



**North Carolina 911 Board
Technology Committee Meeting
MINUTES**

**Thursday, August 13, 2020
10:00-12:00**

Meeting Conducted by Use of Simultaneous Communication

	Phone	In-Person	Absent
Rachel Bello	X		
Randy Cress	X		
Bo Ferguson			X
Red Grasso	X		
Greg Hauser	X		
Glenn Knox	X		
John Moore	X		
Jude O'Sullivan	X		
Jeff Shipp	X		
Earl Struble			X
Pokey Harris	X		
Gerry Means	X		
Richard Bradford	X		
Angie Turbeville	X		
Tina Gardner			X
Stanley Meeks	X		
Marsha Tapler	X		
Kristen Falco	X		
Ronnie Cashwell	X		
David Newberry	X		
Stephanie Conner	X		
James Covington	X		
Saman Gharib			X
Chris Carlin	X		
Rick Blumer			X
Jesus Lopez	X		

Guests

AT&T – Josh Briggs, Pat Thetford, John Matusek, Jean-Claude Rizk
 City of Jacksonville – Chief Mike Yaniero, Chad Hsu
 City of New Bern – Tony Gatlin
 Motorola – Ed Becker, Ken Rey, Graeme Hunter, Jeff Holshouser

1. **Chair's Welcome & Goals for Today's Meeting** – Jeff Shipp called the meeting to order at 10:00 AM and welcomed the attendees.
2. **Roll Call** – David Newberry called the roll. All attendees were by phone or Teams only.
3. **Executive Director Opening Remarks** – Ms. Harris announced the retirement of 911 Board Staff member Ronnie Cashwell. Ronnie will retire at the end of August. Ms. Harris thanked Ronnie for his service and technical expertise. Ms. Harris also advised there was an issue with call handling the week of 8/10/2020. She advised representatives from Motorola, Intrado, and AT&T have been invited to today's Technology Committee meeting to provide an overview of the incident.
4. **June 11, 2020 Meeting Minutes Approval** – Motion by Greg Hauser, seconded by Rachel Bello. Approved unanimously by roll call vote.

	YES	NO	Absent
Rachel Bello	X		
Randy Cress	X		
Bo Ferguson			X
Red Grasso		Abstain – Did not review minutes prior to meeting.	
Greg Hauser	X		
Glenn Knox	X		
John Moore	X		
Jude O'Sullivan	X		
Jeff Shipp	X		
Earl Struble			X

5. **Jacksonville PD ESInet Migration** – Gerry Means advised the Jacksonville PD migration started at 0900 on 08/12/2020. He noted that migrations typically take 4 hours to complete. During the migration, an issue was identified regarding abandoned calls not being seen and the ANI/ALI information was missing from the abandoned calls. The issue was escalated to highest levels of AT&T, Motorola, and Intrado on the evening of 8/12/2020. A troubleshooting team reconvened at 05:30 8/13/2020. It was determined that a reboot of the server was required. The server reboot resolved the problem and abandoned calls presented as designed. Ms. Harris thanked the partners from AT&T, Motorola, and Intrado and advised a root cause analysis (RCA) is expected in the next two weeks. Pat Thetford with AT&T spoke to the great partnership with the State of North Carolina and Motorola. Ed Becker with Motorola advised Motorola is committed to a long-term relationship and pledged long term support. Chief Mike Yaniero with Jacksonville PD thanked AT&T, Motorola, 911 Board Staff. Chief Yaniero noted he appreciated the escalation and looked forward to an RCA. Josh Briggs with AT&T

stated Jacksonville PD passed rigorous operational readiness testing (ORT), all pre migration and post migration tests passed. Mr. Briggs stated McDowell County is also i3 and did not experience the same issues as Jacksonville did. Mr. Briggs noted there is a plan in place to continue troubleshooting. Ms. Harris stated North Carolina is doing something that no one else in the country has done and it is possible that issues will come up. She stated she is pleased with the response from partners.

6. **ESInet/GIS Implementation Update** -- Gerry Means provided NG911 project status updates. Mr. Means advised 46 PSAPs are on the ESInet. The Chowan County migration scheduled for 8/13/2020 was delayed because of potential issues related to those with the Jacksonville PD migration. Progress has been made with military partners including contacts made with Seymour Johnson AFB.
7. **GIS Update** – Mr. Means advised every county is engaged in the GIS effort. Twenty-three are EGDMS production ready. Gerry thanked partners at NCCGIA and GeoComm for their efforts. Mr. Means advised meetings were held with Georgia and Tennessee to align state borders. Ms. Harris thanked the Regional Coordinators for conducting regional coordination, regional meetings, and one on one meetings with the PSAPs.
8. **NMAC**– Mr. Means advised SolarWinds is proving its value and has allowed NMAC staff to be proactive in identifying network and circuit issues. The NMAC has also provided support with 911 legacy services disruptions and operational issues.
9. **Cyber Security** – Mr. Means advised 40 PSAPs are engaged for assessments. Four assessments have been completed. Mr. Means advised when 1/3 of assessments are complete, and preliminary reports will be provided. John Moore asked if there was a long-term plan for assessments. Ms. Harris advised it needs to be added in the strategic planning and funding. Mr. Means stated he hopes for well defined standards and to make it sustainable.
10. **SIP Admin Line** – Mr. Means advised five PSAPs have committed to testing. He is working to complete package to deliver to Technology Committee.
11. **Frontier Update** – Ms. Harris advised conversations were held with Frontier Communications regarding lack of planning for operational matters. Ms. Harris advised six weeks ago 911 Board staff, with little lead time, was notified of a Frontier maintenance outage that would impact 911 call delivery to Mitchell and Yancey Counties. A meeting was called and attended by 911 Board staff, Mitchell and Yancey counties, and Frontier management. Request was made to put off maintenance due to failed testing in previous nights. During the week of 8/10/2020 Frontier conducted maintenance that impacted PSAPs in the Western region. Greg Hauser advised Secretary Hooks has been briefed as well as CISA, NC 24 Watch Center, FCC, and DHS Critical Infrastructure was notified. Mr. Bradford advised the local jurisdiction could notify the Utilities Commission. Ms. Harris advised it was prudent to track and update the State CIO and Secretary Hooks. Josh Briggs noted that lack of diversity will still cause problems with PSAPs. Ms. Harris advised she spoke with senior leadership of the local jurisdictions and advised a path forward may include making their concerns known to the Utilities Commission.
12. **Ad hoc** – Mr. Means advised the Technology Committee ad hoc group that will be discussing continuity planning has not moved forward due to the altered migration

schedule resulting from the COVID-19 suspension. He advised a rough framework has been completed.

13. Adjourn – 11:53 am

Approve by Technology Committee 10/8/2020