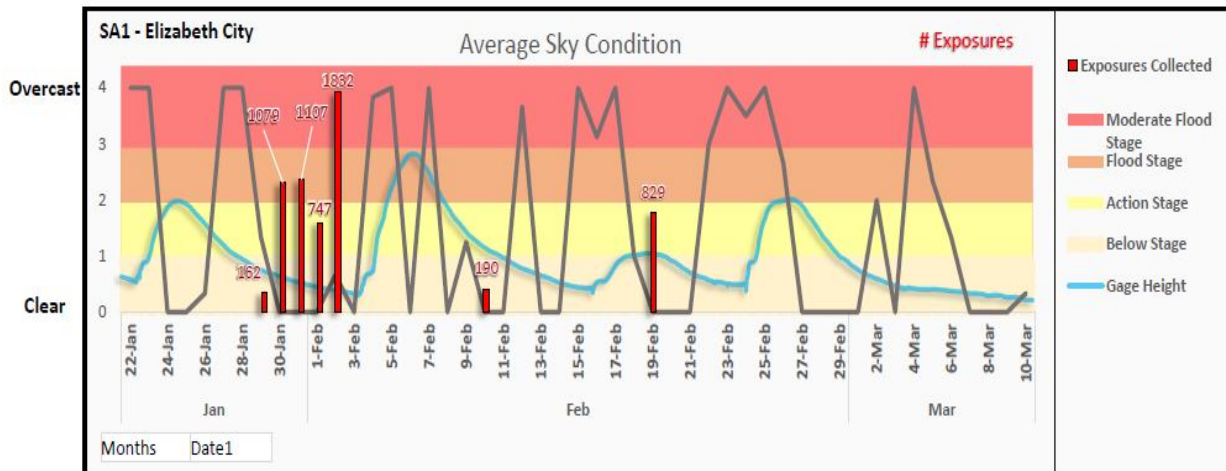


Figure 2: Acquisition Weather Analysis used in Contractor Performance Evaluations

CGIA places a heightened awareness and focus on the 911 Board client and the Primary PSAP endpoints. Early in the project, CGIA works with 911 Board staff to establish a single point of contact (POC) representing the Primary PSAP or a delegated individual. Communications always flow through the POC for all news, updates, status, and delivery. To stress this point, prior to the January deliverables, CGIA works with PSAPs to schedule regional delivery and briefing meetings at 911 facilities. For final delivery, CGIA will only deliver the final product to

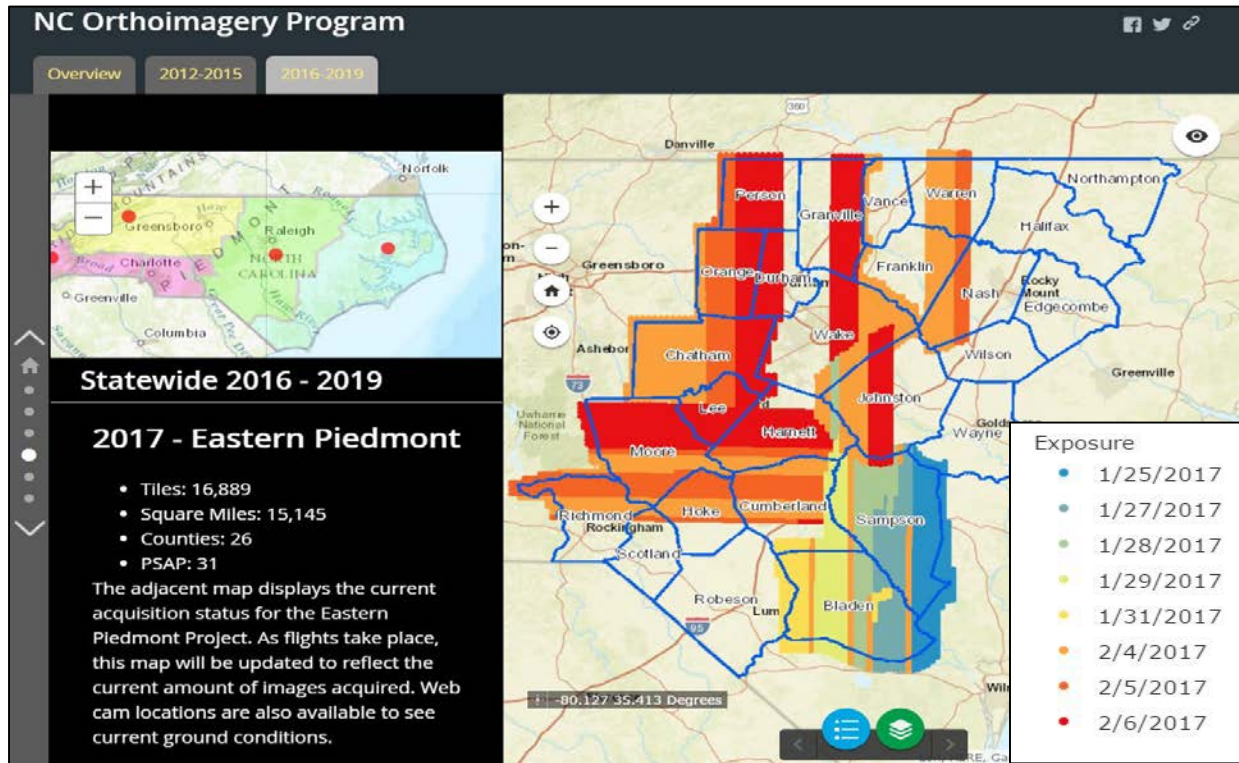


Figure 3: Project Website

a 911 representative unless otherwise directed. In addition, CGIA will not publish the final product to public sources until delivery to the PSAP has occurred. Finally, CGIA enhances more simple methods of communication through the use of online visual mapping. Recently the project website maintained by CGIA was migrated to a new user interface. This enhanced interface makes it more easy and intuitive to navigate through the project years and visualize important data related to the project. Figure 3 demonstrates how POC’s can visualize the current acquisition status for the 2017 project. Through the interactive project website, an end user can learn more about the drivers for the program in the overview tab, summaries of completed projects, and the status of ongoing projects.

Additionally, CGIA and the project team strive to incorporate lessons learned and feedback received from the 911 Board and PSAPs to improve the final products delivered at the end of the project. Table 1 outlines the current requirements related to the coverage

911 BOARD COVERAGE REQUIREMENTS	
<b>7 Mile Extent</b>	Coverage that extends a minimum of 7 miles outside that county. Provides coverage for cellular call routing.
<b>Neighbor Counties – Current project year</b>	Provides regional coverage within the current project year.
<b>Neighbor Counties – Previous project years</b>	Completes regional coverage with imagery from previous projects where applicable.
<b>Adjacent State Imagery</b>	GA, SC, TN, and VA imagery from partners in those states incorporated into the single file mosaic for counties that border these states.

Table 1: Imagery Coverage Requirements

area of imagery delivered to each county. Having these requirements enables each PSAP to be certain that they will have the coverage necessary to respond to any emergencies even if they

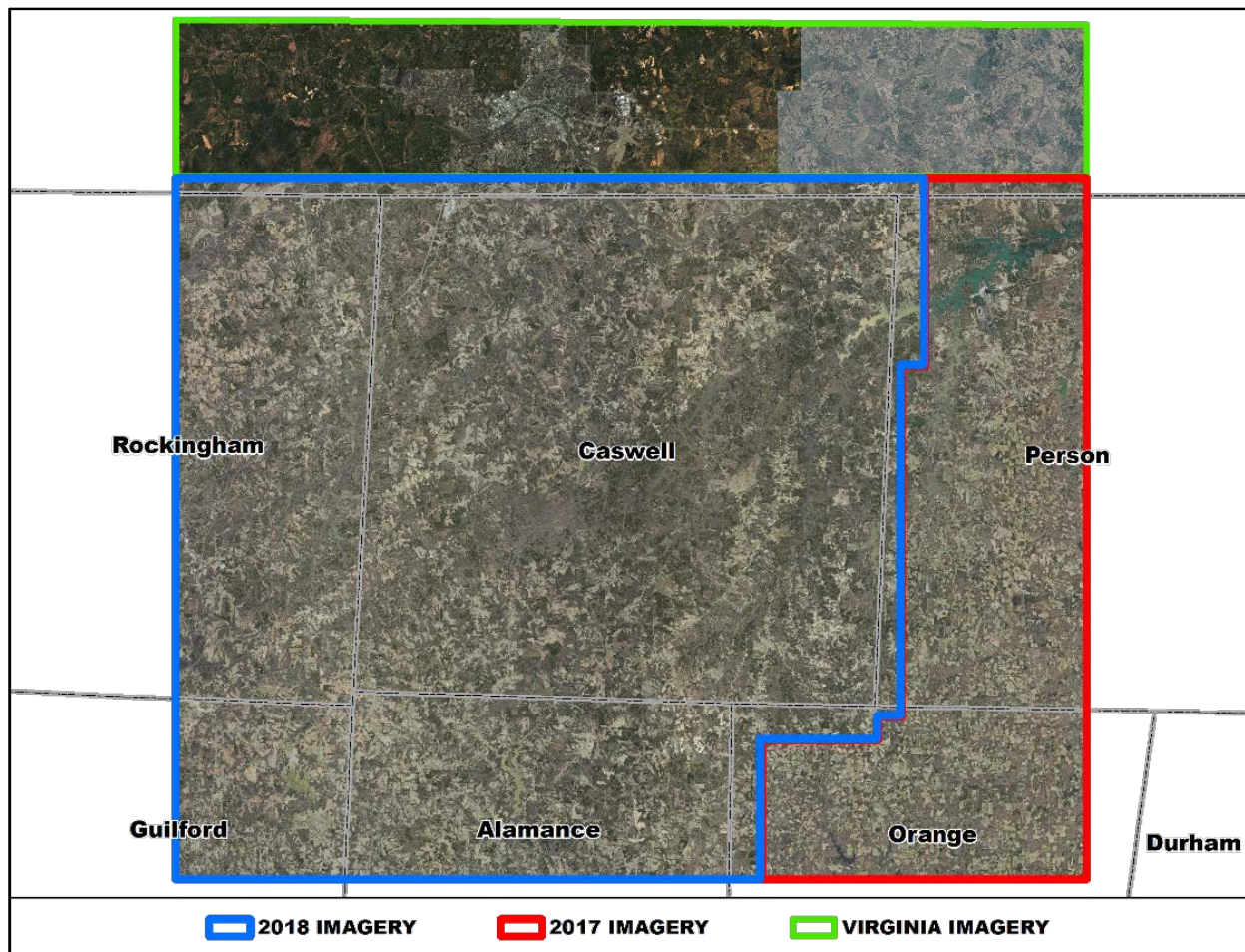


Figure 4: Anticipated Single File Deliverable for Caswell County for 2018 project

fall outside their county boundary. Throughout the first four-year cycle, advancements have been made to the single, county-wide imagery file that a majority of PSAP CAD systems employ. Figure 4 demonstrates an example of how this single file product now extends to a minimum of seven miles outside the county boundary, including any imagery from previous projects falling within the seven-mile coverage rectangle. In this example, as part of the 2018 deliveries, Caswell County would receive a single file that included imagery that extends a minimum of seven miles into the surrounding counties, and also incorporates imagery from Virginia. CGIA also worked with partners in neighboring states to obtain imagery necessary to complete the coverage rectangle into the bordering state. This deliverable is the result of lessons learned on the capabilities of some CAD systems in handling multiple input files and the concern over assuring basemap coverage for the routing of cellular phone calls to 911 originating from outside a county's borders.

Along with the seven-mile single file deliverable, each county receives the full resolution imagery tiles, 20:1 compressed tiles, and the single file deliverable for each of the adjacent counties. The map in Figure 5 demonstrates the extent of all these imagery products delivered for a single county. This provides each PSAP with a full regional picture and removes all assumptions on the part of the project team as to what extent to provide for each specific delivery.

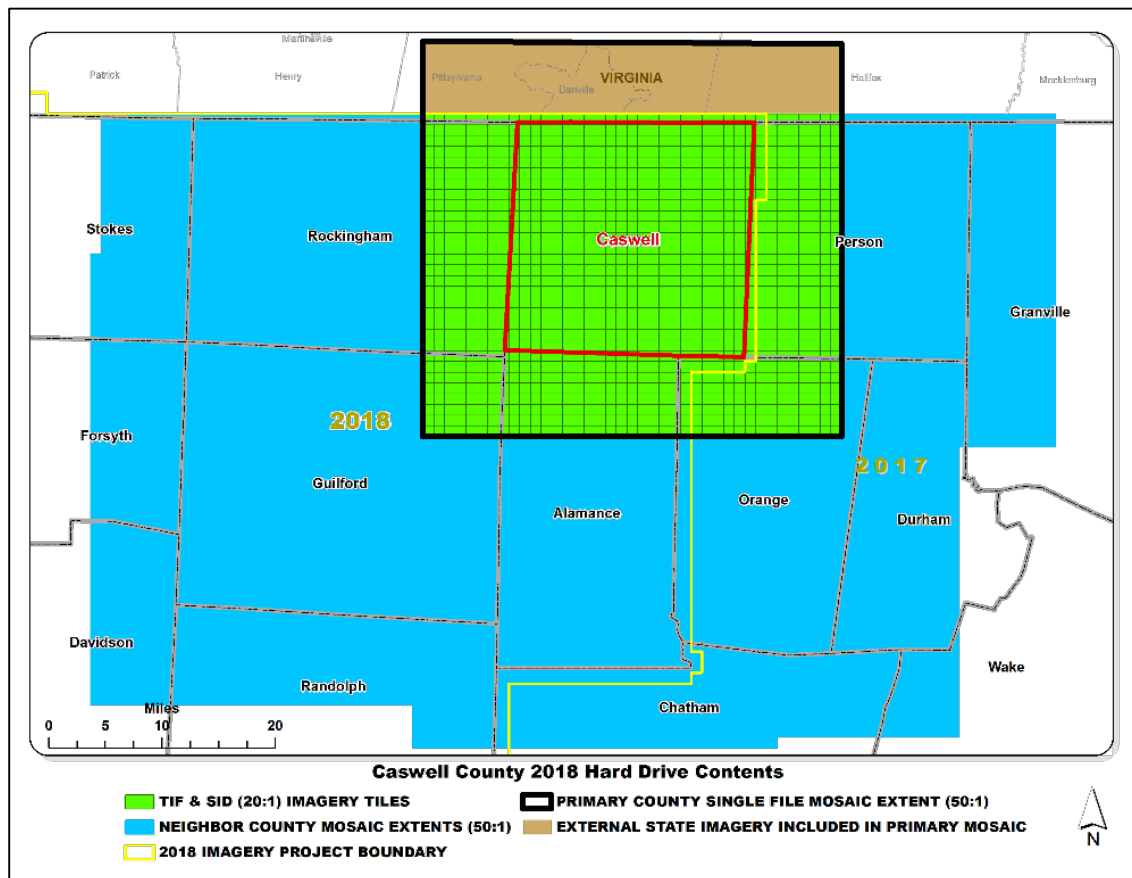


Figure 5: All anticipated imagery products to be delivered for Caswell County

The visual nature of the deliverable product ultimately drives expectations and perceptions. As part of the proactive approach to quality, the project team implemented a concept called Tier 1 which means quite simply that all deliverables must be visually consistent within reason across the extent of each phase. Complementing this is a common sense approach to imagery that it should be representative of the most realistic ground and atmospheric conditions. By default, contractors will deliver: (1) to minimum requirements, (2) by applying their most productive and internal cost effective methods for delivery, and (3) by aligning with their own internal standards and workflows. CGIA mandates multiple contractor engagement for matching each other's overall color and sharpness to deliver a product that is visually consistent within reason. This has resulted in a superior product throughout the phases of the program.

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

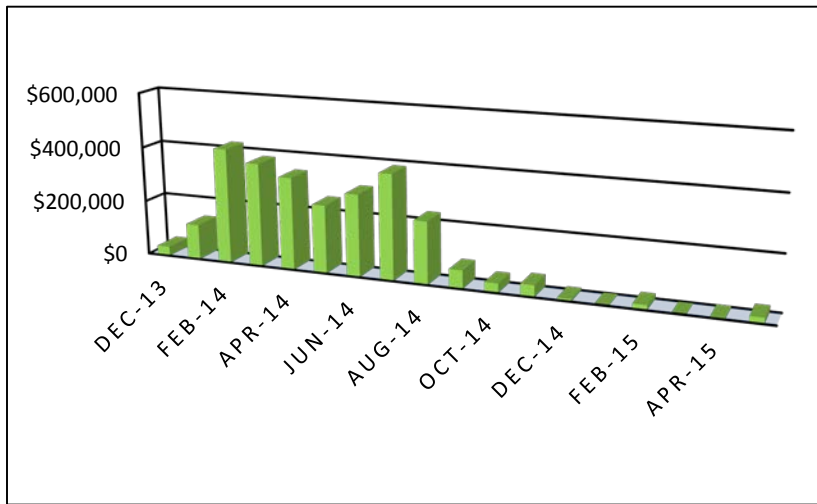


Figure 6: 2014 Actual Acquisition Contractor Costs

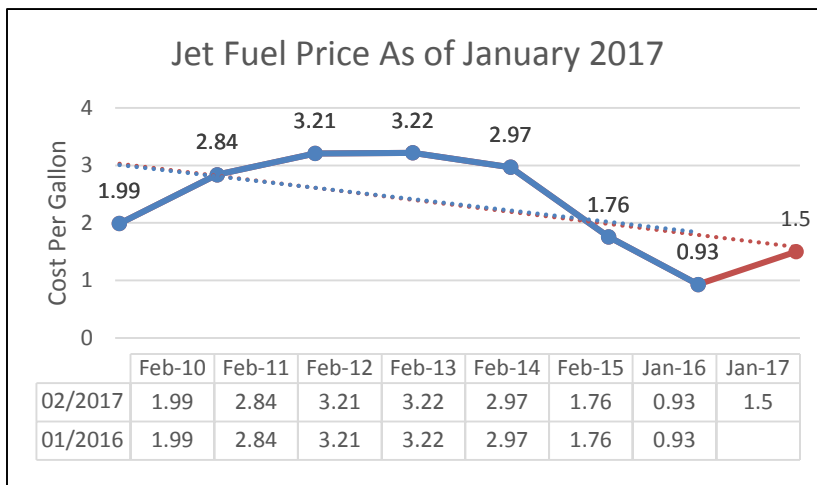


Figure 7: Jet Fuel Price Trends

### Costing Approach

Private contractors account for up to 75% of the total budget, with the majority of this cost directly tied to the flying season and post processing of the raw imagery product between January and July as demonstrated in Figure 6. In as much as CGIA administers project management, it places an equal focus on the analysis of contractors' costs. Both the 2016 and 2017 projects' contractor procurement realized an overall substantial budget underrun due to a sharper than expected deflation in the price of jet fuel of nearly 70% shown in Figure 7 as well as efficiencies gained through use of new LiDAR (or elevation) data products derived by the state. The latter also serves to demonstrate the mutual benefit of investments in large statewide programs. In as much as the 911 imagery program realizes cost savings from LiDAR, end-users

throughout the state also realize cost and technical benefits from the 911 investment.

Past performance has demonstrated that costs are attributed to three primary factors: the cost of fuel and overhead inflation; the complexity of the study area most notably the difficulty in the mountains; and the efficient use of "2<sup>nd</sup> Generation" sensors. Advances in large format sensor technology since 2012 drive efficiency resulting in larger footprints, higher flight altitudes, reduced numbers of flight lines, increased velocities, less flight time, less fuel consumption, and reduced number of exposures for processing. In summary bigger, higher, faster image acquisition means less cost to the 911 Board. Using the 2016 and 2017 per unit actuals, an inflationary costing model based on the 2012-2015 cycle is applied to forecast costs associated with the Northern Piedmont and Mountains 2018 project. CGIA assumes the trend will continue into 2018 thus recognizing a reduced requested budget of \$200,000 less than originally forecast and approved by the 911 Board in February 2015 for the 2018 phase.

### Project Complexity

WESTERN MOUNTAINS CONTINGENCY	
FACTOR	IMPACT ON COST
FLIGHT LINE SPACING	Lines are more closely spaced due to elevation changes and increases fuel usage, number of flights, and crew logistics
EXPOSURES PER FLIGHT LINE	More exposures required increased post processing and storage capacity
FLIGHT ALTITUDE	Altitudes vary to insure minimum pixel resolution and increases fuel costs
SUN ANGLE	To reduce shadows in mountains, a sun angle of 38 degrees is required. This reduces flight window per day which increases number of missions and fuel costs
SNOW	Reduces number of optimal flight windows which could lead to an increased number of missions and increased fuel costs
GROUND CONTROL	Rugged terrain and limited access increases labor level of effort and delays schedule.

The costing approach noted the complexity of the study area in the western mountains as a primary indicator of costs. The means for evaluating proposed costs is to evaluate a per unit or per tile cost based on past actuals and industry standards. Specifically, in the 2018 study area, tiles can be categorized by location and elevation as either Piedmont or Mountain. The western portion of the study area, as shown in Figure 8

below, is considered mountain tiles and represents approximately 25% of the study area. As demonstrated by the 2014 and 2015 actuals the level of effort, will by default, increase in the western mountains. Table 2 serves to document reasons for this increase.

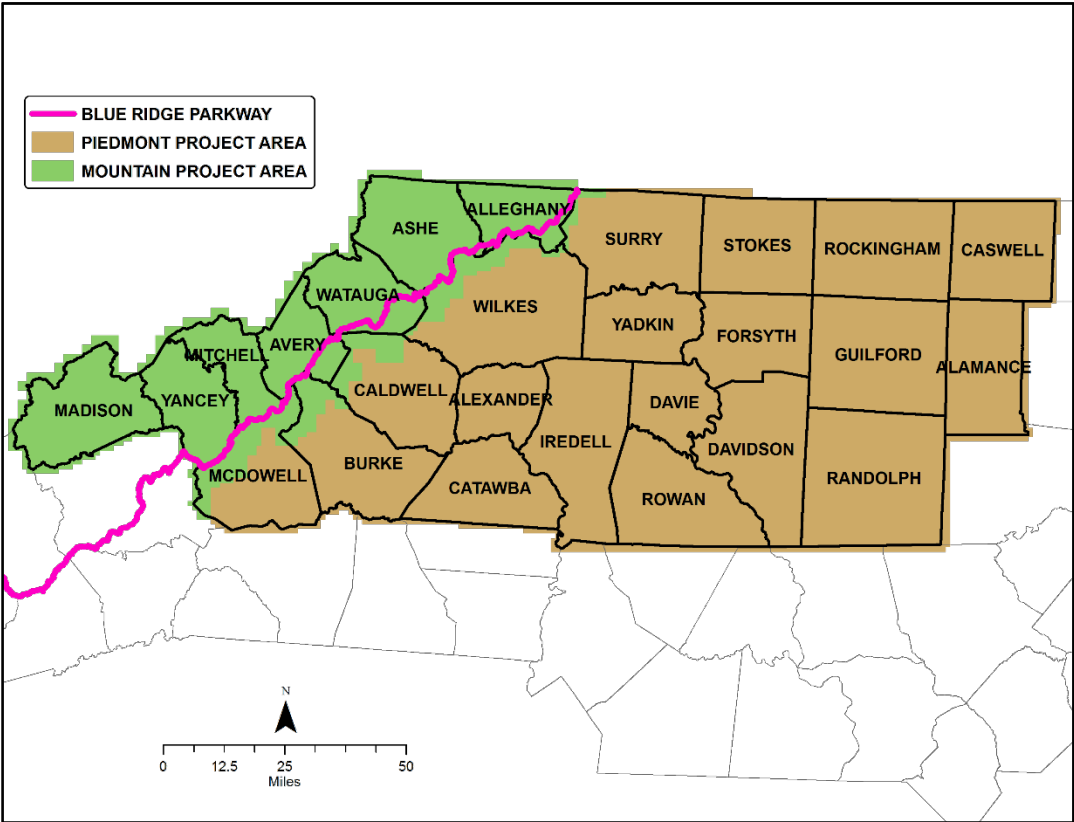


Figure 8: Mountain Project Area Delineation



## Level of Effort and Cost

Table 3 provides the level of effort required to complete the Northern Piedmont and Mountains 2018 project based on the set of tasks described in this proposal.

<b>Item</b>	<b>Fee</b>
CGIA Labor	\$411,432
Private Contractors	\$2,600,000
Information Technology	\$48,319
NCDOT-Photogrammetry	\$150,810
NCDPS-NC Geodetic Survey	\$210,320
VOICE (QC Service Provider)	\$82,688
Travel and Reimbursable	\$4,864
<b>Total</b>	<b>\$3,508,433</b>

*Table 3: Budget*

## Assumptions

1. CGIA Labor line item is calculated at the current approved rate of \$84 per hour. This rate is subject to change during the course of the project.
2. Information Technology line item cost includes storage and backup fees for the NC Department of Information Technology (DIT) Eastern Data Center servers at current billing rates. This line item cost also includes hardware investment required for delivery.
3. Software for serving imagery is likely to require some expense for customization, upgrades, and other maintenance.
4. The Virtual Online Inspection, Checking and Editing (VOICE) application used for 2012-2017 will be continued and enhanced as needed to support the QC process.

## Schedule

Table 4 outlines the schedule for Phase 3. It assumes approval to proceed is granted by the NC 911 Board in March 2017.

<b>Task</b>	<b>Begin</b>	<b>End</b>
1: Qualifications-Based Selection and Procurement	July 2017	December 2017
2: Imagery Acquisition and Production	January 2018	July 2018
3: Quality Control	August 2018	December 2018
4: Implementation	December 2018	April 2019
5: Project Closeout	May 2019	June 2019

*Table 4: Phase 3 Schedule*

## Scope of Work

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

### Task 1: Qualifications-Based Selection and Procurement (July – December 2017)

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

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

#### Deliverables:

- Contract between CGIA and the NC 911 Board
- Contracts between CGIA and NCDOT Photogrammetry and NCDPS-NC Geodetic Survey
- Contracts with private sector contractors
- Project website and project SharePoint site

### Task 2: Imagery Acquisition and Production (January – July 2018)

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

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

#### Deliverables:

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

#### Assumptions

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

### Task 3: Quality Control (August – December 2018)

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

- Complete a full circle quality review on the image deliverable product (including review, issues submittal, resolution, resolution submittal review, and signoff)
- Develop secondary image format after satisfactory signoff and delivery of the TIFF product

- Implement DIT hosting services and procurement and initiate data loading onto NC OneMap
- Open communications for final delivery.

Specific activities under this task include:

1. Finalize and secure DIT hosting services and perform initial image data loading onto DIT servers.
2. Conduct Level 1 quality review by imagery processing contractors to assure the imagery meets state specifications and is free of systematic error or systematic visual quality issues and to verify the quality and completeness of the product.
3. Conduct Level 2-4 quality review through the VOICE application, identify valid issues, and submit and receive revised imagery from imagery processing contractors.
4. Develop a MrSID format 20:1 compression file for each tile in the county and a 50:1 compression format that represents an entire county mosaic. CGIA will request feedback from PSAP and local government end-users to determine exceptions to the delivered compression format.
5. Complete horizontal quality control and review process.
6. Work with Primary PSAP contacts to set and schedule December to January delivery meetings.
7. Package imagery products on portable disk drives to include delivery of final imagery in GeoTIFF format, MrSID compressed format, metadata, and other applicable documentation. This also includes the logistics to maintain master copies of the GeoTIFF tiles, MrSID tiles and mosaics, finalize metadata files, assemble neighbor imagery, and collect other applicable data relevant to the primary county.

**Deliverables:**

- Quality control reports per county

**Assumptions**

- GeoTIFF product release by the processing contractor(s) will occur no later than seven months after completion of flights.
- The Public Safety Answering Points and the local government GIS representatives perform early quality review of the product as part of the Level 4 quality review through the VOICE application.

#### **Task 4: Implementation (December 2018 – April 2019)**

The purpose of this task is to deliver the final orthoimagery product to each PSAP including prior phase data as well as imagery seven miles into Virginia and Tennessee, implement release of data on NC OneMap, and evaluate each county's quality review (60-day evaluation period).

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

**Deliverables:**

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

**Assumptions**

- Commonwealth of Virginia and State of Tennessee will supply data

**Task 5: Project Closeout (May – June 2019)**

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

**Deliverables:**

- Final Report

## Summary of Deliverables

### Technical

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

### Reports and Requirements

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

# Status of Back-up PSAP Compliance

Richard Taylor

116 approved plans

50 plans implemented





*Robeson County Communications  
38 LEGEND DR,  
Lumberton, NC 28358*

*Jimmy Williamson, Director*

RECEIVED  
MAR 03 2017  
NC 911 Board

Date: March 1, 2017

North Carolina 911 Board  
Attn: Richard Taylor  
Executive Director  
PO Box 17209  
Raleigh, NC 27619-7209

Dear Mr. Taylor;

I am writing to you on behalf of our county manager, Mr. Ricky Harris.

As you are aware, Robeson County was hit pretty hard with the effects of Hurricane Matthew and the task of trying to put our county back together, due to all the damage that occurred as a result of the storm. Even though FEMA is assisting us in our recovery, we have suffered a setback as far as moving forward with our 911 backup center.

We are aware that 911 monies will cover certain expenses and will not cover others.

We have determined that our expense will be in the \$500,000.00 range.

We are asking that you help us with some of this expense due to the unforeseen circumstances that have occurred. Thank you Mr. Taylor for your consideration in this matter.

Sincerely yours,

  
JIMMY F. WILLIAMSON

*City of*  *Lumberton*

*Office Of  
The City Manager*

March 6, 2017

Mr. Richard Taylor, Executive Director  
NC 911 Board  
Post Office Box 17209  
Raleigh, North Carolina 27619-6592

SUBJ: LUMBERTON COMMUNICATIONS 911 BACKUP PLAN

Dear Richard:

I am writing you concerning the implementation of our 911 Center backup plan. I am aware that the date for completion and activation is July 1, 2017, but we have had an event that greatly impacts the date of completion and activation.

Our backup plan was submitted in May of 2016 and approved in September 2016. We then began the process of bringing our backup center location up to standards and the ordering of equipment. The site we chose for our backup center is on the second floor of our Electric Utilities Department warehouse building. Everything was progressing favorably until the night of October 8, 2016. On that night and the days to follow Hurricane Matthew dumped over 16-18 inches of rain in the Lumberton City Limits, and because the river was already at flood stage, the rain caused catastrophic flooding of many homes and city properties. One of those affected was our Electric Utilities Department, which was flooded and had to be evacuated. Had this not occurred, we would have been up and running in the facility by April or May of 2017.

We then found that our backup center location may not be available and we began to look for alternate locations. We sought out Southeastern Regional Medical Center, but their spaces are very limited; and in fact are in the process of undergoing a major construction project. In mid-December, Director of Robeson County Communications Jimmy Williamson reached out to us and offered us a co-location option in a building that they will be using for their backup center. We began seeking a meeting with Robeson County Administration to work out an agreement between the City and Robeson County. Because the County has been involved in the disaster recovery effort also, it has been difficult for the respected parties to meet to discuss co-locations and alternate sites. While the plan we submitted as our primary choice for our backup

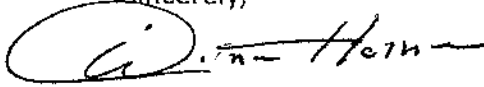
site was our Electric Utilities Department, we have been attempting to secure information on an alternate site since the Electric Utilities Department was damaged during Hurricane Matthew. This has proved to be somewhat of a challenge, but we are hopeful some options that we are exploring will come to fruition.

All during this process we have kept David Dodd and Tina Bone up to date on developments regarding our plan and we met with Tina Bone on February 1 to update her on the plan.

We are still in the process of working with FEMA'S Public Assistance Program to be able to bring our Electric Utilities Department site back into full operation. We also remain committed to the site as the Mitigation Plan we are working on would prevent anything of this nature from occurring again. We feel that the site will be a viable and safe location for our back up center. We are unsure at this date of the timetable, but we feel like it will be this year. I am asking you to consider, based on the events of October 8 and beyond that the 911 Board could extend the time for completing our 911 backup center. We will continue to provide updates as we have thus far.

Please discuss this with the Board and let me know what is decided.

Sincerely,

A handwritten signature in black ink, appearing to read "Wayne Horne". The signature is written in a cursive style with a large, looped initial "W".

Wayne Horne  
City Manager

# Funding Committee Report

David Bone

- a) Recommendation To Increase  
911 Fee to 70¢ For FY 17-18  
*(vote required)*

Estimated Surcharge Projections FY2017

<b>Fee Collected by Providers (CMRS, Wireline, VoIP)</b>	<b>Total Revenues Collected</b>
FY2015 RATE \$0.60	\$ 69,219,351
FY2016 RATE \$0.60	\$ 71,843,875
<b>FY2017 RATE \$0.60 estimated</b>	<b>\$ 71,077,971</b>

<b>Fees Collected by PREPAID Wireless:</b>	
FY2015	8,737,688
FY2016	9,753,239
<b>FY2017 estimated</b>	<b>11,057,843</b>

**ESTIMATED REVENUE-Voice Providers**

<b>FY2017 \$0.60</b>	\$ 71,077,971	<b>FY2018 \$0.60</b>	\$ 71,077,971	<b>FY2018 \$0.65</b>	\$ 77,001,135	<b>FY2018 \$0.70</b>	\$ 82,924,299.12
Prepaid Wireless \$0.60	11,057,843	Prepaid Wireless \$0.60	11,057,843	Prepaid Wireless \$0.65	12,020,997	Prepaid Wireless \$0.70	12,984,151
	<u>\$ 82,135,814</u>		<u>\$ 82,135,814</u>		<u>\$ 89,022,132</u>		<u>\$ 95,908,450</u>
<b>Less:</b>							
NG911 Fund 10%	8,213,581		8,213,581		8,902,213		9,590,845
Total:	<u>\$ 73,922,233</u>		<u>\$ 73,922,233</u>		<u>\$ 80,119,919</u>		<u>\$ 86,317,605</u>
<b>Less:</b>							
Administrative Fund 1%	739,222		739,222		801,199		863,176
Total:	<u>\$ 73,183,010</u>		<u>\$ 73,183,010</u>		<u>\$ 79,318,720</u>		<u>85,454,429</u>
<b>Less Operational/Capital Cost</b>							
Administrative Cost	\$ 883,031		\$ 1,009,031		\$ 1,009,031		\$ 1,009,031
PSAP Distribution	55,076,577		54,896,796		54,896,796		54,896,796
CMRS Cost Recovery	7,000,000		7,000,000		7,000,000		7,000,000
Total:	<u>\$ 62,959,608</u>		<u>\$ 62,905,827</u>		<u>\$ 62,905,827</u>		<u>\$ 62,905,827</u>
<b>Year-End remaining for Grant transfer:</b>	<u>\$ 10,223,403</u>		<u>\$ 10,277,183</u>		<u>\$ 16,412,892</u>		<u>\$ 22,548,601</u>
<b>Statewide Grants - Ongoing FY2018</b>							
IMAGE Project	3,521,307.00		3,521,307.00		3,521,307.00		3,521,307.00
ECATS	1,047,680.00		1,047,680.00		1,047,680.00		1,047,680.00
Interpretive Services	1,155,000.00		1,155,000.00		1,155,000.00		1,155,000.00
Total:	<u>\$ 4,499,416</u>		<u>\$ 4,553,196</u>		<u>\$ 10,688,905</u>		<u>\$ 16,824,614</u>

No Interest included

# Funding Committee Report

David Bone

- b) Recommendation To Adopt  
“Overflow Position”  
Funding Policy  
*(vote required)*

## Overflow Position Funding

### Overflow position definition:

An operational telecommunicator position located within the primary PSAP that: i) is not staffed with full time equivalent telecommunicators on a 24 hour basis, ii) that is staffed on demand when events or call volumes require staffing in addition to the normal full time equivalent telecommunicator positions, and iii) an overflow position is fully functional within the PSAP operations.

Funding overflow positions are permitted in a manner consistent with applicable laws, the Board's Rules, and the eligible expense list as follows:

- 1) A Primary PSAP may seek and receive funding for at least one overflow position.
- 2) Overflow positions may be funded based upon full time equivalent (FTE) telecommunicator positions in the Primary PSAP pursuant to the following formula and illustration:
  - a.  $(\text{Telecommunicator position}) \times (4.3 \text{ FTE/position}) \times (1/4) = (\text{overflow positions, rounded})$
  - b. Illustration: For a Primary PSAP with 10 Telecommunicators,  $(10) \times (4.3) \times (1/4) = 10.75$ , rounding up yields one overflow position.
- 3) Overflow positions may be funded for Primary PSAP operations when the Primary PSAP has sufficient physical facilities for those positions.
- 4) For Primary PSAPs operating "A" and "B" call delivery, an overflow position may be physically located at either the "A" or "B" location.

Positions	FTE ratio	Overflow ratio	A*B*C	Overflow positions
1	4.3	25.00%	1.1	1
2	4.3	25.00%	2.2	1
3	4.3	25.00%	3.2	1
4	4.3	25.00%	4.3	1
5	4.3	25.00%	5.4	1
6	4.3	25.00%	6.5	1
7	4.3	25.00%	7.5	1
8	4.3	25.00%	8.6	1
9	4.3	25.00%	9.7	1
10	4.3	25.00%	10.8	1
11	4.3	25.00%	11.8	1
12	4.3	25.00%	12.9	1
13	4.3	25.00%	14.0	1
14	4.3	25.00%	15.1	1
15	4.3	25.00%	16.1	1
16	4.3	25.00%	17.2	1
17	4.3	25.00%	18.3	1
18	4.3	25.00%	19.4	1
19	4.3	25.00%	20.4	1
20	4.3	25.00%	21.5	2
21	4.3	25.00%	22.6	2
22	4.3	25.00%	23.7	2
23	4.3	25.00%	24.7	2
24	4.3	25.00%	25.8	2
25	4.3	25.00%	26.9	2
26	4.3	25.00%	28.0	2



27	4.3	25.00%	29.0	2
28	4.3	25.00%	30.1	2
29	4.3	25.00%	31.2	2
30	4.3	25.00%	32.3	2
31	4.3	25.00%	33.3	2
32	4.3	25.00%	34.4	2
33	4.3	25.00%	35.5	2
34	4.3	25.00%	36.6	3
35	4.3	25.00%	37.6	3
36	4.3	25.00%	38.7	3
37	4.3	25.00%	39.8	3
38	4.3	25.00%	40.9	3
39	4.3	25.00%	41.9	3
40	4.3	25.00%	43.0	3
41	4.3	25.00%	44.1	3
42	4.3	25.00%	45.2	3
43	4.3	25.00%	46.2	3
44	4.3	25.00%	47.3	3
45	4.3	25.00%	48.4	3
46	4.3	25.00%	49.5	3
47	4.3	25.00%	50.5	4
48	4.3	25.00%	51.6	4
49	4.3	25.00%	52.7	4
50	4.3	25.00%	53.8	4

# Funding Committee Report

David Bone

- c) Northampton County Funding  
Reconsideration Request  
*(vote required)*

## North Carolina 911 Board

PSAP Name: Tammie Piland  
 Contact Name:  
 Contact Address: PO Box 25  
 City: Jackson  
 Zip: 27845  
 Contact Email: tammie.piland@nhcnc.net  
 Northampton

**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 are due by Aug 15, 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: \$114,075.82**

Expenditure	FY2016 ACTUAL Expenditures from Reconciled Report	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>
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**Phone Systems - Furniture**

Selective Rtng/ALI Prov 9-1-1 trk line charges	39,846.60			
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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>				
Automatic Call Distribution System				
911 telephone equipment (CPE, etc.)	126,456.36	83,065.82		
TDD/TTY				
Furniture: Cabinets, tables, desks which hold 911 equipment		722.85		
<b>TOTAL</b>	<b>\$166,302.96</b>	<b>\$83,788.67</b>	<b>\$0.00</b>	<b>\$0.00</b>

<b>SOFTWARE</b>	<b>FY2016 ACTUAL Expenditures from Reconciled Report</b>	<b>FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b></b>	<b>FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b></b>	<b>FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b></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)				

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				
<b>Software MAINTENANCE</b>	36,477.56			
<b>TOTAL</b>	<b>\$36,477.56</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

<b>HARDWARE</b>	<b>FY2016 ACTUAL Expenditures from Reconciled Report</b>	<b>FY2017 (2016-2017) Requested Increase Amount <b>ONE-TIME Capital Purchase Cost</b></b>	<b>FY2017 (2016-2017) Requested Increase Amount <b>Recurring MONTHLY Cost</b></b>	<b>FY2017 (2016-2017) Requested Increase Amount <b>Recurring ANNUAL Cost</b></b>
CAD server		32,546.76		
GIS server				
911 Phone server				
Voice logging server		46,592.00		
Monitors				
Computer Workstations		6,220.00		
Time Synchronization				
UPS		16,970.00		
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.)	298.98			
Radio Console Dispatch Workstations	226,948.31			
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems		2,288.00		
Mobile Message Switch				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Consolette **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.				
<b>Hardware MAINTENANCE</b>	57,442.33			
<b>TOTAL</b>	<b>\$284,689.62</b>	<b>\$104,616.76</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Training Expenditures Total** \$1,000.00

**TOTAL EXPENSE FY2016** \$488,470.14

**IMPLEMENTAL FUNCTIONS**

Database Provisioning for 911	
Addressing for 911	
<b>TOTAL</b>	<b>\$0.00</b>

**Total FY2016 Expenditures** \$488,470.14

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

<b>APPROVED FY2017 FUNDING</b>	\$170,312.99
<b>FY2017 Anticipated Capital Expenditures</b>	\$188,405.43
<b>FY2017 Anticipated Monthly Recurring</b>	\$0.00
<b>FY2017 Anticipated Annual Recurring</b>	\$0.00
<b>Requested FY2017 Funding</b>	<b>\$358,718.42</b>

Maximum 20% Carry Forward	\$42,450.23
adjusted to 10%	\$21,225.12

<b>Fund Balance for use towards expenses:</b>	<b>\$92,850.71</b>
Soundside Quote#15313 CAD workstations/Servers Primary	\$14,018.41
Wireless Communications Quote #28544 Phone Headsets/ KVM Switch	\$7,046.66
Soundside Quote# 15316 CAD Dell Workstation Warrenties	\$1,409.10
Soundside Quote #15312 CAD Backup Software	\$671.46
Soundside Invoice Technical Support Contract PHA	\$4,410.00
CPE equipment	\$65,295.08
<b>Total remaining fund balance:</b>	<b>\$0.00</b>

	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>	<b>2013/2014</b>	<b>2015/2016</b>	5 Year Total	Yearly Average Amount
5-Year Rolling Average	\$251,128	\$215,155	\$162,629	\$151,665	\$488,470	\$1,269,047	\$253,809.40
					Capital Expense		

Recommend approving increase of \$188,405.43 for FY2017. Final total funding distribution for FY2017 is \$358,718.42.

**Northampton County Communications Center**  
**Time Line for Backup PSAP**

February 28, 2017 Funding solution finalized

April 15, 2017 Contracts signed for ordering of all equipment

June 28, 2017 All equipment installed

June 30, 2017 Northampton County Communications Backup Center operational



**January 5, 2017**  
**Northampton County**  
**Geo-Diversification for Backup PSAP**

**VESTA® 9-1-1 - Side A**

Qty.	Part No.	Description	Price
1	04000-01751	<b>VESTA® 9-1-1</b> TS-4 PORT TERMINAL SVR	\$864.00
4	65000-00182	CBL RJ45-10P/DB25M 4FT	\$112.00
1	BA-MGD-VSSL	<b>Geo Diverse Add On License</b> GEO-DIV LIC SYS	\$2,500.00
		<b>VESTA® SMS</b> <i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>	
1	6400C-20027	HARD DRIVE PORTABLE 1TB	\$0.00
1	809800-51104	VM CFG ASN ON USB	\$0.00
1	03800-03040	FIREWALL MODEM 60D	\$580.00
1	03800-03041	WARR FIREWALL 60D 1YR	\$198.67
1	809800-00200	CFG NTWK DEVICE	\$177.33
2	04000-29616	SWITCH 2960-PLUS/CBL 24-PORT	\$2,560.00
2	04000-29611	WARR 2960 24P NBD 1YR	\$282.67
			<b>\$7,274.67</b>

**VESTA® 9-1-1 - Side B**

Qty.	Part No.	Description	Price
1	04000-RS232	<b>VESTA® 9-1-1</b> BLKBX TL601A-R2 DATASHARE	\$492.00
1	04000-01751	TS-4 PORT TERMINAL SVR	\$864.00
4	65000-00182	CBL RJ45-10P/DB25M 4FT	\$112.00
		<b>VESTA® SMS</b> <i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>	
1	6400C-20027	HARD DRIVE PORTABLE 1TB	\$0.00
1	809800-51104	VM CFG ASN ON USB	\$0.00
1	03800-03040	FIREWALL MODEM 60D	\$580.00
1	03800-03041	WARR FIREWALL 60D 1YR	\$198.67
1	809800-00200	CFG NTWK DEVICE	\$177.33
1	04000-00411	<b>Server Equipement</b> SVR WIN2008/2012 CAL 5PK	\$256.00
1	BA-MGD-VSSL	<b>Geo Diverse Add On License</b> GEO-DIV LIC SYS	\$2,500.00
		<b>Network Equipment</b>	
1	03800-03030	FIREWALL- MODEM 60CM	\$770.67
1	03800-03031	WARR FIREWALL F/W-M 1Y	\$269.33
1	809800-00201	VPN CFG SVCS	\$266.67
2	04000-29616	SWITCH 2960-PLUS/CBL 24-PORT	\$2,560.00
2	04000-29611	WARR 2960 24P NBD 1YR	\$282.67
		<b>Peripherals &amp; Gateways</b>	
2	2213936-1-SR1	FXO GATEWAY 4-PORT	\$2,128.00
2	2213938-1-SR1	FXS GATEWAY 4-PORT	\$1,922.67
4	04000-00176	SW SPT ANALOG GATEWAY 1YR	\$320.00
		<b>Rack &amp; Peripheral Equipment</b>	
1	06500-55053	7FT EQUIPMENT RACK 19IN	\$366.67
1	61000-409607	DKTP ELITE MINI	\$846.67
1	04000-05135	ADPTR DP (M) TO VGA (F)	\$33.33
1	Wireless	19IN Monitor	\$196.39

1	64021-10025	KYBD/MOUSE BNDL	\$58.67
1	863014-00103	PERIPHERAL VIRTUAL KIT	\$4,393.33
1	04000-00808	KVM 8-PORT SWITCH USB	\$474.67
1	Wireless	1st Year Warranty Service	\$3,666.63
			<b>\$23,736.35</b>

#### VESTA® CommandPOST

Qty.	Part No.	Description	Price
<b>VESTA® 9-1-1 Basic Operations</b>			
4	PS-0SQ-VSSL	VS BSC PER SEAT LIC	\$14,666.67
4	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$5,280.00
<b>CommandPOST Hardware</b>			
4	61050-G819601	LAPTOP ZBOOK15 G3 64-BIT WIN 7	\$6,745.28
4	80000-Pelican	COMMANDPOST HARDWARE	\$3,788.05
4	04000-00491	DOCK STATION 150W	\$1,957.33
4	64021-10025	KYBD/MOUSE BNDL	\$234.67
4	64007-50021	KEYPAD 24 KEY USB CBL 12FT	\$581.33
4	853004-00301	CPOST SAM HDWR KIT	\$12,170.67
4	853004-00401	SAM EXT SPKR KIT	\$896.00
4	809800-35109	V911 IWS CFG	\$1,066.67
4	809800-35108	V911 IWS STG FEE	\$1,600.00
<b>VESTA® 9-1-1 IRR Module</b>			
4	873099-00502	V911 IRR LIC/DOC/MED	\$5,306.67
4	809800-35110	V911 IRR SW SPT 1YR	\$954.67
<b>VESTA® 9-1-1 CDR Module</b>			
4	873099-01102	V911 CDR PER SEAT LIC	\$480.00
			<b>\$55,728.00</b>

#### VESTA® Network Management Center

Qty.	Part No.	Description	Price
<b>Monitoring &amp; Response License &amp; Support Fees - Side A</b>			
2	871499-01210	M&R 3.0 IP DEVICES LIC <i>Note: Includes (2) Management/Node VMs,</i>	\$189.33
2	809800-16166	(2) Firewalls for SMS. M&R 3.0 IP DEV SRVC 1YR	\$960.00
<b>Monitoring &amp; Response License &amp; Support Fees - Side B</b>			
1	871499-01211	M&R 3.0 WKST LIC <i>Note: Includes (1) Management Console</i>	\$94.67
1	809800-16161	M&R 3.0 WKST SRVC 1YR	\$480.00
9	871499-01210	M&R 3.0 IP DEVICES LIC <i>Note: Includes (1) Management/Node VM, (1) Firewall for SMS, (4) Gateways, (1) Firewall,</i>	\$852.00
9	809800-16166	(2) Cisco Switches M&R 3.0 IP DEV SRVC 1YR	\$4,320.00
			<b>\$6,896.00</b>

#### Services

Qty.	Part No.	Description	Price
1	Wireless	Shipping	\$440.19
1	Wireless	Turnkey Installation	\$28,185.87
<b>Field Engineering Services</b>			
32	809800-17005	FIELD ENG REMOTE SVCS <i>Note: FE covers switch configuration only.</i>	\$4,266.67
<b>Services to Support VESTA® SMS</b>			
1	853031-SMSIMP-R	SMS IMP SERVICES - REMOTE	\$13,196.00
1	Wireless	CommandPost Training	\$724.00
1	Spectracom	Basic Netclock	
1	Wireless	Installation	

	Netclock Total:	\$7,913.16
		\$54,725.89

**Quote Total** **\$148,360.90**



**The SoundSide Group, Inc.**

Phone: (252)793-9226  
Fax: (252)793-9253  
125 West Water Street  
Plymouth, NC 27962

**Quote # 14152**

**Date: 03/24/2016**

Prepared for: Tammie Piland (252) 574-0205  
Northampton County 911  
132 Landfill Road  
P O Box 25  
Jackson, NC 27845 U.S.A.

Prepared by: Laura D. Reid  
Email: quotes@soundsidegroup.com

**Ldr - Northampton Co 911 - Northampton County 91:  
Offsite PSAP**

LN	Qty	Description	UOM	Price	Total
<b>WORKSTATIONS</b>					
1	4	Dell Precision 3420, Xeon E3-1225 4C 3.3 GHz, Win 7 Pro/Win 8.1 Pro, 8GB RAM, 500GB HDD, 8X DVD RW, 3 YR Pro Support w/ NBD Onsite	EA	\$997.32	\$3,989.28
2	4	Crucial BX200 240GB SATA 2.5" 7mm (with 9.5mm adapter) Internal SSD	EA	\$87.00	\$348.00
3	4	Corsair SSD Mounting Bracket Kit 2.5" to 3.5" drive bay	EA	\$10.00	\$40.00
4	12	Dell E2416H - LED monitor - 24" - 1920 x 1080 Full HD - TN - 250 cd/m2 - 1000:1 - 5 ms - VGA, DisplayPort	EA	\$186.00	\$2,232.00
					6009.28
<b>NETWORK HARDWARE</b>					
5	1	Cisco Catalyst 2960XR-48FPS-1 - Switch - L3 - managed - 48 x 10/100/1000 (PoE+) + 4 x Gigabit SFP - desktop, rack-mountable - PoE+	EA	\$7,531.00	\$7,531.00
6	611	12 Mos SNT-SMARTnet 8x5xNBD HW warranty & SW support with replacement of defective part by 8x5xNBD-parts only free	EA	\$1.25	\$763.75
<b>BACKUP STORAGE</b>					
7	1	Synology DiskStation 5-Bay (Diskless) Network Attached Storage (NAS) 3yr limited warranty	EA	\$988.00	\$988.00
8	5	Seagate internal 3TB 7200RPM 128MB Cache SATA/6Gb/s NO ENCRYPTION 5 yr warranty	EA	\$260.00	\$1,300.00
					2288.00
<b>CAD SERVER</b>					
9	1	HP ProLiant DL380 Gen9 Rack Svr. 2U 2-way 2xXeon E5-2640V3 2.6 GHz (8C) RAM 16 GB SAS hot-swap 2.5 4P Gig NIC No DVD Red Pwr/fans 3 yr std	EA	\$4,621.00	\$4,621.00
10	2	HP - DDR4 - 8 GB - DIMM 288-pin - 2133 MHz / PC4-17000 - CL15 - 1.2 V - registered - ECC	EA	\$304.00	\$608.00
11	4	HPE Enterprise - Hard drive - 600 GB - hot-swap - 2.5" SFF - SAS 6Gb/s - 10000 rpm - with HP SmartDrive carrier	EA	\$678.00	\$2,712.00
12	1	HP Enterprise Mainstream Flash Media Kit - Flash memory card - 8 GB - Class 10 - microSD - for ProLiant BL660c Gen8, DL320e Gen8 DL560 Gen8 ML350 gen9	EA	\$93.00	\$93.00
					8034
<b>UPS</b>					
13	4	APC Smart-UPS 2200VA LCD 120V	EA	\$976.00	\$3,904.00
14	2	SMART UPS X 2200VA RACK TWR LCD 100-127V	EA	\$2,425.00	\$4,850.00
15	1	APC - Rack mounting kit	EA	\$166.00	\$166.00
					8920
<b>SOFTWARE</b>					

Quote # 14152

Date: 03/24/2016

LN	Qty	Description	UOM	Price	Total
16	1	Neverfail - Engine Tertiary Add-On	EA	\$2,197.80	\$2,197.80
17	1	Neverfail - Phone Installation - 1 Server Pair & 1 Server Pair Tertiary Implementation Services Includes: **Testing, Knowledge Transfer, & Documentation	EA	\$1,485.00	\$1,485.00
18	1	Microsoft Windows Server Standard 2012 R2 English Local Government OPEN 1 License No Level 2 PROC	EA	\$668.21	\$668.21
<b>Technical Labor</b>					
19	1.00	Estimated Technical Labor	HR	\$6,000.00	\$6,000.00
<b>CABLING</b>					
20	2	24-PORT PATCH PANEL CAT6 IP5 110-MOD BLACK, 1U	EA	\$206.00	\$412.00
21	2	PANDUIT CABLE MGMT DUCT HORIZONTAL 3.5X19.0X3.7 FRONT DUCT BLACK ROHS	EA	\$60.00	\$120.00
22	4	PANDUIT CABLE MGMT PANEL VERTICAL 4"W X 5"D FRONT & REAR 45RU BLACK NETRUNNER ROHS	EA	\$267.00	\$1,068.00
23	12	CS-UNIPRIS CBL ASSY MOD 24-4PR STRANDED CAT6 IP5 T568B 7FT BLUE	EA	\$14.00	\$168.00
24	24	CS-UNIPRIS CBL ASSY MOD 24-4PR STRANDED CAT6 IP5 T568B 3FT BLUE	EA	\$12.00	\$288.00
25	4	Raceway Junction Box SGL Gang 5.02" LX3.27"WX.75"H Low Volt Adhes Elec Ivory	EA	\$8.00	\$32.00
26	4	4-PORT FLUSH MOUNT UNLOADED SGL GANG M-SERIES IVORY	EA	\$6.00	\$24.00
27	16	CAT6 MOD JACK, 1PORT, UTP/IVORY	EA	\$10.00	\$160.00
28	2	23-4P, UTP-CMR SOL BC CAT6 FR-PVC JACKET. REEL-IN-BOX-BLUE	FT	\$350.00	\$700.00
29	1	GROUNDING BUSBAR 12" TGBN PATTERN 2"W X 1/4"H X 12"L WITH HARDWARE	EA	\$105.00	\$105.00
30	1	Misc. Materials (Cable Ties, Velcro, Mounting Hardware, Conduit, Etc.)	EA	\$300.00	\$300.00
31	1.00	Estimated Cabling Labor	HR	\$2,500.00	\$2,500.00

**Sub-Total: \$50,374.04**

Freight: \$300.00

Sales Tax: \$3,420.50

Prices are firm until 4/13/2016

Terms: Net 30 Days

**Total: \$54,094.54**

**Comments:**

**Cabling Scope of Work:**

Install, terminate and test Cat6 structured cabling using industry-standard practices. Sixteen (16) network drops will be installed for the dispatch area for four (4) CAD stations, two printers and four phone consoles. Eight (8) network drops will be installed between dispatch center and existing server room allowing the addition of CAD servers. Patch panels and cable management will be installed and terminated in both locations in pre-existing network racks. Wall conduit is required in all locations due to concrete structure.



Nice Authorized Dealer

## QUOTATION

<b>Proposed Work:</b>	16 analog channels, NICE NRX Recording System with Inform Professional User Software, Web-based user access, Verify Dispatch Replay, Redaction, ANI/ALI, Audit, Reports, Quality Assurance Evaluator, Audio Analytics, Optional 10 VoIP Licenses and Text Recording Integration
<b>Quotation Date:</b>	January 17, 2017
<b>Prepared By:</b>	Todd Williams

**Prepared For:** Northampton County Communications

**Attn:** Tammie Piland

**Address:** 132 Landfill Rd  
Jackson, NC 27845

**Phone:** 252-574-0205

**Email:** [tammie.piland@nhcnc.net](mailto:tammie.piland@nhcnc.net)

**Install Location Contact:**

same

**Phone:**

**Email:**

Part Number	h/w,s/w lic	Quantity	Description	Price	Total
<b>System Specifications</b>					
RSS-RAID-PS	h/w,s/w	1	NRX Record System Server/Audio Analytics Server, 2012 Server, RAID Array, 2x4TB Hard Drives, 16GB RAM, Power Supply Configuration, DVD Drive	\$5,895.00	\$5,895.00
RSS-RAID-PS	h/w,s/w	1	NRX Screen Capture System Server, 2012 Server, RAID Array, 2x4TB Hard Drives, 16GB RAM, Power Supply Configuration, DVD Drive	\$4,800.00	\$4,800.00
PS-NR-ANALOG-FULL	h/w	1	Analog Board Package for up to 24 channels	\$2,000.00	\$2,000.00
PS-INFRM-PROF-1CH-UI	lic	16	Audio Recording License, including Inform Essential application support	\$440.00	\$7,040.00
PS-INFRM-PROF-SITE2	lic	1	Inform Professional Software Package, Including one NICE Recording Core Server, MySQL license and NICE Inform Server License	\$1,000.00	\$1,000.00
NFRM-PROF-RCON-1CC	lic	1	NICE Inform Professional Reconstruction concurrent user license	\$1,750.00	\$1,750.00
S-INFRM-PROF-VER-1CC	lic	6	NICE Inform Concurrent Verify User License	\$300.00	\$1,800.00
PS-NR-CTC	h/w	1	Contact Closure Board	\$1,075.00	\$1,075.00
PS-INFRM-REDACT	sw	1	Redaction Capability (Included)		
PS-INFRM-PROF-SWSCR	sw	6	1 Workstation Concurrent Software Screen Recording license	\$500.00	\$3,000.00
PS-INFRM-PROF-REP-1CC	sw	1	NICE Inform Reporter one concurrent user license	\$500.00	\$500.00
PS-INFRM-PROF-EVAL-1CC	sw	1	NICE Inform Evaluator application one concurrent user license	\$1,000.00	\$700.00
PS-INFRM-PROF-PS-OPERATOR	lic	16	NICE Inform Evaluator named evaluatee/Public Safety Operator+B150	\$100.00	\$1,120.00
PS-INFRM-PROF-ANALYTICS-SRV	lic	1	Inform Audio Analytics Speech Indexing per Processor License	\$10,000.00	\$6,000.00
PS-INFRM-PROF-ANALYTICS-1CH	lic	4	Inform Audio Analytics Speech Indexing Channel License	\$1,000.00	\$2,400.00
<b>Sub Total:</b>					<b>\$39,080.00</b>

<b>Professional Services</b>					
Install	svc	1	Installation during normal business hours	\$3,167.00	\$2,402.00
NPSS	svc	1	Nice Extended Maintenance (Required)	\$2,935.00	\$2,935.00
APP	svc	1	Extended one year warranty (8x5)	1,995.00	\$1,995.00
<b>Services Sub Total:</b>					<b>\$7,332.00</b>
PS				<b>Shipping:</b>	
INFRM-ESNT-1CH-VOIP	lic	10	Optional VoIP Channels @\$425 (\$4,250)		\$180.00
PS-INFRM-TEXT-1CH	lic	6	Optional Single Text Recording Endpoint @\$50 (\$300)		
PS-INFRM-TEXT-1DS	lic	1	Text Recording Integration to Inform (\$1,500)		
<b>QUOTATION TOTAL:</b>					<b>\$46,592.00</b>

//www.worthingtondirect.com/school-furniture/mftt6624-fusion-training-table-66-w.htm



**Stock #11096 - Regency Office Furniture MFTT6624 Fusion Training Table (66" X 24")**



\$240.95  
Save 54% on  
MSRP of \$526.00

The Fusion Collection features a 1" thick thermal fused melamine laminate top with black T-mold edge. The Fusion table legs offer concealed wire management that allows for wires to be hidden but accessible. Choose from a variety of top colors.

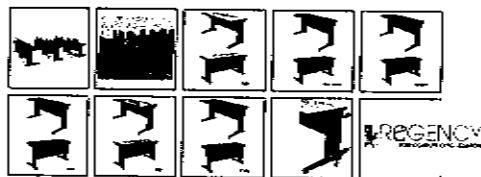
- 1" thick top
- Wire management
- Several color options

**Order Now**

**Choose Quantity**

**Choose Your Options**  
Colors displayed may vary slightly from the actual product color.

**Choose color**



**Shipping Details**

Normal Ship Time: Approx. 1 WEEK  
Please add 2-5 business days for transit time

**Add To Cart**

**Features**

Warranty:	10 YEAR LIMITED
Weight:	85 pounds
Overall Dimensions:	29" H x 66" W x 24" D

www.worthingtondirect.com  
Phone: 800-599-6636 | 214-324-6809  
Fax: 800-943-6687 | 214-324-1771

PO Box 140038  
6301 Gaston Ave, Suite 670  
Dallas, TX 75214

## Tammie Piland

---

**From:** Robinson, Rob [Rob.Robinson@centurylink.com]  
**Sent:** Thursday, June 09, 2016 10:16  
**To:** Tammie Piland  
**Subject:** RE: duplicate 911 trunk

Yes...

ALI circuits, 911 Trunks and night switches all cost the same.

So if you decide to put night switches at the main and back up site, which you would need to alt-route yourself, add  $\$86.55 \times 2 = \$173.10$  per month and a onetime install of \$42 per switch or \$84.

In summary,

1 – 911 Trunk - \$86.55 per month plus install \$42

2 – Night Switches (Main and Back Up) -  $\$86.55$  per month  $\times 2 = \$173.10$  (You will need one at both sites) plus install \$84 for both.

2 – ALI Circuits -  $\$86.55$  per month  $\times 2 = \$173.10$  plus install \$84 for both. If you need them, you need a main and a back up circuit.

If you need all this you would be looking at a new monthly bill of \$432.75 per month and a onetime charge of \$210 to install all of these.

Let me know if have any questions.

Rob

---

**From:** Tammie Piland [<mailto:tammie.piland@nhcnc.net>]

**Sent:** Thursday, June 09, 2016 10:07 AM

**To:** Robinson, Rob

**Subject:** RE: duplicate 911 trunk

Good morning,

I am not sure reference to the ALI circuits but I will find out about that. In the past we have called but it has been quite some time since we have had to transfer our lines. Could you give me the correct number for doing that and what our numbers are that need to be transferred. Also, could you advise me how long it would take for the work to be done for the single trunk line and the ALI lines.

Thank you

Tammie Piland, Director  
Northampton County Communications  
P.O. Box 25 \* 132 Landfill Rd.  
Jackson, NC 27845  
Office (252) 574-0205 Fax (252)574-1043  
Email: [tammie.piland@nhcnc.net](mailto:tammie.piland@nhcnc.net)



---

**From:** Robinson, Rob [mailto:Rob.Robinson@centurylink.com]  
**Sent:** Thursday, June 09, 2016 08:30 AM  
**To:** Tammie Piland  
**Subject:** RE: duplicate 911 trunk

A single 911 Trunk is \$86.55 per month with a onetime install charge of \$42.

Do you have ALL circuits already located at your back up site? IF not, you will need 2 of those. Those are also \$86.55 each and \$42 t to install.

Last question is how will you re-route? Are you planning on calling our NROC and have them do this or do you want night switches so that you can transfer yourself?

---

**From:** Tammie Piland [mailto:tammie.piland@nhcnc.net]  
**Sent:** Wednesday, June 08, 2016 3:56 PM  
**To:** Robinson, Rob  
**Subject:** duplicate 911 trunk

Good afternoon,

I am trying to finalize my back up plan. I am only going to need one duplicated trunk at the backup center. I need a quote about how much that will be to include in my plan to send to the 911 Board.

Thank you

Tammie Piland, Director  
Northampton County Communications  
P.O. Box 25 \* 132 Landfill Rd.  
Jackson, NC 27845  
Office (252) 574-0205 Fax (252)574-1043  
Email: [tammie.piland@nhcnc.net](mailto:tammie.piland@nhcnc.net)

---

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This communication is the property of CenturyLink and may contain confidential or privileged information. Unauthorized use of this communication is strictly prohibited and may be unlawful. If you have received this communication in error, please immediately notify the sender by reply e-mail and destroy all copies of the communication and any attachments.



**The SoundSide Group, Inc.**

Phone: (252)793-9226  
Fax: (252)793-9253  
125 West Water Street  
Plymouth, NC 27962

**Quote # 14152**

Date: 01/20/2017

Prepared for: Tammie Piland (252) 574-0205  
Northampton County 911  
132 Landfill Road  
P O Box 25  
Jackson, NC 27845 U.S.A.

Prepared by: Laura D. Reid  
Email: quotes@soundsidegroup.com

**Ldr - Northampton Co 911 - Northampton County 91:  
Offsite PSAP**

LN	Qty	Description	UOM	Price	Total
<b>WORKSTATIONS</b>					
1	5	Dell Precision T3420, Xeon E3-1225 4C 3.3 GHz, Win 7 Pro/Win 10 Pro, 8GB RAM, 512GB SSD, 8X DVD RW, 3 YR Pro Support w/ NBD Onsite	EA	\$1,244.00	\$6,220.00
2	15	Dell 24" Monitor with 3yr warranty	EA	\$159.00	\$2,385.00
<b>NETWORK HARDWARE</b>					
3	1	Cisco Catalyst 2960XR-48FPS-I - Switch - L3 - managed - 48 x 10/100/1000 (PoE+) + 4 x Gigabit SFP - desktop, rack-mountable - PoE+	EA	\$7,531.00	\$7,531.00
4	611	12 Mos SNT-SMARTnet 8x5xNBD HW warranty & SW support with replacement of defective part by 8x5xNBD-parts only free	EA	\$1.25	\$763.75
<b>BACKUP STORAGE</b>					
5	1	Synology DiskStation 5-Bay (Diskless) Network Attached Storage (NAS) 3yr limited warranty	EA	\$988.00	\$988.00
6	5	Seagate internal 3TB 7200RPM 128MB Cache SATA/6Gb/s NO ENCRYPTION 5 yr warranty	EA	\$260.00	\$1,300.00
<b>CAD SERVER</b>					
7	1	HP ProLiant DL380 Gen9 Rack Svr 2U 2-way 2xXeon E5-2640V3 2.6 GHz (8C) RAM 16 GB SAS hot-swap 2.5 4P Gig NIC No DVD Red Pwr/fans 3 yr std	EA	\$4,075.00	\$4,075.00
8	2	HP - DDR4 - 8 GB - DIMM 288-pin - 2133 MHz / PC4-17000 - CL15 - 1.2 V - registered - ECC	EA	\$304.00	\$608.00
9	4	HPE Enterprise - Hard drive - 600 GB - hot-swap - 2.5" SFF - SAS 6Gb/s - 10000 rpm - with HP SmartDrive carrier	EA	\$678.00	\$2,712.00
10	1	HP Enterprise Mainstream Flash Media Kit - Flash memory card - 8 GB - Class 10 - microSD - for ProLiant BL660c Gen8, DL320e Gen8 DL560 Gen8 ML350 gen9	EA	\$93.00	\$93.00
<b>UPS</b>					
11	4	APC Smart-UPS 2200VA LCD 120V	EA	\$976.00	\$3,904.00
12	2	SMART UPS X 2200VA RACK TWR LCD 100-127V	EA	\$2,425.00	\$4,850.00
13	1	APC - Rack mounting kit	EA	\$166.00	\$166.00
14	1	APC Network Management Card 2 with Environmental Monitoring - Remote management adapter - Ethernet, Fast Ethernet - 10Base-T, 100Base-TX	EA	\$414.00	\$414.00
<b>SOFTWARE</b>					
15	1	Neverfail - Engine Tertiary Add-On	EA	\$2,197.80	\$2,197.80

LN	Qty	Description	UOM	Price	Total
16	1	Neverfail - Phone Installation - 1 Server Pair & 1 Server Pair Tertiary Implementation Services Includes:**Testing, Knowledge Transfer, & Documentation	EA	\$1,485.00	\$1,485.00
17	8	WINSVRSTD2016 ENG OLP 2LIC NL LCLGOV	EA	\$99.00	\$792.00
<b>Technical Labor</b>					
18		Estimated Technical Labor			\$6,000.00
<b>CABLING</b>					
19	2	24-PORT PATCH PANEL CAT6 IP5 110-MOD BLACK, 1U	EA	\$206.00	\$412.00
20	2	PANDUIT CABLE MGMT DUCT HORIZONTAL 3.5X19.0X3.7 FRONT DUCT BLACK ROHS	EA	\$60.00	\$120.00
21	4	PANDUIT CABLE MGMT PANEL VERTICAL 4"W X 5"D FRONT & REAR 45RU BLACK NETRUNNER ROHS	EA	\$267.00	\$1,068.00
22	12	CS-UNIPRIS CBL ASSY MOD 24-4PR STRANDED CAT6 IP5 T568B 7FT BLUE	EA	\$14.00	\$168.00
23	24	CS-UNIPRIS CBL ASSY MOD 24-4PR STRANDED CAT6 IP5 T568B 3FT BLUE	EA	\$12.00	\$288.00
24	4	Raceway Junction Box SGL Gang 5.02" LX3.27"WX.75"H Low Volt Adhes Elec Ivory	EA	\$8.00	\$32.00
25	4	4-PORT FLUSH MOUNT UNLOADED SGL GANG M-SERIES IVORY	EA	\$6.00	\$24.00
26	16	CAT6 MOD JACK,1PORT,UTP/IVORY	EA	\$10.00	\$160.00
27	2	23-4P UTP-CMR SOL BC CAT6 FR-PVC JACKET REEL-IN-BOX-BLUE	FT	\$350.00	\$700.00
28	1	GROUNDING BUSBAR 12" TGBN PATTERN 2"W X 1/4"H X 12"L WITH HARDWARE	EA	\$105.00	\$105.00
29		Misc. Materials (Cable Ties, Velcro, Mounting Hardware, Conduit, Etc.)			\$300.00
30		Estimated Cabling Labor			\$2,500.00

**Sub-Total: \$52,361.55**

Freight: \$350.00  
Sales Tax: \$3,558.03

**Total: \$56,269.58**

Prices are firm until 1/13/2017

Terms: Net 30 Days

**Comments:**

**Cabling Scope of Work:**

Install, terminate and test Cat6 structured cabling using industry-standard practices. Sixteen (16) network drops will be installed for the dispatch area for four (4) CAD stations, two printers and four phone consoles. Eight (8) network drops will be installed between dispatch center and existing server room allowing the addition of CAD servers. Patch panels and cable management will be installed and terminated in both locations in pre-existing network racks. Wall conduit is required in all locations due to concrete structure.

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_



**The SoundSide Group, Inc.**

Phone: (252)793-9226  
Fax: (252)793-9253  
125 West Water Street  
Plymouth, NC 27962

**Quote # 15214**

Date: 01/20/2017

Prepared for: Tammie Piland (252) 574-0205  
Northampton County 911  
132 Landfill Road  
P O Box 25  
Jackson, NC 27845 U.S.A.

Prepared by: Laura D. Reid  
Email: quotes@soundsidegroup.com

**Ldr - Northampton Co 911 - Northampton County 91:  
Server, UPS, CAD Stations**

LN	Qty	Description	UOM	Price	Total
<b>WORKSTATIONS</b>					
1	2	Dell Precision T3420, Xeon E3-1225 4C 3.3 GHz, Win 7 Pro/Win 10 Pro, 8GB RAM, 512GB SSD, 8X DVD RW, 3 YR Pro Support w/ NBD Onsite	EA	\$1,244.00	\$2,488.00
2	3	Dell 24" Monitor with 3yr warranty	EA	\$159.00	\$477.00
3	3	Dell 27 Monitor - 3 Years Premium Panel Limited Warranty-Advanced Exchange	EA	\$334.00	\$1,002.00
<b>CAD SERVER</b>					
4	1	HP ProLiant DL380 Gen9 Rack Svr 2U 2-way 2xXeon E5-2640V3 2.6 GHz (8C) RAM 16 GB SAS hot-swap 2.5 4P Gig NIC No DVD Red Pwr/fans 3 yr std	EA	\$4,075.00	\$4,075.00
5	2	HP - DDR4 - 8 GB - DIMM 288-pin - 2133 MHz / PC4-17000 - CL15 - 1.2 V - registered - ECC	EA	\$304.00	\$608.00
6	4	HPE Enterprise - Hard drive - 600 GB - hot-swap - 2.5" SFF - SAS 6Gb/s - 10000 rpm - with HP SmartDrive carrier	EA	\$678.00	\$2,712.00
7	1	HP Enterprise Mainstream Flash Media Kit - Flash memory card - 8 GB - Class 10 - microSD - for ProLiant BL660c Gen8, DL320e Gen8 DL560 Gen8 ML350 gen9	EA	\$93.00	\$93.00
8	8	WINSVRSTD2016 ENG OLP 2LIC NL LCLGOV	EA	\$99.00	\$792.00
<b>UPS</b>					
9	7	APC Smart-UPS 2200VA LCD 120V	EA	\$976.00	\$6,832.00
10	2	SMART UPS X 2200VA RACK TWR LCD 100-127V	EA	\$2,425.00	\$4,850.00
11	1	APC - Rack mounting kit	EA	\$166.00	\$166.00
12	2	APC Network Management Card 2 with Environmental Monitoring - Remote management adapter - Ethernet, Fast Ethernet - 10Base-T, 100Base-TX	EA	\$414.00	\$828.00
<b>PRINTER</b>					
13	1	Brother MFC-L6700DW All-in-One Monochrome Laser Printer	EA	\$635.00	\$635.00

**Sub-Total: \$25,558.00**

Freight: \$250.00  
Sales Tax: \$1,742.04

**Total: \$27,550.04**

Prices are firm until 2/9/2017

Terms: Net 30 Days



**The SoundSide Group, Inc.**

Phone: (252)793-9226  
Fax: (252)793-9253  
125 West Water Street  
Plymouth, NC 27962

**Quote # 15214**

Date: 01/20/2017

Prepared for: Tammie Piland (252) 574-0205  
Northampton County 911  
132 Landfill Road  
P O Box 25  
Jackson, NC 27845 U.S.A.

Prepared by: Laura D. Reid  
Email: quotes@soundsidegroup.com

**Ldr - Northampton Co 911 - Server, UPS, CAD Station**

LN	Qty	Description	UOM	Price	Total
<b>WORKSTATIONS</b>					
1	2	Dell Precision T3420, Xeon E3-1225 4C 3.3 GHz, Win 7 Pro/Win 10 Pro, 8GB RAM, 512GB SSD, 8X DVD RW, 3 YR Pro Support w/ NBD Onsite	EA	\$1,244.00	\$2,488.00
2	3	Dell 24" Monitor with 3yr warranty	EA	\$159.00	\$477.00
3	3	Dell 27 Monitor - 3 Years Premium Panel Limited Warranty-Advanced Exchange	EA	\$334.00	\$1,002.00
<b>CAD SERVER</b>					
4	1	HP ProLiant DL380 Gen9 Rack Svr 2U 2-way 2xXeon E5-2640V3 2.6 GHz (8C) RAM 16 GB SAS hot-swap 2.5 4P Gig NIC No DVD Red Pwr/fans 3 yr std	EA	\$4,075.00	\$4,075.00
5	2	HP - DDR4 - 8 GB - DIMM 288-pin - 2133 MHz / PC4-17000 - CL15 - 1.2 V - registered - ECC	EA	\$304.00	\$608.00
6	4	HPE Enterprise - Hard drive - 600 GB - hot-swap - 2.5" SFF - SAS 6Gb/s - 10000 rpm - with HP SmartDrive carrier	EA	\$678.00	\$2,712.00
7	1	HP Enterprise Mainstream Flash Media Kit - Flash memory card - 8 GB - Class 10 - microSD - for ProLiant BL660c Gen8, DL320e Gen8 DL560 Gen8 ML350 gen9	EA	\$93.00	\$93.00
8	8	WINSVRSTD2016 ENG OLP 2LIC NL LCLGOV	EA	\$99.00	\$792.00
<b>PRINTER</b>					
9	1	Brother MFC-L6700DW All-in-One Monochrome Laser Printer	EA	\$635.00	\$635.00

**Sub-Total: \$12,882.00**

Freight: \$250.00

Sales Tax: \$886.41

**Total: \$14,018.41**

Prices are firm until 2/9/2017

Terms: Net 30 Days

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_

**Disclaimer**

PLEASE DO NOT PAY FROM QUOTE - INVOICES WILL BE MAILED SEPARATELY. This sales quote is valid for 20 days, however be aware that equipment pricing is subject to change based on manufacturer change-outs or discontinuation of product lines. If labor estimates are not specified on the quote, this means that they are To Be Determined (TBD) and will be billed separately. If hardware is covered under warranty this does not include labor. Labor for a warrantied item will be billed at the appropriate rate.



**The SoundSide Group, Inc.**

Phone: (252)793-9226  
Fax: (252)793-9253  
125 West Water Street  
Plymouth, NC 27962

**Quote # 15313**

Date: 02/15/2017

Prepared for: Tammie Piland (252) 574-0205  
Northampton County 911  
132 Landfill Road  
P O Box 25  
Jackson, NC 27845 U.S.A.

Prepared by: JeNell T. Dilday  
Email: quotes@soundsidegroup.com

**Jtd - Northampton CO 911 - UPS replacement - Mitsubishi**

LN	Qty	Description	UOM	Price	Total
1	1	Mitsubishi 40kVA UPS .9pf 36KW Max output, upgradeable to 50kVA, 2yr warranty, single feed	EA	\$23,013.00	\$23,013.00
2	1	1100A Battery Cabinet, Enersys, 12 min runtime at full load	EA	\$11,650.00	\$11,650.00
3	1	1100A I/O Board with SNMP	EA	\$1,206.00	\$1,206.00
4	1	1100A Wall Mounted Maintenance Bypass Panels, SKRU Interlock	EA	\$6,215.00	\$6,215.00
5	1	SKPM Cable Kit	EA	\$122.00	\$122.00
6	1	SKRU TERMINAL BLOCK LABELS	EA	\$418.00	\$418.00
7	1	Gold Servive Plan for (1) 1100A/B 40 kva & (1) Battery String	EA	\$8,028.00	\$8,028.00
8	1	Gold Servive Plan for (1) 1100A/B 40 kva & (1) Battery String	EA	\$750.00	\$750.00

**Sub-Total: \$51,402.00**

Freight Estimate: \$7,000.00  
Sales Tax: \$3,942.14

**Total: \$62,344.14**

Prices are firm until 3/7/2017

Terms: Net 30 Days

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_

**Disclaimer**

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**The SoundSide Group, Inc.**

Phone: (252)793-9226

Fax: (252)793-9253

125 West Water Street

Plymouth, NC 27962

**Quote # 15316**

Date: 02/15/2017

Prepared for: Tammie Piland

Northampton County 911

132 Landfill Road

P O Box 25

Jackson, NC 27845 U.S.A.

Prepared by: Pamela Johnson

Email: quotes@soundsidegroup.com

**Plj - Northampton County 911 Dell Post Warranty**

LN	Qty	Description	UOM	Price	Total
1	6	ProSupport Next Business Day Onsite 12 months duration, Parts for Dell Precision T3600 WorkStations <b>SNs: CR1WBX1, CR1XBX1, CR2TBX1, CR2VBX1, CR2WBX1, CR2XBX1</b>	EA	\$220.00	\$1,320.00

<b>Sub-Total:</b>	<b>\$1,320.00</b>
Sales Tax:	\$89.10

Prices are firm until 3/7/2017

Terms: Net 30 Days

<b>Total:</b>	<b>\$1,409.10</b>
---------------	-------------------

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_

**Disclaimer**

PLEASE DO NOT PAY FROM QUOTE - INVOICES WILL BE MAILED SEPARATELY. This sales quote is valid for 20 days, however be aware that equipment pricing is subject to change based on manufacturer change-outs or discontinuation of product lines. If labor estimates are not specified on the quote, this means that they are To Be Determined (TBD) and will be billed separately. If hardware is covered under warranty this does not include labor. Labor for a warrantied item will be billed at the appropriate rate.



**The SoundSide Group, Inc.**

Phone: (252)793-9226  
Fax: (252)793-9253  
125 West Water Street  
Plymouth, NC 27962

**Quote # 15312**

Date: 02/15/2017

Prepared for: Tammie Piland  
Northampton County 911  
132 Landfill Road  
P O Box 25  
Jackson, NC 27845 U.S.A.

Prepared by: Jessica Riggins  
Email: quotes@soundsidegroup.com

**Jcr - NHC 911 - Veritas Renewals**

LN	Qty	Description	UOM	Price	Total
1	1	ESSENTIAL 12 MONTHS RENEWAL FOR SYSTEM RECOVERY SERVER ED WIN 1 SERVER ONPREMISE STANDARD PERPETUAL LICENSE GOV for DC & SVR-911-01	EA	\$140.00	\$140.00
2	1	ESSENTIAL 12 MONTHS RENEWAL FOR SYSTEM RECOVERY VIRTUAL ED WIN 1 HOST SERVER ONPREMISE STANDARD PERPETUAL LICENSE GOV for SVR-VM-01 Hyper V host	EA	\$369.00	\$369.00
3	6	Veritas System Recovery Desktop Edition - Essential Support (renewal) ( 1 year ) - 1 device - GOV	EA	\$20.00	\$120.00
				<b>Sub-Total:</b>	<b>\$629.00</b>
				Sales Tax:	\$42.46
				<b>Total:</b>	<b>\$671.46</b>

Prices are firm until 3/7/2017

Terms: Net 30 Days

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_

**Disclaimer**

PLEASE DO NOT PAY FROM QUOTE - INVOICES WILL BE MAILED SEPARATELY. This sales quote is valid for 20 days, however be aware that equipment pricing is subject to change based on manufacturer change-outs or discontinuation of product lines. If labor estimates are not specified on the quote, this means that they are To Be Determined (TBD) and will be billed separately. If hardware is covered under warranty this does not include labor. Labor for a warranted item will be billed at the appropriate rate.



# Wireless Communications

4800 Reagan Drive  
 Charlotte, NC 28206  
 Phone: 704-597-5220  
 Fax: 704-597-7050

**Quote No:** Q28544  
**Date:** 02/02/2017  
**Prepared for:** TAMMIE PILAND  
**Prepared by:** BRUCE WILLIAMS  
**Terms:** NET UPON RECEIPT  
**Customer PO:**

Bill To:	Ship To:
Wireless Account No: 2525741041 NORTHAMPTON COUNTY E911 COMMUNICATIONS PO BOX 25 JACKSON, NC 27845	NORTHAMPTON COUNTY E911 COMMUNICATIONS 132 LANDFILL RD JACKSON, NC 27845-9509

Part No	Description	Qty	Price Ea.	Extended
KV0004A-R2	BLK BOX KVM SWITCH 4-P USB	4	790.91	3,163.65
141473	FREEDOM II KEYBOARD MOUSE USB AUDIO SWITCH BELKIN COMPONENTS: Belkin PRO Series, Hi-Speed USB Cable 6 ft. 4-Pin USB type A (M) 4-Pin Type B (M) 4 per KVM	16	4.37	69.98
CA12CD	PLANTRONICS WIRELESS HEADSET ADAPTER	4	403.69	1,614.76
PLT-64338-31-003	PLANTRONICS HW251N SUPRA PLUS MONAURAL WIDEBAND NC (75100-01)	10	75.27	752.70
INSTALLRA	INSTALLATION-RALEIGH Installation Services	1	1,000.00	1,000.00

**Non Taxable:** 0.00  
**Taxable:** 6,601.09  
**Sub Total:** 6,601.09  
**Sales Tax:** 445.57

**Total Quoted Amount: 7,046.66**

Accepted By : \_\_\_\_\_  
Authorized Signature

Date : \_\_\_\_\_

Proposal is Valid Until Saturday, March 4, 2017

20% Re-stocking Fee on All Returns

Delivery Lead Time Available Upon Request

Maintenance Contracts are Available

This Proposal is Subject to Wireless Communications' Standard Terms and Conditions (see attachment)

*Thank You for Choosing Wireless!*

**From:** [Jeb S. Gardner](#)  
**To:** [Tapler, Marsha](#)  
**Cc:** [Tammie Piland](#)  
**Subject:** RE: Northampton RE: Soundside Scope of Work  
**Date:** Thursday, February 09, 2017 4:51:19 PM  
**Attachments:** [image001.png](#)

---

Marsha,

I reviewed your original request for this information and assisted Tammie with her reply listing what software will be deployed to the replacement CAD server.

At this time Northampton County Sheriff's office's RMS system is not integrated with CAD and is on a separate server located at a different physical location on a separate network. The County does not intend or have any plan to move the RMS SQL database to the 911 CAD server. MDIS is not in use by the Northampton County Sheriff's office, to my knowledge the county has no plan to use MDIS or deploy this application. Northampton Communications/911 is not currently using a NCIC interface nor are there any plans to integrate NCIC with CAD.

Only CAD, EMD, Paggate and mapping databases will be hosted on this server.

Please let me know if you need anything else. I had hoped the original SOW I provided addressed most of these concerns.

Jeb Gardner  
The SoundSide Group  
252-505-9834 (mobile)  
252-793-9226 (office)

---

**From:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Sent:** Wednesday, February 8, 2017 5:02 PM  
**To:** Tammie Piland  
**Subject:** RE: Northampton RE: Soundside Scope of Work

Please ask Jeb to confirm in writing (email from Soundside) that no mobile, RMS, NCIC or any other ineligible CAD software will be load to the servers. The reason is due to staff finding out later that this not be the case.

Thank you,

*Marsha*

Marsha Tapler

Financial Analyst, North Carolina 911 Board

NC Department of Information Technology

919.754.6344 office

[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)

[www.nc911.nc.gov](http://www.nc911.nc.gov)



Nothing Compares

*Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.*

---

**From:** Tammie Piland [<mailto:tammie.piland@nhcnc.net>]

**Sent:** Wednesday, February 08, 2017 4:58 PM

**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>

**Subject:** Re: Northampton RE: Soundside Scope of Work

The server will be dedicated to VisionCAD's SQL database and Geolynx's Mapping SQL Database for 911 use. Neverfail will be implemented using their business continuity engine and tertiary option allowing CAD to be replicated to both the local and backup PSAP. In addition to SQL this server will also host Pagegate and ProQA EMD.

**Tammie Piland, Director**

**Northampton County Communications**

**P.O. Box 25 \* 132 Landfill Rd.**

**Jackson, NC 27845**

**Office (252) 574-0205 Fax (252)574-1043**

**Email: [tammie.piland@nhcnc.net](mailto:tammie.piland@nhcnc.net)**

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**From:** Tammie Piland  
**Sent:** Tuesday, February 7, 2017 9:57 AM  
**To:** Tapler, Marsha  
**Subject:** Re: Northampton RE: Soundside Scope of Work

Good morning,  
I will contact him right away to get this done.

Thank you  
Tammie

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**From:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Sent:** Tuesday, February 7, 2017 9:46:21 AM  
**To:** Tammie Piland  
**Subject:** Northampton RE: Soundside Scope of Work

Tammie,

Thank you for the information. One of the project details is not specific enough to determine eligible. Please ask Jeb to explain what applications will be loaded to the CAD servers.

Thank you,

*Marsha*

*Marsha Tapler  
Financial Analyst, North Carolina 911 Board  
NC Department of Information Technology  
919.754.6344 office  
[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)  
[www.nc911.nc.gov](http://www.nc911.nc.gov)*



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**From:** Tammie Piland [<mailto:tammie.piland@nhcnc.net>]

**Sent:** Thursday, January 19, 2017 3:56 PM  
**To:** Tapler, Marsha <[marsha.tapler@nc.gov](mailto:marsha.tapler@nc.gov)>  
**Subject:** Soundside Scope of Work

**Tammie Piland, Director**  
**Northampton County Communications**  
**P.O. Box 25 \* 132 Landfill Rd.**  
**Jackson, NC 27845**  
**Office (252) 574-0205 Fax (252)574-1043**  
**Email: [tammie.piland@nhcnc.net](mailto:tammie.piland@nhcnc.net)**

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# Northampton County Communications

## Statement of Work

Date	1/19/2017
Client	Northampton County Communications
Job Name	Backup PSAP for CAD
Requested by	Tammie Piland
From	Jeb Gardner

## Summary

The objective of this project is to provide a redundant PSAP for Northampton County Communications. The scope of this project includes the installation and configuration of all components needed to insure that CAD (Computer Aided Dispatch) has high availability and continuity at both physical locations.

## Project Scope

The intent and scope of work includes the replacement of hardware and equipment at the current and primary PSAP with new hardware. This includes installation, configuration, testing and insuring documentation for all related equipment is current. All computer hardware/equipment removed from the primary PSAP will be repurposed to equip the backup PSAP with exception to battery backups. All hardware being replaced at the primary PSAP for repurposing is over four years in age.

### Network Access - hardware, cabling and connectivity

Northampton County has Fiber (Metro Ethernet) connectivity in place today between both the primary and backup PSAP locations. This existing connection will be shared to connect both sites. VLAN's and ACL's are in use today to segment traffic between the County and 911. The same VLAN's configured for communications will be used to insure communications network traffic is also segmented over this shared fiber connection. New network connectivity and cabling will be required for the new location. This includes the purchase of a network switch which will replace hardware at the primary PSAP, in turn the old network switch will be relocated to the backup PSAP to provide connectivity for CAD workstations, CAD Database servers and hardware management interfaces. In addition to switching, network cabling will be installed at the backup PSAP location to provide physical connectivity to the 911 VLAN for each component needed for CAD.

### Servers - CAD databases

Northampton Communications currently utilizes Trtitech's VisionCAD and Geocomm's Geolynx mapping for their CAD application. Both applications use SQL databases and work in a client/server environment. Today Northampton County communications utilizes failover for the CAD database by means of Neverfail. This is a third party application and is currently setup in a paired server configuration. To maintain redundancy in the primary PSAP and extend failover capabilities to the backups PSAP Neverfail's Tertiary replication solution will be deployed. Within scope of this project, we will be replacing the CAD server at the primary PSAP with new hardware and migrating from a physical operating system to a virtual environment. This virtual infrastructure will insure compatibility for a tertiary Neverfail failover configuration and provide a platform that can be reused easily if Northampton County communications moves CAD vendors in the future.

## Northampton County Communications

### Client Access -CAD Workstations

Northampton Communications Workstations, peripherals including displays will be replaced at the primary PSAP. The old workstations will be reimaged for use at the backup PSAP. In addition to the workstations, displays and peripherals will be repurposed as needed at the backup PSAP. All of this equipment ranges from four to five years in age.

### Power - Battery Backup/UPS

New Battery backups will be mounted and installed at the backup PSAP. Communications hardware for CAD will be connected to these power sources. Existing UPS's at the sites Primary PSAP are 5 years in age and due for replacement and will not be used for the offsite backup PSAP.

# Standards Committee Report

## a) Update On Peer Reviews

Donna Wright





## **Raleigh-Wake Emergency Communications Center**

### **Public Safety Answering Point Rules Assessment Site Review Report**

2/17/2017

# 1. EVALUATION

In accordance with North Carolina General Statute, the North Carolina 911 has been charged with ensuring that Public Safety Answering Points (PSAP), both primary and secondary, are following rules contained in the statute. This site review report (SRR) identifies findings that were encountered during the assessment. The assessment followed an approved process designed to provide information to PSAPs that address deficiencies identified by peer evaluators

## Evaluation Overview

The evaluation of Raleigh Wake Emergency Communications Center took place on 2.17.2017 at the PSAP located at 2320 Westinghouse Bv.

This SRR is based directly on the results of the evaluation as reported by peer evaluators. The peer review team (PRT), along with 911 Board staff, used approved evaluation requirements that are directly taken from the above mentioned PSAP rules.

The PSAP should review the findings in the document and determine the most appropriate action and the resources needed (i.e., time, staff, and funding) for implementation.

### Site Review Date

2.17.2017

### Duration

4 hours

### Location

2320 Westinghouse Bv Raleigh NC

### PSAP Point of Contact (POC)

Dominick Nutter

## Peer Review Team

The PRT included PSAP Management staff from across North Carolina. The PRT planned and conducted this rules assessment and hotwash to:

- Fulfill the requirements of AC-Subchapter 06C-.0101-.0405
- Provide the PSAP the opportunity to show proficiency.
- Document deficiencies for the PSAP to use in their corrective action plan.

A list of PRT members is listed below.

**Table 1 Peer Review Team**

Last Name	First Name	Agency / Department	Email Address
Horn	Johnny	Charlotte Fire	jhorn@charlottenc.gov
Swaim	Herb	Forsyth Co	swaimhh@forsyth.cc
McGuinn	Marty	Polk Co	svfiredog@gmail.com
Beeman	Randy	Cumberland Co	rbeeman@co.cumberland.nc.us

Last Name	First Name	Agency / Department	Email Address
Williams	Victor	Beaufort Co	vwilliams@co.beaufort.nc.us
Dyles	Tammy	High Point	tammy.dyles@highpointnc.gov

## Key Findings

A review of Raleigh-Wake's Emergency Communications Center occurred on February 17, 2017. Members of the peer review team reviewed documentation submitted by the Director prior to a site visit. After reviewing the documentation many of the requirements of the review were met. Areas that needed to be observed in the site visit were documented prior to the site visit. Upon arrival at the site, the team was given access to all areas of the building and several staff members. Staff members of the emergency communications center provided detailed information to satisfy all questions of the review questionnaire.

List and describe all deficiencies below number them by rule and list what the rule states.

None noted.

## Conclusion

It is the determination of the PRT that the Raleigh-Wake Emergency Communications Center (RECC) has met the requirements of the (insert what the requirement is). The findings of this report will be sent to the director of the 911 Board.

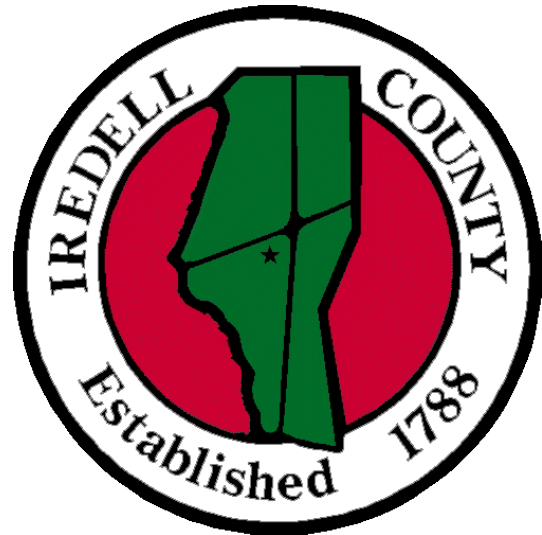
## APPENDIX A PSAP EVALUATION PARTICIPANTS

Table C - 1 Evaluation Participants

Last Name	First Name	Home Agency	Title	Exercise Assignment	Email
Nutter	Dominick	Raleigh-Wake	Director		dominick.nutter@raleighnc.gov
Batchelor	Richard	Raleigh-Wake	Accreditation Manager		Richard.batchelor@raleighnc.gov



Item/Acronym	Definition



**Statesville, NC**  
**Iredell County**

**Public Safety Answering Point Rules Assessment  
Site Review Report**

March 10, 2017

Further information regarding any regulatory information, rules, standards or 911 Board processes, please visit <http://it.nc.gov/nc911board>

# 1. EVALUATION

In accordance with North Carolina General Statute, the North Carolina 911 has been charged with ensuring that Public Safety Answering Points (PSAP), both primary and secondary, are following rules contained in the statute. This site review report (SRR) identifies findings that were encountered during the assessment. The assessment followed an approved process designed to provide information to PSAPs that address deficiencies identified by peer evaluators

## Evaluation Overview

The evaluation of Iredell County Emergency Communications Center took place on March 10, 2017 at the PSAP located at 201 E. Water St. Statesville, NC.

This SRR is based directly on the results of the evaluation as reported by peer evaluators. The peer review team (PRT), along with 911 Board staff, used approved evaluation requirements that are directly taken from the above mentioned PSAP rules.

The PSAP should review the findings in the document and determine the most appropriate action and the resources needed (i.e., time, staff, and funding) for implementation.

### Site Review Date

March 10, 2017

### Duration

6 hours

### Location

201 E. Water St. Statesville, NC 28677

### PSAP Point of Contact (POC)

Nikki Carswell

### Peer Review Team

The PRT included PSAP Management staff from across North Carolina. The PRT planned and conducted this rules assessment and hotwash to:

- Fulfill the requirements of subchapter 06C Section .0100-.0405.
- Provide the PSAP the opportunity to show proficiency.
- Document deficiencies for the PSAP to use in their corrective action plan.

A list of PRT members is listed below.

**Table 1 Peer Review Team**

Last Name	First Name	Agency / Department	Email Address
Conner	Stephanie	Surry County	conners@co.surry.nc.us
Pierce	Rodney	Davie County	rpierce@daviecountync.gov
Ogle	Teresa	Madison County	E911@madisoncountync.gov



Last Name	First Name	Agency / Department	Email Address

## Key Findings

The assessment identified opportunities for improving Iredell County Emergency Communications Center's effectiveness and proficiency when carrying out day to day PSAP activities. PRT evaluator's observations revealed deficiencies in their hardware, software or operational capabilities. These deficiencies can include omissions or shortcomings that do not comply with the approved rules.

09NCAC 06C.0211 – Exhibit did not show the capacity to receive 99.9% of all calls during the busiest hour of the average week of the busiest month of the year. (Question 13)

09 NCAC 06C.0207 – Question 17 was answered as yes, however upon observation of operations in the communications room, the radio was not synched with the Spectrum clocks.

09 NCAC 06C.0210 – The answer to question 19 regarding equipment, software and services in working order was listed as implementing.

09 NCAC 06C.0209 – The answer to question number 36, referencing the Telecommunicator having access to the indication of the status of all Emergency Response Units at all times was listed as NO.

09 NCAC 06C.0213 – The answer to question number 37, referencing the calltaker workstation complete CAD entry when the first calltaker workstation fails was listed as NO.

09 NCAC 06C.0213 – The answer to question number 38, referencing the CAD system being monitored for faults and failures was listed as NO.

09 NCAC 06C.0213 – The answer to question number 39, referencing an audible alarm if a fault occurs was listed as NO.

09 NCAC 06C.0213 – The answer to question number 41, referencing the PSAP's CAD system recommending units for assignments to calls was listed as NO.

09 NCAC 06C.0213 – The answer to question number 42, referencing the PSAP's CAD exchanging with other CAD's was listed as NO.

09 NCAC 06C.213 – The answer to question number 43, referencing the PSAP’s CAD system ensure that the optimum response units are selected was listed as NO.

09 NCAC 06C.0213 – The answer to question number 45, referencing the PSAP’s CAD system have the ability to prioritize all system process so emergency operations take precedence was listed as NO.

09 NCAC 06C.02123 – The answer to question number 46, referencing the PSAP’s CAD detect errors, faults and failures and automatically perform the appropriate reconfigurations and send a notification was listed as NO.

09 NCAC 06C.0213 – The answer to question number 47, referencing the PSAP’s CAD having automatic power-failure recovery capability was listed as NO.

## **Conclusion**

In conclusion, thank you for allowing us to observe your Emergency Communications Center today. The evaluators found your staff to be very knowledgeable and courteous and answered all questions efficiently.

## APPENDIX A PSAP EVALUATION PARTICIPANTS

Table C - 1 Evaluation Participants

Last Name	First Name	Home Agency	Title		Email
Nikki	Carswell	Iredell County	Asst. Director		
Todd	Craddock	Iredell County	IT Manager		



Item/Acronym	Definition

# IREDELL COUNTY PSAP REVIEW CORRECTIVE ACTION PLAN

Date Submitted 3/16/2017

**Project** 99% Call Capability on busiest day of busiest month  
**Responsible Staff** Candy Strezinski - 911 Director & Nikki Carswell - Assistant 911 Director

Action	Responsible	Priority	Status	Start Date	End Date	Notes
<p>Goal: 09NCAC 06C.0211 – Exhibit did not show the capacity to receive 99.9% of all calls during the busiest hour of the average week of the busiest month of the year. (Question 13)</p> <p>Explanation-We do have sufficient 911 Trunk Capacity, and have provided the ECATS report . There was confusion that this was about the Additional Staffing needs- Approval has been given by Iredell County Board of Commissioners, to hire two call take positions now and 4 Additional Staff has been requested for July 2017 budget</p>						

**Project** All 911 equipment synchronized  
**Responsible Staff** Candy Strezinski - 911 Director & Nikki Carswell - Assistant 911 Director

Compliance Projected Date						Staff can verify but I believe we did show this with the ECATS and are currently compliant
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Action	Responsible	Priority	Status	Start Date	End Date	Notes
<p>Goal: 09 NCAC 06C.0207 – Question 17 was answered as yes, however upon observation of operations in the communications room, the radio was not synched with the Spectrum clocks.</p> <p>Explanation- We did not consider Radios as part of this requirement, Phones and CAD are on Spectrum currently and Radios are being added this week.</p>						
Combine Radio with CAD and Phones on Synchronization clock	911 IT	High	Scheduled	3/20/17	3/24/17	Port is available to add radio consoles to the current synchronization clock

Compliance Date				3/24/17		
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**Project** CAD Related Deficiencies  
**Responsible Staff** Candy Strezinski - 911 Director & Nikki Carswell - Assistant 911 Director

Action	Responsible	Priority	Status	Start Date	End Date	Notes
Goal: 009 NCAC 06C.0210 – The answer to question 19 regarding equipment, software and services in working order was listed as implementing.						
Explanation- ESI Intermedix CAD is not in good working order and is not integrated, to resolve this issue we are in the process of building a new CAD system and replacing desktop computers and monitors						
Purchased OSSI License/Fees, Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system
Installation of Workstations	911 IT	High	Complete	10/1/16	10/1/16	Preparation of CAD Workstations for Implementation
SA Training for CAD Core Team	Director	High	Complete	10/1/16	10/1/16	Department Personnel Established for System Administration
CAD Build	911 IT	High	In Progress	2/1/17	2/2/17	Data Entry for Locations, Apparatus & Units
Training with all respective Departments	Director	High	In Progress	4/1/17	4/1/17	Hands on training with inter-local agencies to prepare for implementation
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
Goal: 09 NCAC 06C.0209 – The answer to question number 36, referencing the Telecommunicator having access to the indication of the status of all Emergency Response Units at all times was listed as NO.						
Explanation- The current CAD does not allow for us to monitor all response units, we have purchased new CAD system that will provide ERU status access for each Telecommunicator and it is being built.						
New CAD purchased and being Built	911 IT	High	In Progress	2/1/17	2/2/17	Data Entry for Locations, Apparatus & Units

Go Live /Compliance met                      Director/911 IT                      High                      August, 2017                      August, 2017                      Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
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Goal: 09 NCAC 06C.0213 – The answer to question number 37, referencing the calltaker workstation complete CAD entry when the first calltaker workstation fails was listed as NO.

Explanation- we cannot current pick up on a call if the call has not been dropped into que with a nature code. Currently the call is lost and a new call must be started. WE have purchased a new CAD that has the capability exists to pick up and finish another call under the held incident button.

Purchased OSSI	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system
CAD Build	911 IT	High	In Progress	2/1/17	2/2/17	Data Entry for Locations, Apparatus & Units

Go Live /Compliance met                      Director/911 IT                      High                      August, 2017                      August, 2017                      Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
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Goal: 09 NCAC 06C.0213 – The answer to question number 38, referencing the CAD system being monitored for faults and failures was listed as NO.

Explanation- the ESI/Intermedix does not have a way to monitor or identify faults. We have purchased the new SunGuard OSSI One Solution which has the capability to monitor faults and can be set up to give an visual indicator

Purchased New CAD Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system
CAD Build	911 IT	High	In Progress	2/1/17	2/2/17	Data Entry for Locations, Apparatus & Units

Go Live /Compliance met                      Director/911 IT                      High                      August, 2017                      August, 2017                      Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
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Goal: 09 NCAC 06C.0213 – The answer to question number 39, referencing an audible alarm if a fault occurs was listed as NO.

Explanation- We have purchased a new CAD that will allow for monitoring faults and intend to set up at the Supervisors Console equipment monitoring

Purchased OSSI License/Fees, Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system
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Installation of Workstations	911 IT	High	Complete	10/1/16	10/1/16	Preparation of CAD Workstations for Implementation
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
Goal: 09 NCAC 06C.0210 – The answer to question number 41, referencing the PSAP’s CAD system recommending units for assignments to calls was listed as NO. Explanation- The ESI CAD does not have unit recommend, we are dispatching from runcards. We have purchased SunGard One Solution and it does have the recommend unit capability project timeline below.						
Purchased OSSI License/Fees, Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system
Installation of Workstations	911 IT	High	Complete	10/1/16	10/1/16	Preparation of CAD Workstations for Implementation
Training with all respective Departments	Director	High	In Progress	4/1/17	4/1/17	Hands on training with inter-local agencies to prepare for implementation
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
Goal: 09 NCAC 06C.0213 – The answer to question number 42, referencing the PSAP’s CAD exchanging with other CAD’s was listed as NO. Explanation- The ESI does not have the capability to exchange information with other CAD's; we have purchased SunGard One Solution which does have that capability, we have purchased that module to connect with Mooresville CAD.						
Purchased OSSI License/Fees, Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system
Training with all respective Departments	Director	High	In Progress	4/1/17	4/1/17	Hands on training with inter-local agencies to prepare for implementation
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
Goal: 09 The answer to question number 43, referencing the PSAP’s CAD system ensure that the optimum response units are selected was listed as NO.						

Explanation- The dispatcher ensures from run cards who is the optimum response unit currently. We have purchased a new CAD with AVL and ability to build out the response.

Purchased OSSI	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system Preparation of CAD Workstations for Implementation Data Entry for Locations, Apparatus & Units
Installation of Workstations	911 IT	High	Complete	10/1/16	10/1/16	
CAD Build	911 IT	High	In Progress	2/1/17	2/2/17	
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	Date is based on the assumption that all other phases of implementation stay on track

Action	Responsible	Priority	Status	Start Date	End Date	Notes
--------	-------------	----------	--------	------------	----------	-------

Goal: 09 NCAC 06C.0213 – The answer to question number 45, referencing the PSAP’s CAD system have the ability to prioritize all system process so emergency operations take precedence was listed as NO.

Explanation- All calls drop into que by date and time,

Purchased OSSI License/Fees, Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system Date is based on the assumption that all other phases of implementation stay on track
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	

Action	Responsible	Priority	Status	Start Date	End Date	Notes
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Goal: 09 NCAC 06C.02123 – The answer to question number 46, referencing the PSAP’s CAD detect errors, faults and failures and automatically perform the appropriate reconfigurations and send a notification was listed as NO.

Explanation - This must be done manually but we have purchased new CAD

Purchased OSSI	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system Preparation of CAD Workstations for Implementation Date is based on the assumption that all other phases of implementation stay on track
Installation of Workstations	911 IT	High	Complete	10/1/16	10/1/16	
Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	

Action	Responsible	Priority	Status	Start Date	End Date	Notes
--------	-------------	----------	--------	------------	----------	-------

Goal: 09 NCAC 06C.0213 – The answer to question number 47, referencing the PSAP’s CAD having automatic power-failure recovery capability was listed as NO.

Explanation- Current Cad does have the ability to load captured data from the prior backup date , New Cad was purchased and is being backed up in Mooresville mirrored image.

Purchased OSSI License/Fees, Workstations	Director	High	Complete	8/1/16	8/1/16	Purchase Order to Vendor of new CAD system Preparation of CAD Workstations for Implementation Department Personnel Established for System Administration
Installation of Workstations	911 IT	High	Complete	10/1/16	10/1/16	
SA Training for CAD Core Team	Director	High	Complete	10/1/16	10/1/16	Data Entry for Locations, Apparatus & Units Hands on training with inter-local agencies to prepare for implementation
CAD Build	911 IT	High	In Progress	2/1/17	2/2/17	
Training with all respective Departments	Director	High	In Progress	4/1/17	4/1/17	

Go Live /Compliance met	Director/911 IT	High		August, 2017	August, 2017	Date is based on the assumption that all other phases of implementation stay on track
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# Technology Committee Update

Jeff Shipp

# Establish Priorities for 2018 Grant Cycle

Richard Taylor

*(vote required)*

## 2016 Grant Priorities

N	O	P	Q	R	S	T	U	V	W
Line Item Breakdown	Line Item Narrative	How recurring costs will be paid	Evaluation Plan		Regional Initiative	End of Life Replacement	Individual PSAP MAXIMUM POSSIBLE RATING	Describe how consolidation would take place	Indicate how the consolidated PSAP should be organized and staffed
3	3	5	4	0	8	24	650	3	2

\*\*\*\*\*

## Recommended 2017 Grant Priorities

- Backup PSAP (equipment, remodeling) 70%
- Backup PSAP (new building, regional initiative) 20%
- Backup PSAP (new building, equipment) 10%
- End of Life 0%

# 2017 911 Board Goals

- Evaluate the implementation of voluntary professional certification and accreditation for all North Carolina telecommunicators, provide PSAP manager training classes, establish telecommunicator retention metrics.
- 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 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.
- 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.

Other Items

Adjourn



## **Next 911 Board Meeting**

**April 28, 2017  
Banner Elk Room  
3514 Bush Street  
Raleigh, North Carolina**

### **Education Committee**

Thursday, April 6, 2017  
2:00 pm  
Banner Elk Room  
3514 Bush Street  
Raleigh, NC

### **Technology Committee**

Wednesday, April 12, 2017  
2:00 pm  
Raleigh-Wake 911 Center  
2320 Westinghouse Blvd.  
Raleigh, NC

### **911 Funding Committee**

Wednesday, April 19, 2017  
2:00 pm  
Dogwood Conference Room  
3700 Wake Forest Road  
Raleigh, NC

### **Standards Committee**

Friday, April 7, 2017  
10:00 am  
39B Conference Room  
3900 Wake Forest Road  
Raleigh, NC

### **School Safety Coordination Committee**

Wednesday, April 19, 2017  
10:00 am  
Emerald Conference Room  
3700 Wake Forest Road  
Raleigh, NC