



# NORTH CAROLINA 911 BOARD MEETING

August 25, 2017

3514 Bush Street

Raleigh, NC

10:00 AM – 12:00 PM

Call To Order

Eric Boyette

Roll Call

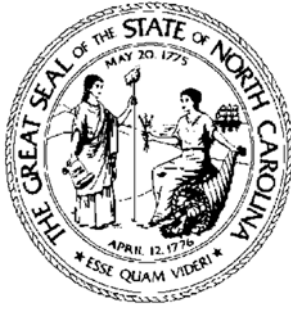
Richard Taylor

# Chairman's Opening Remarks

**Eric Boyette**

# Chairman's Opening Remarks **Eric Boyette**

~ Introduction and swearing-in of new 911 Board Member, Amy Ward, CenturyLink, appointed by Sen. Berger, Senate President Pro-Tem to fill the unexpired term of Josh Brown, representing a Local Exchange Carrier;



I, Amy T. Ward, do solemnly swear that I will support the Constitution of the United States.

I, Amy T. Ward, 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, Amy T. Ward, 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.

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Amy T. Ward

Sworn to and subscribed before me, this  
the 25th day of August, 2017

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Notary Public

**For Office Use Only**

I hereby certify that this is a true  
and accurate copy of the  
original Oath of Office executed  
on the 25th day of August, 2017

Chairman's Opening Remarks **Eric Boyette**

~ Recognition of Dinah Jeffries, former 911

Board Member representing APCO

(Association of Public Safety Communications  
Officers)





Presented To  
*Dinah Jeffries*  
For Your Dedicated Service  
To The  
Citizens of North Carolina  
And The  
North Carolina 911 System  
2014 – 2016

Chairman's Opening Remarks      **Eric Boyette**  
~ Recognition of Tina Bone, for 5 Years of  
Service



# EXCELLENCE IN SERVICE

The State of North Carolina  
Recognizes

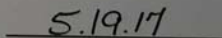
Tina Bone

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FOR FIVE YEARS OF SERVICE

Congratulations on reaching this significant milestone in your career.  
Your commitment to serving the citizens of North Carolina is appreciated.

  
Division Management

  
Date

Chairman's Opening Remarks **Eric Boyette**

~ Recognition of Telecommunicator

Tia Rogers, Chatham County Emergency  
Operations



Presented to  
Tia Rogers  
of

Chatham County Emergency Operations

For Outstanding Teamwork, Professionalism and Commitment to Public Safety

Demonstrated By You

February 2, 2017

Thank You for Striving to Make North Carolina's 911 System Excellent

August 25, 2017

# Ethics Awareness/Conflict of Interest Statement

**Eric Boyette**

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest.

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

If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Consent Agenda *(vote required)*

**Richard Taylor**

(Complete Reports Located in Agenda Book On Web Site)



**North Carolina 911 Board Meeting**  
**MINUTES**  
**Buncombe County Emergency Training Center**  
**#20 Canoe Lane, Woodfin, NC**  
**July 28, 2017**  
**10:00 AM – 12:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Tina Bone (DIT)	Ron Adams, Southern Software
Eric Boyette (NC CIO) Board Chair	Richard Bradford (DOJ) (WebEx and phone)	Mark Askinas, Buncombe Co IT
Heather Campbell (CMRS) Sprint	Ronnie Cashwell (DIT)	Tiffany Curtis, Stokes Co 911
Eric Cramer (LEC) Wilkes Communication	Dave Corn (DIT)	Susan Davis, Mooresville PD
Chuck Greene (LEC) AT&T	Danette Jernigan (DIT)	Cindy Gee, Mooresville PD
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Del Hall, Stokes Co 911
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Atherton Jessup, Stokes Co 911
John Moore (VoIP) Spectrum Communications		Garrett Marshall, Stokes Co 911
Jeff Shipp (LEC) Star Telephone		David Saleeby, Iredell County
Jimmy Stewart (NCAREMS) Hoke Co 911		Candy Strezinski, Iredell Co 911
Slayton Stewart (CMRS) Carolina West Wireless		Donnie Wright, Richmond Co
Donna Wright (NENA) Richmond Co Emergency Services		
<u>Members Absent</u>	<u>Staff Absent</u>	<u>WebEx Guests</u>
Andrew Grant (NCLM) Town of Cornelius		Rachel Bello, Wake County
Dinah Jeffries (NCAPCO) Orange Co Emergency Services		Brian Drum, Catawba Co 911
Jeff Ledford (NCACP) City of Shelby PD		Mike Edge, Scotland Co 911
Niraj Patel (CMRS) Verizon		Judy Jenkins, Cornelius PD
		Grayson Gusa, Davie Co 911
		Jeff Holshouser, Airbus
		Wade Sanstra, Synergem
		Corrine Walser, MEDIC
		Doug Workman, Cary 911

**Call to Order**—After a short delay caused by last minute technical difficulties, Chairman Boyette called the meeting to order at 10:03, then asked Executive Director Richard Taylor to call the roll.

**Roll Call**—Prior to polling Board members he expected to attend over the phone bridge, Mr. Taylor reported that Andrew Grant, Dinah Jeffries, Jeff Ledford, and Niraj Patel had all advised him in advance that they would not be able to attend today. He noted, however, that Josh Brown's replacement, Amy Ward, would be attending over the phone bridge, which she confirmed when he polled it. Mr. Taylor explained that she cannot be sworn in until a technical correction has been made to her appointment, which he hopes will be completed next week.

**1. Chairman's Opening Remarks**—Chairman Boyette said he wished to recognize Greg Hauser, who had indicated he wanted to make an opening statement. Mr. Hauser thanked him, then shared with attendees that today, July 28<sup>th</sup>, marks the Line-of-Duty death of Captain Jeffrey Bowen, Rescue Company Three, Asheville Fire & Rescue, six years ago. He asked that as we go through our day today, we keep good thoughts in our minds for his family and that Fire Department.

Chairman Boyette welcomed everyone, observing it is great to be in the western part of the state, with cooler temperatures, as well as complimenting Buncombe County on its facility, saying he looks forward to having future meetings here. He then introduced Danette Jernigan, the new 911 Board staff member, welcoming her aboard. He added he also wanted to recognize Marsha Tapler for the outstanding job she did with the 911 audit recently performed by the State Auditor's office, observing there were no findings—just some small things to clean up—and it was a lot better than the previous audit.

Chairman Boyette next recognized telecommunicators Garrett Marshall, Tiffany Curtis, and Atherton Jessup of Stokes County Communications, asking Mr. Taylor to provide some background information. Saying it is always a pleasure to recognize telecommunicators for the work they do, performing some pretty unbelievable tasks with aplomb. He briefly reminisced about his days as a PSAP manager in New Bern, reflecting on hurricanes he had endured, noting that at least you know when they are coming so you can plan ahead, staff up, and be well prepared. He then contrasted that with tornadoes—you can't see them coming days in advance, or even hours in advance; you must, instead, always be prepared to contend with them in an instant.

Mr. Taylor revealed that the TC's being recognized today had done just that when an F2 tornado touched down in Stokes County on May 24<sup>th</sup> of this year. Sharing ECaTS data regarding call volumes on "normal" days versus those which were experienced when the tornado came through, he pointed out not only the increase from one 911 call between 1700 and 1800 hours the day before to forty-five 911 calls within the same time frame on the 24<sup>th</sup> as the tornado rolled through. Ultimately, throughout the entire event one hundred seventeen 911 calls were received, with only three being abandoned, while 95% of them were answered within 10 seconds and 99% within 15 seconds. He also pointed out that during the same time frame two hundred two administrative line phone calls were answered with only three of those being abandoned as well. He summed it up by saying, "There was a lot going on at this PSAP!", then played a recording of one of the calls fielded by Garrett Marshall during the storm.

Once the recording was finished, Mr. Taylor observed how Mr. Marshall's attention went to the safety of the caller immediately upon learning the nature of his call, commending him on his quick thinking and good training. He also thanked Tiffany Curtis for her work, as well as Supervisor Atherton Jessup. Mr. Taylor then read the inscription on the plaque presented to the team, thanking them for striving to make North Carolina's 911 system excellent, which was followed by a standing ovation by those in attendance.

Before moving to the next agenda item, Mr. Taylor reported that much to his dismay, Dinah Jeffries has resigned from the Board due to increased responsibilities, both personal and professional, keeping her from fulfilling the requirements of her position on the Board to her satisfaction. He displayed her letter of resignation onscreen, while observing that he felt Ms. Jeffries has probably been one of the most active members of the Board, dedicated overall to 911. He admitted that while he was excited for her when she was promoted to the Emergency Manager position for Orange County, he sensed that it might interfere with her ability to stay on the Board. He added that, having known her for more than twenty years, she does not do anything halfway or with only a little bit

of enthusiasm; she does it all the way and then some. He added that he will try to persuade her to come to the Board meeting in Raleigh next month so we can give her some official recognition for all she has done.

**2. Ethics Awareness/Conflict of Interest Statement**—Chairman Boyette read the conflict of interest statement printed in the agenda and asked if any Board members felt they had any conflicts with items on the agenda today. No one so indicated.

**3 Consent Agenda**—Mr. Taylor reported that one correction had been made to the minutes he circulated earlier in the week, and asked if anyone had any further corrections to offer. As no one spoke up, he moved to the financial report, citing the amounts listed in the agenda for each of the 911 Board Funds (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07282017%20%20DRAFT%20Agenda.pdf> bottom of page 1 for amounts), observing that he thinks the first disbursements to come out of the NG911 fund will begin in July for project management and consultant fees. He also explained that the PrePaid CMRS revenue seems alarmingly low, but that Marsha Tapler had assured him that was due to the change of fiscal years taking place—that it all depended upon which date an account closed out on. She added, for example, that so far in the month of July we are showing revenue in that fund around \$1.6M, easily offsetting the low June number.

Chairman Boyette asked if anyone had questions of Mr. Taylor. Hearing none, Jeff Shipp made a motion to accept the Consent Agenda as presented, with Donna Wright offering a second. Chairman Boyette called the motion, which carried unanimously.

**4. Public Comment**—Chairman Boyette observed that the 911 Board really does want to hear from local government officials and first responders—indeed, anyone in the community that would like to address comments to the Board. He invited anyone who wished to do so to come forward. Mr. Taylor related that David Saleeby, from Iredell County, had contacted him and wished to speak, then invited him to take the podium.

Mr. Saleeby introduced himself as the Project Manager for Iredell County's new 911 Center/Public Safety Center/Jail project and thanked the Board for the opportunity to speak today. He reminded everyone of the visit he made to the Board's February 2017 meeting to introduce the Board to the county's project, noting that today he wanted to share the latest updates, especially with those who are new to the Board. Prior to the meeting he had distributed folders to Board and staff members containing an architectural rendering of the building and grounds, as well as floor plans and the latest proposed project timeline.

Referring to the drawing and floor plans in the folder, Mr. Saleeby indicated which portions of the building would be dedicated to 911 and the county's EOC (shaded in blue on the floor plan), which would be more hardened than the remaining portions. He explained that the county has decided to enlarge that section of the building, and is planning to go out to alternate bid for the additional square footage dedicated to eight additional consoles and four more offices (shaded in yellow on the floor plan). He added that they are pretty much a consolidated center now, but are looking to become a regional center potentially serving as many as nine counties that border Iredell, hence the decision to plan for more space.

Mr. Saleeby added that the new exterior wall on the added portion of the building will be designed to facilitate future expansion even beyond that point (shaded in pink on the floor plan). He then turned to the timeline, explaining that the immediate focus will be completing the site work, which has been somewhat hampered to date due to bad weather conditions. He said he is excited to report that they will be opening their GMP (Guaranteed Maximum Price) Bids next Thursday, adding they hope to have some type of groundbreaking ceremony sometime in September. He added that the county is now in negotiations with Huntersville, has spoken with and arrived at some agreements with Alexander and Wilkes counties, and is in the process of opening the doors to Mooresville PD and Statesville PD at some time in the future as the politics allow. He then asked if anyone had questions.

Referring to the color shaded floorplan contained in the folder, Mr. Taylor pointed to a portion of it and asked Mr. Saleeby if that was the portion he was speaking about; Mr. Saleeby confirmed it was, that the portion shaded pink which they are planning to add represents about 2400-2500 square feet. He also added that the county commissioners are 100% percent behind this and are constantly asking him when the groundbreaking will take place.

## 5. Executive Director Report

**a) 911 Board Staff Update**—Reminding everyone of recent changes in staff, and acknowledging that Chairman Boyette had already recognized her, Mr. Taylor once again introduced Danette Jernigan, advising that she came on board technically on June 30th. He said he is very, very excited to have her on board, bringing with her 17+ years with Johnston County 911, where she still performs part-time work as well. Noting that she is a “Benson girl”, to which Chairman Boyette commented “That’s a good thing,” Mr. Taylor related that she has hit the ground running and is a breath of fresh air, adding he knows that Marsha Tapler is excited to have her on board, and the fact that she has 911 experience means that her learning curve will be a lot shorter than that of someone without such experience. Mr. Taylor praised how she took control at her first “public exposure” during yesterday’s PSAP Manager meeting, saying how proud he was of both her and Marsha Tapler in the way they presented themselves to the PSAP managers when discussing financial reporting.

That said, Mr. Taylor advised we still have an opening in our financial staff, which is posted, with Monday as the application deadline. He reflected that he’s hoping “We’ll find another good catch, like Danette, in this next round.” He added that after that position is filled, we will be re-posting for the PSAP Liaison position, David Dodd’s old job, explaining that after interviews were conducted with some very good candidates, the interview team (Mr. Taylor, Donna Wright, and Ron Adams) just didn’t feel like we had found the right person yet. Observing that the PSAP Liaison position is a critical one, he related that he had discussed it with the HR folks and they said that they could re-post the position and would notify the people who previously applied in case they wanted to re-apply. He said the posting went up yesterday afternoon, and a link to it is available on the website.

Mr. Taylor next shared that once the PSAP Liaison position is filled, we will be advertising for yet another fiscal person to join the staff, hopefully freeing Marsha Tapler to concentrate on her “real job” (Financial Analyst) and allowing Danette Jernigan to become the team lead on Financial Review.

And lastly, once all that has been done, Mr. Taylor reported that we will be seeking an additional Network Analyst to assist Dave Corn with the NG911 project, observing that Mr. Corn is already pretty much consumed by that project, and it is only going to become more demanding as it moves ahead. Mr. Taylor added that all of these positions have already been budgeted, so that is not a concern, then opened the floor to any questions. Donna Wright asked what the closing date is for the PSAP Liaison posting; Mr. Taylor replied it was August 10<sup>th</sup>.

**b) FCC Report Update**—Mr. Taylor advised that although he did not have a completed copy of the FCC Report (*Annual Collection of Information Related to the Collection and Use of 911 and E911 Fees by States and Other Jurisdictions*) ready to share at the last Board meeting, it was completed, approved by the Governor’s Office, and filed on time. He added that there were no issues with it and touched upon several highlights. Scrolling onscreen through the pages of the report contained in the agenda book (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07282017%20Agenda%20Book.pdf> pages 42-61 for detail), he noted that North Carolina 911 fees are collected and administered at the state, rather than local, level; that the state does dictate in what way the funds may be used (important because there has been much misuse across the country, and misuse of funds renders a state ineligible to receive federal 911 grant funds); that the state does allow funds to be used for Next Generation 911; that there are presently nineteen local ESINets in the state, some with the ability to communicate with each other; that ninety-two of the state’s PSAPs accept text-to-911, for which he gives Tina Bone the lion’s share of the credit; that to date the state has not expended 911 funds on cybersecurity programs for PSAPs, but it is definitely on his radar, as cybersecurity on the statewide ESINet is going to be huge, and part of that project will entail providing a cybersecurity program for all PSAPs; and lastly, that North Carolina PSAPs have achieved better than 91% of 911 call answer times of less than 10 seconds, something that the ECATS system has clearly documented that definitely gives NC some bona-fide bragging rights. Reiterating that there was, “Nothing bad—all good!” in the report, Mr. Taylor said that it will probably be coming out the latter part of this year, first released to congress, then publicly as well.

**c) Grant Extension Request**—Mr. Taylor advised that Perquimans County and Chowan County have once again asked for grant extensions, for the same reasons they asked for them last month: completion of the tower construction both will rely upon for back-up functionality. Chowan County advises it now needs until December 31<sup>st</sup> to complete the tower project, rather than the September 30<sup>th</sup> extension approved by the 911

Board in June. Since Perquimans County will be co-locating on that tower, it has requested the same extension. Mr. Taylor said the staff recommendation for each is to accept the extension request.

Donna Wright moved to accept Chowan County's request, Greg Hauser seconded, and the motion carried unanimously. Donna Wright then moved to accept Perquimans County's request, David Bone seconded, and the motion carried unanimously.

Before moving to the next agenda item, Mr. Taylor said he just realized he had not included Richard Bradford in his roll-call, and took a moment to ask if he was on the phone bridge; he was.

**6. Funding Committee Report**—Funding Committee Chair David Bone began his report by saying he wanted to give a broad picture. He said that concerning PSAP funding in general, we have been instituting spending caps on certain technology purchases, such as the \$1700 cap on computer workstations, which has been very helpful. Additionally, he observed we've had success migrating certain things to a statewide, rather than local, contract purchasing model, such as language interpretation services. He stressed that we would like to expand upon both of those types of cost savings, to establish caps and migrate purchasing to more statewide procurement as a beneficial and efficient way to do things, citing as an example exploring the possibility of providing a hosted CAD solution on a statewide basis rather than funding CAD individually for PSAPs, which he thinks offers a lot of potential.

**a) Update on PSAP Funding Model Task**—Mr. Bone reviewed how the Funding Committee had continued its efforts begun this spring to update the PSAP funding model, and how Appalachian State University MBA professor Ken Corley had subsequently contacted Mr. Taylor with an offer to have his summer term students work on it as a class curriculum project. Mr. Bone related that the class presented its findings on June 30<sup>th</sup>, having accomplished a lot of work in a short amount of time, providing three different potential funding models for consideration to a number of Funding Committee members and Board members attending the presentation. Mr. Bone said that those members did ask questions of the students, and did thank them for providing many good ideas, although the committee is not offering any of those student models for consideration at this time. He acknowledged their ideas generated a lot of good dialogue and consideration, observing it's often helpful to have a fresh perspective, which the students certainly provided.

Mr. Bone noted that one of the takeaways from the presentation was that they emphasized the benefits of PSAP consolidation. He observed that the grant program has helped incentivize consolidation, however a number of PSAPs with a high "per call cost" remain, which he thinks everyone acknowledges needs to be addressed in some fashion. He said that he thinks the preference would be to incentivize and promote efficiency through consolidation rather than forcing it, adding it would be helpful to find other strategies to help incentivize consolidation, and asking anyone with any ideas to please share them with the committee.

Mr. Bone stated that the Funding Committee would like to complete the development of a new funding model as soon as it can; there's been a lot of work put into this project that everyone would like to see through to fruition. He stressed that we want that model to be fair and consistent so we can both provide for the needs of the PSAPs and have a consistent level of service statewide. He added that we must also be good stewards of public resources and promote efficiency and consistency in purchasing in PSAPs. To that end, Mr. Bone announced that the Funding Committee will hold a work session on Tuesday, August 29<sup>th</sup>, from 9:00 AM until 3:00 PM, at the 911 Board staff's new office location, 109 East North Street, Raleigh. He encouraged any Board member that wants to be a part of that discussion to please put that on their calendar and plan to take part.

Mr. Taylor emphasized that it will be an all-day session and noted that lunch will be provided. He added that although the building is addressed on East North Street, the main entrance is actually on the other end of the building facing Polk Street. He also pointed out there is a public parking lot on the corner of Polk and Wilmington, immediately on the right after turning onto Polk from Wilmington, which costs a dollar or two per hour, reminding Board and committee members that they will be reimbursed for those parking costs.

Mr. Taylor observed that he thinks we are getting some good traction on the PSAP funding model while highlighting how that interconnects with next year's deliberations on whether or not to modify the 911 fee. He speculated that it is very important that we get this PSAP funding model locked down so we can go ahead and

start discussing what the fee needs to be now, rather than waiting until next February; that the more discussion we have about it, the better. He also noted that there was a lot of misunderstanding among PSAP managers about changing the fee which came to light at the recent PSAP Manager meetings. He speculated that starting the process earlier will help committee members and Board members, but the new PSAP funding model will be key. He said he's excited about it, observing that the Funding Committee members definitely have their work cut out for them.

Mr. Taylor also spoke to the hosted solution for CAD Mr. Bone had alluded to, noting that eleven CAD vendors do business in North Carolina. He related that he and Dave Corn, in speaking with a representative of one of those vendors about CAD interoperability, had, based upon his suggestion, not only arrived at the alternate method for back-up plan implementation revealed at the June Board meeting, but had also had a great brainstorming session on providing hosted CAD. The vendor representative had observed that he had sold nearly a hundred servers to PSAPs in the last year for back-up plan implementations, while pointing out at the same time he would rather sell and maintain software than hardware; that he would, indeed, rather sell fewer servers to the state to use for hosted solutions than to have to sell, install, and maintain all of the individual PSAPs' servers on site. Mr. Taylor pointed out that would also allow the state to have control over what software resides on those servers, rather than having to figure out percentage allocations of 911 fund use based upon whether or not non-911 eligible software was collocated on those servers. He said the upshot of it is that if we could host servers representing all of the CAD vendors operating in the state at both the eastern and western DIT data centers for back-up and redundancy, we could save a ton of money. He pointed out that with a primary and backup CAD server for every PSAP and its back-up, that means the 911 fund is paying for four servers per PSAP, as opposed to hosting perhaps ten or fewer servers per vendor at the data centers. He summed up that it is something the Funding Committee is looking at and that he is excited about its potential.

Greg Hauser speculated that while the financial aspects of such a solution look good, we can't lose sight of the governance aspects as well. He characterized CAD as being like socks—everybody has a favorite pair and likes wearing them their own way—and that talking about a statewide initiative without considering the governance piece gets people really jittery. Mr. Taylor related that at one of the PSAP Manager meetings someone had said before you start talking to the CAD vendors you should get with some key IT people from the PSAP community to get their input and their take on it. He offered that Mr. Hauser is certainly correct in observing that it gets very territorial, but he also added that you can still have "*your CAD doing your thing*" in a hosted solution; it is not like the PSAP would have to give up its unique CAD characteristics just because the application is hosted. He added that one of the first things he intends to do is convene a meeting with some of those key IT people.

Donna Wright joked that from her experience, IT people are even more territorial than PSAP managers, eliciting laughter around the room as Chairman Boyette remarked that even he would say yes to that! He then observed that it's part of a change management process; you can still have structure and change, as well as a comfort level that you have the ability to make the change without undue effect. Mr. Hauser observed that another thing worrying him is that if the state can host CAD, so can the vendors, each going their own way, despite the state's effort at providing uniformity and consistency of service. Mr. Taylor remarked that is certainly an option, but if we can make it more effective and more efficient, hopefully that won't be a problem. Jimmy Stewart advised another thing to remember is that our CAD systems also talk to other applications that are not eligible for 911 funding, like RMS and LEO software running on MDTs. Mr. Taylor replied he has already been assured that is no more of a problem for a hosted solution than a local one, adding once again that he thinks is an exciting concept that warrants further examination.

**7. Update & Discussion of Regional PSAP Manager Meetings—**Mr. Taylor related that the final regional PSAP Manager meeting for this cycle was yesterday; they had now been held in all four regions of the state (northeast, southeast, central, and west) and he felt they were all pretty well attended. He reminisced that, as we are all aware, the past year has been very challenging for everyone—for PSAPs, because they had to implement back-up PSAP plans while preparing to undergo the peer review process—for staff, shepherding the PSAPs through the back-up PSAP implementation process to ensure all of them met the July 1<sup>st</sup> deadline mandate. By virtue of that, he said he began each meeting by asking attendees what they saw as their biggest challenge for the coming year, hoping to learn, in turn, what the 911 Board should be focusing on.

Mr. Taylor then displayed onscreen a list compiled by Tina Bone of comments made by each of the attendees at each of the meetings (please see [https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07282017\\_Agenda\\_Book.pdf](https://ncit.s3.amazonaws.com/s3fs-public/documents/files/07282017_Agenda_Book.pdf) pages 76-78), observing that the most frequent comment in all four regions involved staffing and retention, with getting/implementing new equipment in second place and the loss of many experienced managers in third, while also highlighting some others as he scrolled through the list. At the end of each meeting, Mr. Taylor said he also asked for everyone to complete anonymous comment cards. He displayed example comments onscreen, some whimsical and some definitely not, explaining and commenting on each as he scrolled through (please see <https://ncit.s3.amazonaws.com/s3fspublic/documents/files/07282017%20Agenda%20Book.pdf> pages 79-86), noting that part of his reasoning in doing so is to impart to Board members who are new to the Board what is on the minds of PSAP managers.

Dave Bone interjected that he felt the comment regarding including IT staff in meetings with 911 Board members and staff was an important one. Noting he attends the regional PSAP Manager meeting when he can, and acknowledging other Board members who do so, he hypothesized that maybe inviting IT staff from the PSAPs to participate in those meetings would be very helpful. He also asked Jeff Shipp if any PSAP IT managers served on the Technology Committee, to which both Mr. Shipp and Mr. Taylor replied we do, saying that three are currently serving and a fourth is being sought due to one having retired from the committee. Mr. Taylor also added that IT staff members have been invited to the PSAP Manager meetings. Mr. Bone opined maybe we need to encourage PSAP managers to personally invite their IT managers, adding that he knows we have invited some of the vendors to the PSAP Manager fall conference and speculating maybe we should try to get some IT manager participation in the fall conference too.

Responding to that, Mr. Taylor shared that the conference, October 4-6 in Greensboro, will begin at 1:00 PM on Wednesday, the 4<sup>th</sup>, going until 5:00 PM that evening; continue all day on Thursday, the 5<sup>th</sup>; and finish with a half-day on Friday, the 6<sup>th</sup>. He advised he has three different presentations currently scheduled about which is very, very excited, and IT is going to be a key one. He related that Jay English, from the Department of Homeland Security in DC and with whom he is personally acquainted, will be giving a half-day presentation on cybersecurity, with his goal being to reach 911 centers. Mr. Taylor characterized Mr. English's presentation as one that will "scare the bejesus out of you" because he will show just how vulnerable 911 systems and networks really are. Mr. Taylor then gave credit to David Dodd for having arranged, prior to his retirement in May, for a speaker from Maricopa County, AZ, who will be offering a hiring and retention presentation (which Mr. Dodd had attended at another time and with which he been very impressed), also for a half-day rather than just a 45-minute block. Mr. Taylor then related that the third speaker is from the Coast Guard—he believes it is a Chief Warrant Officer Keith—whose concern is the lack of a relationship between 911 and the Coast Guard. CWO Keith has posited that he really would like to develop a good working relationship with all PSAPs, but more especially those along the coast, so he and some of his staff will be attending the conference and speaking to that end.

Mr. Taylor concluded his comments by observing we have yet another challenging year ahead of us, and saying how very thankful he is for 911 Board staff members, praising their dedication, their willingness to put in a lot of extra effort when the needs of the job dictate, sparking a round of applause from the room. As a footnote, he added he's just scared he's going to burn them out and they'll leave him—joking "But I'll kill them if they do!"—adding that although he knows he keeps saying this, he can't get over what a breath of fresh air Danette Jernigan has been since joining the staff, and he's confident things are looking up. He said his commitment to the staff—and to the Board and to the PSAP managers—is to add more staff to streamline the workflow even more. He reiterated his thanks to Board members who had attended the PSAP Manager meetings, saying they just don't know how much that means to the PSAP managers. He related that some PSAP managers feel like the 911 Board is too isolated from them, and that one of them even told him we aren't very transparent, which completely took him aback.

Greg Hauser expressed concern about the person who said the Board isn't transparent, saying he'd like to dig into that to understand what it is that the person feels we don't do to be transparent. Chairman Boyette agreed, saying he'd like more feedback on that, too. Mr. Taylor replied that when he answered that person, he asked that very question: "What more can we do?" He pointed out all of our committee meetings are open, as well as Board meetings, and we WebEx everything for people who can't attend in person to attend remotely, but the person had no response to that. Mr. Taylor added that we are now broadcasting meetings on Facebook Live—doing everything we can think of to involve people from Murphy to Manteo—so if someone can suggest something we

could do better, or do more of, please let him know—he's open to anything! He stressed he does not want to foster in any way the perception that we're not transparent.

Jeff Shipp commended Mr. Taylor for addressing the issues that came up at the PSAP Manager meetings head-on; where he needed to take responsibility, he did, and where he needed to direct it back to the PSAPs, he did. Mr. Shipp added that staff also did a great job throughout each meeting, but that he did miss Tina Bone doing the Hokey-Pokey! Saying he knows Donna Wright will address it further during her report, he noted how pleased he was at how receptive the PSAP community had been to that committee's work and the peer review process. He related that all of the PSAP managers were very nervous in advance of their peer reviews, but Ms. Bone reassured all of them, sharing what a team effort it was, and he felt that really changed the course.

Responding to Mr. Shipp's comment, Mr. Taylor added that no matter how many comments were made, he responded to each and every single one, cold, whether it hurt him or helped him—there was no way to prepare a response, as there was no way to predict what the comments would be, but he felt the commenters deserved to hear a reply, and they deserved to hear it from him.

## **8. Standards Committee Report**

**a) Update on Peer Review**—Standards Committee Chair Donna Wright commented that as everybody is aware, the biggest priority for the Standards Committee this year has been peer review. She observed no peer reviews were done in July because of the regional PSAP Manager meetings, as well as other committee meetings, but they will be picking up scheduling those once again in late September, after getting through both vacation time and conference time that typically go on this time of year. She observed that as everyone has already heard, the peer reviews are being very well received now, relating that the biggest thing they've had to explain to folks is, "This is not about making you look bad—it's about making sure that we're all meeting the same minimum requirements." She said that a few PSAP managers have contacted her directly about the peer review process, and she has reassured them. She added we're on task to start this process again in September, actually getting away from reviewing only the peer reviewers' PSAPs and moving into the greater PSAP community.

Mr. Taylor interjected that Ms. Wright, Candy Strezinski, and Greg Hauser have done a great job of putting this peer review process together, and when Ms. Wright talks about getting outside of the "peer reviewers' reviews" she's referring to the requirement that any peer reviewer must have her/his PSAP review completed before reviewing others. He relayed a compliment he had received yesterday from Madison County's PSAP Manager, who is a reviewer herself, saying she had been "freaked out" when her PSAP was due to be reviewed, but became, instead, totally relieved because it was not an "us and them" kind of thing; everyone was very personable, stressing the fact that they were there to help, not hurt.

Ms. Wright added that Rodney Pearce, from Davie County, and Candy Strezinski, have agreed to do a presentation at the NC APCO/NENA Annual Conference in September to show PSAP managers how to prepare for the peer review step by step to make it flow as smoothly as possible.

Dave Bone asked Ms. Wright how far in advance the reviews are being scheduled; do PSAPs know a month in advance, or two, or what? She replied they try to provide a 90-day advance notice, and once they know what peer reviewers are available in that time frame, they try to hammer down a specific date. Mr. Bone asked if it has been done completely on a volunteer basis to date; she replied it has, as peer reviewers learned new things that need to be worked out with each review. Mr. Bone asked if they have a waiting list now; Tina Bone responded they are still trying to complete reviews of all the peer reviewers' PSAPs first. Ms. Wright added the hardest part is getting all of the peer reviewers fully prepared before sending them out to the remaining PSAPs.

**9. Presentation of State Auditor's Report**—Reiterating the praise he gave her at the top of the meeting, Chairman Boyette asked Marsha Tapler to share what transpired with the State Auditor's Report. She stated that the auditors spent a few weeks with staff, going through records, and although they did find a couple of adjusting entries that she had to correct for, they were not material, so all in all she feels we did a great job with our books. Since no material issues were discovered, they did not issue any findings, but, although we had not done it in the past, we did have to submit a budget in advance this year, and will for each year going forward as well. Mr. Taylor observed there are electronic copies of the report on the State Auditor's website, or he can send copies to anyone



who would like to read it. He added that he was very excited that Ms. Tapler sweated bullets about this, because it was all worth it in the end, and thanked her again.

**10. NG911 Project Update**—Technology Committee Chair Jeff Shipp reported that the negotiation and clarification process continues with AT&T, and that the evaluation team, consisting of subject matter experts as well as a couple of Board members, working in conjunction with AT&T, have potentially completed almost all of the negotiations and clarifications, and are now in the process of getting everything written back up. He also related that, as mentioned earlier, he attended each of the recent regional PSAP Manager meetings, mainly to listen as it relates to reviewing the Next Gen process to try to learn what PSAP managers feel about it. He reviewed that when the Technology Committee originally started discussing Next Gen, it pretty much held the philosophy that, “*Hopefully*, if we build it, they will come,” but at these meetings staff, particularly Dave Corn, did a great job of promoting it that he no longer needs to rely on the “*hopefully*”; instead, he shared how excited he was to hear the enthusiasm and excitement coming from the PSAP managers looking forward to it—there were a lot of questions asked and answers given, and he thinks we may actually have some competitive debates going on about which PSAPs are going to join the ESINet first. Observing that’s a good issue to have, he once again thanked Mr. Corn for having done a great job. He advised the next Technology Committee meeting will be Thursday, August 10<sup>th</sup>, at 10:00 AM.

**11. Status of Back-up PSAP Plan Compliance**—Mr. Taylor advised that all PSAPs did not meet the July 1<sup>st</sup> back-up PSAP implementation mandate deadline, but qualified that by saying we did not learn that until Friday afternoon, June 30<sup>th</sup>; one PSAP was still not compliant, and he and Tina Bone made innumerable phone calls to and had innumerable email exchanges with two different PSAPs to try to take care of the non-compliant one, and although it took them until July 3<sup>rd</sup>, they ultimately got everybody squared away. He related that the problem was unfortunately due to some miscommunication between two county managers that never filtered down to the PSAP managers, so they didn’t know what was going on. He extended kudos to both Ms. Bone and Marsha Tapler for staying on top of everything throughout the entire implementation process.

**Other Items**—Chairman Boyette asked everyone to make note of the various committee meeting dates and times printed on the last page of the agenda, adding that his take-away from today’s meeting is that he needs to get out to some of the PSAPs. He also shared an anecdote that he made a surprise visit to the western data center on his way here yesterday, but he couldn’t get in the gate! He said that was a very valuable lesson, underscoring that all of us need to make a concerted effort to make sure we are open and available to the people we serve.

**Adjourn**—Tina Bone said she wanted to give a shout-out to the people who have been watching our Facebook Live presentation today: Mark Reavis from Nash County, Wesley Reid, the former PSAP director from Guilford Metro, Nikki Carswell from Iredell County, and a few more she can’t call back to mind. She thanked them and encouraged them to like it, share it, and attend more of the same: “We appreciate your input!” Chairman Boyette then adjourned the meeting at 11:40 AM.



**Graham County**  
**E911 Enhancement/Replacement**  
**Monthly Progress Report**

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**July, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Design is complete, facility is under construction</li></ul>	<ul style="list-style-type: none"><li>• N/A</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• No permitting handled in this period</li></ul>	<ul style="list-style-type: none"><li>• No additional permitting anticipated</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>• Kessel inspections close to complete</li><li>• Roof trusses have been set</li><li>• Metal studs installed</li><li>• Plumbing under slab</li><li>• Electrical under slab</li><li>• Shingles selected</li><li>• Final inspections on roof</li></ul>	<ul style="list-style-type: none"><li>• Dry in facility</li><li>• Install roof shingles</li><li>• Continue plumbing rough-in</li><li>• Continue electrical rough-in</li><li>• Focus on the exterior of the building</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>• Planning meetings with Frontier and Balsam West held to discuss logistics of interface with Swain and Jackson</li><li>• Technical procurement plan created</li><li>• Planning for structured cabling</li><li>• Tower design and discussion on procurement</li></ul>	<ul style="list-style-type: none"><li>• Meetings with TCS and CPE vendor</li><li>• Continue to work towards aligning vendors involved in Swain/Jackson backup</li><li>• Prepare for structured cabling and tower installation</li><li>• Begin planning for UPS and generator</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• Site visit to Swain County completed, information on UPS, generator and other systems collected</li><li>• MCP held weekly conference calls with the County and attended the monthly construction meeting</li></ul>	<ul style="list-style-type: none"><li>• Begin furniture console discussions</li><li>• Decide on lockers and floor finishes</li><li>• MCP will continue weekly conference call schedule with the County</li></ul>



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

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**Monthly Progress Report**

**July, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>Completed some of the required tower lease surveys, still awaiting some administrative paperwork to finalize the remaining surveys</li><li>Continued discussions between Dare, Hyde and the State as to the re-location of an antenna on the Hatteras tower site. Motorola will do coverage testing to ensure no loss of coverage</li></ul>	<ul style="list-style-type: none"><li>As approval is received, tower crews and technicians are ready to begin construction and installation</li><li>Discussions with Dare County will continue to adjust antenna and microwave locations on the Hatteras tower site</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>No additional permitting work anticipated at this time</li></ul>	<ul style="list-style-type: none"><li>No additional permitting work anticipated at this time</li></ul>
<b>3. Construction</b>	<ul style="list-style-type: none"><li>Project delayed awaiting final approval from the State</li></ul>	<ul style="list-style-type: none"><li>Equipment and tower crews will be staged and available to begin work whenever approval is provided</li></ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"><li>5. Project delayed awaiting final approval from the State.</li></ul>	<ul style="list-style-type: none"><li>Equipment will be installed at all sites in preparation for cutover as the State approves</li><li>Hyde County will continue preparation for transition to consolidated dispatch center</li></ul>
<b>6. Other Activity</b>	<ul style="list-style-type: none"><li>No additional activity during this period. MCP continued bi-weekly conference calls to track the progress of the project</li></ul>	<ul style="list-style-type: none"><li>MCP will continue bi-weekly conference calls with the Client and Gately Communications</li></ul>



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

**July 2017**

Activity	This Period	Next Period (Anticipated)
<b>1. Design</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• No further activity anticipated</li> </ul>
<b>2. Permits</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• No further activity anticipated</li> </ul>
<b>3. Construction</b>	<ul style="list-style-type: none"> <li>• Continued erosion control and further site grading</li> <li>• Corrected erosion and sedimentation control measures</li> <li>• Graded parking lot and laid stone base</li> <li>• Approved first and second change orders, with signatures</li> <li>• Poured concrete masonry unit (CMU) walls</li> <li>• Grouted CMU walls</li> <li>• Poured bond beams</li> <li>• Began rough in of mechanical, electrical, and plumbing in masonry walls</li> <li>• Set structural steel I-beams</li> <li>• Continued independent testing of concrete work by ECS</li> <li>• Received numerous testing reports from ECS</li> <li>• Reviewed and responded to electrical and grounding submittals from subcontractor</li> <li>• Received job construction report from ADW</li> <li>• Reviewed and confirmed stone and siding for building</li> <li>• Held monthly construction meeting</li> <li>• Maintained photographic record of progress – ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Stub grounding for future fence</li> <li>• Continue general construction activities</li> <li>• Complete CMU walls and grouting</li> <li>• Install steel trusses and decking</li> <li>• Begin standing seam metal roof</li> <li>• Apply fluid applied membrane air barrier</li> <li>• Begin framing some interior metal partition walls</li> <li>• Provide information on generator vendor for sizing</li> <li>• Review tower fencing design</li> <li>• Hold monthly construction meeting</li> <li>• Provide answers for requests for information (RFIs)</li> <li>• Keep weekly photographic record of progress – ongoing</li> </ul>
<b>4. Communications Systems</b>	<ul style="list-style-type: none"> <li>• Determined height of cable penetration sleeve on building</li> <li>• Prepared timeline for communications technology</li> <li>• Developed procurement timeline</li> </ul>	<ul style="list-style-type: none"> <li>• Refine technology timelines</li> <li>• Meet with AT&amp;T regarding diverse routing for ESInet</li> <li>• Begin preparing procurement documents (ongoing)</li> </ul>



# Richmond County PSAP Consolidation and Construction Monthly Progress Report

Activity	This Period	Next Period (Anticipated)
	<p>for technology</p> <ul style="list-style-type: none"><li>• Contacted Rohn regarding tower and pricing</li><li>• Began planning for County fiber to site</li><li>• Received confirmation of GSA status for workstations</li></ul>	
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• Reviewed and scored generator quotes</li><li>• Clarified generator vendor responses with questions</li><li>• Recommended generator vendor for award</li><li>• Conducted numerous calls between County and MCP regarding project needs and status updates</li><li>• Conducted budget review</li><li>• Held progress meeting between County and MCP</li></ul>	<ul style="list-style-type: none"><li>• Present generator proposal to County Commissioners for approval</li><li>• Conduct technology review meeting</li><li>• Continue work on law enforcement protocols – ongoing</li><li>• Schedule first law enforcement user group meeting for fall</li><li>• Review current standard operating procedures (SOPs) – ongoing</li><li>• Regular communications with project team, as needed – ongoing</li><li>• Continue to track grant budget</li><li>• Hold status meeting between County and MCP</li></ul>

## Catawba County Backup Plan and Grant Status Report - August 2017 Update

**Previously achieved milestones:**

Phone and CAD network connection between primary PSAP and backup center (Hickory PD)  
 Relocation of Airbus VESTA side B to Hickory PD  
 Conversion from single to multi-node A911 network connection (Primary PSAP and Secondary PSAP)  
 Purchase and delivery of CAD server

**Milestones achieved in April:**

Purchase and delivery of CAD workstations and monitors  
 Purchase Airbus VESTA phones  
 Purchase Wrightline dispatch console furniture  
 Selected vendor for facility power up fit

**Milestones achieved in May:**

Installation and configuration of Sirius CAD server  
 Begin off-site / pre-deployment configuration of CAD workstations  
 Delivery and installation of Wrightline dispatch console furniture  
 Purchase radio transmitters

**Milestones achieved in June:**

Delivery of Airbus VESTA phone

**Milestones achieved in July:**

Completion of facility power and UPS up fit

**Milestones achieved in August:**

Installation and configuration of Airbus VESTA phones  
 Installation and final configuration of CAD workstations and monitors

**August goals:**

Installation and configuration of radio transmitters

**Contingencies in place until backup plan completion**

Have Hickory PD to function as interim 911 center as described in backup plan  
 Have six Airbus VESTA phones installed and ready for use  
 Have six CAD workstations installed and ready for use  
 Have adequate portable and mobile radios on hand for dispatching calls

Task	Task status	Week ending										
		6/30/2017	7/7/2017	7/14/2017	7/21/2017	7/28/2017	8/4/2017	8/11/2017	8/18/2017	8/25/2017	9/1/2017	
<b>Airbus VESTA 911 Phones</b>												
Relocate Side B to backup center site	Complete											
Purchase VESTA phone positions	Complete											
Delivery of VESTA phone positions	Complete											
Installation of VESTA phone positions	Complete											
Configuration of VESTA phone positions	Complete											
<b>Facility power up fit</b>												
Up fit of facility power and UPS design/permitting	Complete											
Installation of additional facility power and UPS	Complete			Power and UPS Installation								
UPS training	Complete							08/09/17				
<b>CAD server</b>												
Purchase Sirius CAD server	Complete											
Delivery of Sirius CAD server	Complete											
Installation of Sirius CAD server	Complete											
Configuration of Sirius CAD server	Complete											
<b>CAD workstations (PCs)</b>												
Purchase CAD workstations and monitors	Complete											
Delivery of CAD workstations and monitors	Complete											
Installation of CAD workstations and monitors	Complete											
Configuration of CAD workstations	Complete											
<b>Console furniture</b>												
Purchase Wrightline console furniture	Complete											
Delivery of Wrightline console furniture	Complete											
Installation of Wrightline console furniture	Complete											
<b>Radio transmitters</b>												
Purchase radio transmitters	Complete											
Delivery of radio transmitters	Complete											
Installation of radio transmitters	Outstanding											Installation of Radios
Programming of radio transmitters	Outstanding											Programming of Radios



**Lincoln County PSAP, NC**  
**PSAP Project Grant Project**  
**Monthly Progress Report**

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**July, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Commented on construction documents</li><li>• Commented on specifications for constructions documents</li></ul>	<ul style="list-style-type: none"><li>• Next draft of the construction documents review August 2, 2017</li><li>• Coordinate specifications for construction</li></ul>
<b>2. Permits</b>	<ul style="list-style-type: none"><li>• Continue work on permitting requirements for tower</li><li>• Continue work on FAA and FCC requirements</li></ul>	<ul style="list-style-type: none"><li>• Continue with permitting requirements for tower</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>• Coordination requirements for Microwave tower</li><li>• Held meeting to discuss technology purchases and scope</li></ul>	<ul style="list-style-type: none"><li>• Coordinate Tower RFP with County</li><li>• Continue coordination of technology with the County</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• MCP conducted bi-weekly conference calls with the clients</li><li>• Coordinated specifications for building based on County building (security, access control, etc.)</li><li>• Coordinated fiber connectivity</li></ul>	<ul style="list-style-type: none"><li>• MCP will conduct bi-weekly conference calls with the clients</li><li>• Continue to coordinate specifications for building based on County building (security, access control, etc.)</li><li>• Review additional fiber paths</li></ul>



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

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July, 2017

Activity	This Period	Next Period
<ul style="list-style-type: none"><li>• <b>Design</b></li></ul>	<ul style="list-style-type: none"><li>• 2nd Design drawings held July 5</li><li>• Schrader Group to presented draft to County Board July 5</li><li>• Coordinating technology requirements with Architect</li></ul>	<ul style="list-style-type: none"><li>• Review 3rd Design drawings from Schrader Group –August</li></ul>
<ul style="list-style-type: none"><li>• <b>Permits</b></li></ul>	<ul style="list-style-type: none"><li>• Permit for Soil Remediation Project (\$400)</li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>
<ul style="list-style-type: none"><li>• <b>Construction</b></li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>	<ul style="list-style-type: none"><li>• No action</li></ul>
<ul style="list-style-type: none"><li>• <b>Communications Systems</b></li></ul>	<ul style="list-style-type: none"><li>• Address communication system requirements for the new facility during the design meeting</li></ul>	<ul style="list-style-type: none"><li>• Address communication system requirements for the new facility during the design meeting</li></ul>
<ul style="list-style-type: none"><li>• <b>Other Activity</b></li></ul>	<ul style="list-style-type: none"><li>• MCP conducted bi-weekly conference calls with the clients</li></ul>	<ul style="list-style-type: none"><li>• MCP conducting bi-weekly conference calls with the clients</li></ul>





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

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**July, 2017**

<b>Activity</b>	<b>This Period</b>	<b>Next Period</b>
<b>1. Design</b>	<ul style="list-style-type: none"><li>• Pasquotank and Martin County still working on the design drawings for the new facility</li><li>• Design drawings reviewed on July 5</li></ul>	<ul style="list-style-type: none"><li>• Anticipate next set of design drawings from Schrader Group end August</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>• Coordinating with Martin County's temporary Backup PSAP on Meadows Road</li><li>• Point to Point scheduled for July, working with CenturyLink to install sooner</li></ul>	<ul style="list-style-type: none"><li>• Maintain Backup PSAP on Meadows Road</li><li>• New Paging System vendors being reviewed by MCP, negotiating price and parts</li></ul>
<b>5. Other Activity</b>	<ul style="list-style-type: none"><li>• MCP conducted bi-weekly conference calls with the clients</li><li>• Programmed virtual private network (VPN) connections for radio connectivity</li><li>• Point to Point completed CenturyLink to install point to point (NCIT)</li></ul>	<ul style="list-style-type: none"><li>• MCP will conduct bi-weekly conference calls with the clients</li></ul>

PsapID	PSAP	7/1	7/2	7/3	7/4	7/5	7/6	7/7	7/8	7/9	7/10	7/11	7/12	7/13	7/14	7/15	7/16	7/17	7/18	7/19	7/20	7/21	7/22	7/23	7/24	7/25	7/26	7/27	7/28	7/29	7/30	7/31						
89	Ahoskie Police Department (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO					
2	Alamance County Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES						
3	Alexander County E9-1-1 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES						
4	Alleghany County E911	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES						
5	Anson County Emergency Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES						
6	Ashe County Communications Center	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES					
7	Avery County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES					
8	Beaufort County Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES					
66	Beech Mountain Police Department	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES	NO	YES	YES	YES	YES	NO	YES	NO	NO	YES	YES	YES	YES	NO	NO	YES	YES	YES	NO						
9	Bertie County Communications	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES					
10	Bladen County Central Communications	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES					
67	Boone Police Department 911	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW					
11	Brunswick County Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES					
12	Buncombe County Emergency Communications	YES	LOW	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES					
13	Burke County ECC (BCECC)	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES				
193	Burlington PD	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES					
21	Butner Public Safety Communications (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO				
17	Cabarrus County Sheriff's Office Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES					
18	Caldwell County Sheriff's Office/E-911 Comm Center	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW				
19	Carteret Emergency Communications Center	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW				
60	Cary Police Department	YES	LOW	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES				
20	Caswell County 911 Communications	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES				
22	Catawba Co Communications Center	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES			
125	Charlotte-Mecklenburg Police Communications	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW			
23	Chatham County Emergency Operations	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES				
25	Cherokee County 911 Communications	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES			
26	Chowan Central Communications	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	LOW	LOW	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES				
79	City of Durham Emergency Communications	YES	LOW	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES			
112	City of Jacksonville	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES			
27	Clay County E911	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW			
28	Cleveland County Communications	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES			
31	Columbus Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES		
126	Cornelius Police Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		
34	Craven County Emergency Communications	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		
36	Cumberland County 9-1-1	YES	YES	YES	YES	YES	LOW	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES		
40	Currituck Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		
42	Dare Central Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	
76	Davidson County 911	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	
77	Davie County 911 Communications	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	
73	Dunn Police Dept.Telecommunications Center (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO		
78	Duplin County Communications	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		
52	Eastern Band of Cherokee Indians Public Safety Disp	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	
37	Eden Police Communications (NRC)	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
80	Edgecombe County 911	YES	YES	YES	YES	YES	YES	LOW	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	
39	Fayetteville Communications	YES	LOW	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	
83	Forsyth County 911 Communications	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	
85	Franklin County Communications Center	YES	YES	YES	LOW	YES	YES	YES	LOW	YES	YES	YES	YES	LOW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	LOW	LOW	LOW





# Consent Agenda

Richard Taylor

e) Grant Fund Balance \$ 2,291,780

1) Grant Fund Encumbered \$ 30,309,848

**PSAP Grant-Statewide 911 Projects Fund**

		<b>Total Disbursed</b>		<b>Remaining</b>
		<b>FY2011-2017</b>	<b>Jul-17</b>	<b>Expenditures</b>
			<b>Jun-18</b>	<b>Grant Balance</b>
			#REF!	
<b>FY2014</b>	<b>Award Amount</b>			
Hertford County G2014-05	4,250,000.00	-4,217,591.67		32,408.33
<b>FY2016</b>	<b>Award Amount</b>			
Graham County G2016-01	3,401,528.00	-188,671.78		3,212,856.22
Hyde County G2016-02	1,266,887.00	-493,006.64		773,880.36
Richmond County G2016-03	6,357,537.00	-559,364.47		5,798,172.53
<b>FY2017</b>	<b>Award Amount</b>			
Catawba G2017-1A	296,827.00	-92,094.42	-2,176.20	202,556.38
Chowan G2017-2	247,917.00	0.00		247,917.00
Forsyth G2017-3	1,085,000.00	-195,267.42		889,732.58
Halifax G2017-4	2,000,000.00	0.00		2,000,000.00
Lincoln G2017-6	2,000,000.00	-17,253.44		1,982,746.56
Martin G2017-7	4,315,437.00	0.00		4,315,437.00
McDowell G2017-8A	63,822.00	-1,322.51	-50,656.58	11,842.91
Mitchell G2017-9	2,000,000.00	-76,097.33		1,923,902.67
Moore G2017-10	586,404.00	0.00		586,404.00
Pasquotank G2017-11	1,010,779.00	-150,825.50		859,953.50
Perquimans G2017-12A	176,206.00	-41,696.51	-103,656.00	30,853.49
Rocky Mount G2017-13A	166,749.00	0.00		166,749.00
Rowan G2017-14	862,905.00	0.00		862,905.00
Shelby G2017-15	920,993.00	0.00		920,993.00
Washington G2017-16	344,524.00	0.00		344,524.00
Wilson G2017-17	48,185.00	0.00		48,185.00
<b>STATEWIDE PROJECTS:</b>	<b>Award Amount</b>			
E-CATS II	1,354,880.00		-80,153.63	1,274,726.37
Interpretive Services	1,155,000.00	-99,481.50	-13,209.75	1,042,308.75
Ortho Project III Image 16	4,076,752.00	-3,216,180.92	-118,131.00	742,440.08
Ortho Project III Image 17	3,815,129.00	-1,369,349.99	-407,425.40	2,038,353.61
Approved Transfer from PSAP Fund				
<b>Interest</b>			30,829.53	
<b>Total Ending Fund Balance</b>		\$ 33,346,207.35	\$32,601,628.32	

Encumbered: \$ 30,309,848.34  
 Grant Fund Total \$2,291,779.98

# Consent Agenda

Richard Taylor

f) NG911 Fund Balance \$ 13,055,332

1) NG911 Fund Disbursements \$ 0.00

NG 911 FUND	Revenue 10%	Interest	NG 911 Disbursement	NG 911 Fund Balance	
<b>Beginning Fund Balance:</b>				\$ 12,276,454.78	
<b>July 2017</b>	\$ 767,527.04	\$ 11,349.93		13,055,331.75	**
<b>August 2017</b>	-	-			



# Consent Agenda

Richard Taylor

g) CMRS Fund Balance \$ 6,155,542

1) CMRS Disbursements \$ 624,661

<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>\$ 5,774,603.59</b>	
<b>July 2017</b>	\$ 523,005.90	\$ 5,338.79	\$ 147,406.38		6,155,541.90	**
<b>August 2017</b>	-	-	-			
<b>September 2017</b>	-	-	-			

# Consent Agenda

Richard Taylor

h) PSAP Fund Balance \$ 12,004,698

1) PrePaid CMRS Revenue \$ 1,430,466

	Revenue						GRANT	Monthly	Fund Balance	
	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total	Allocation Transfer out	Expenditure		
<b>PSAP FUND</b>									\$ 10,402,969.59	
July 2017	\$ 2,963,700.11	\$ 864,766.43	\$ 1,056,727.57	\$ 1,430,465.78	\$ 9,617.84	\$ 6,325,277.73		\$ 4,723,549.30	12,004,698.02	**
August 2017	-	-	-	-	-	-		-		

# Consent Agenda *(vote required)*

Public Comment

Eric Boyette

The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s).

Your opinions are valued in terms of providing input to the NC 911 Board members.

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

Speaker:



# Executive Director Report

## a) 911 Board Staff Update

Richard Taylor

\*Dave Corn Resignation

\*September 5 : PSAP Review Specialist  
(K Mason Vacancy)

\*September 6 : PSAP Liaison  
(D Dodd Vacancy)

Executive Director Report

Richard Taylor

b) Statement of Economic Interest  
Findings for Amy T. Ward



# NORTH CAROLINA

## State Board of Elections & Ethics Enforcement

Mailing Address:  
P.O. Box 27255  
Raleigh, NC 27611-7255

Phone: (919) 733-7173  
Fax: (919) 715-0135

KIM WESTBROOK STRACH  
Executive Director

July 19, 2017

The Honorable Phil Berger  
President Pro Tempore of the Senate  
16 W. Jones Street, Room 2007  
Raleigh, NC 27601-2808

*Via Email*

**Re: Evaluation of Statement of Economic Interest Filed By Amy Ward**  
911 Board-- 200,000 + local carrier

Dear Senator Berger:

Our office is in receipt of Amy Ward's **2017 Statement of Economic Interest** as a member of the 911 Board ("the Board"). We have reviewed it for actual and potential conflicts of interest pursuant to Chapter 138A of the North Carolina General Statutes ("N.C.G.S."), also known as the State Government Ethics Act.

**We did not find an actual conflict of interest, but found the potential for a conflict of interest. The potential conflict identified does not prohibit service on this entity.**

The 911 Board was established to develop and update the 911 State Plan, which includes enhanced 911 services for the use of customers of all voice communications providers. Also, the Board creates and provides educational materials regarding the proper use of 911. The Board has the authority to levy a monthly service charge on each active voice communications service connection, and fund advisory services and training for public safety answering points (PSAP). In addition, the Board administers and distributes revenue and grants from the 911 Fund and the PSAP Grant Account.

The State Government Ethics Act establishes ethical standards for certain public servants, including conflict of interest standards. N.C.G.S. §138A-31 prohibits public servants from using their positions for their financial benefit or for the benefit of a member of their extended family or a business with which they are associated. N.C.G.S. §138A-36(a) prohibits public servants from participating in certain official actions from which the public servant, his or her client(s), a member of the public servant's extended family, or a business or non-profit with which the public servant or a member of the public servant's immediate family is associated may receive a reasonably foreseeable financial benefit.

Ms. Ward fills the role of a local exchange carrier on the Board. She is employed with Centurylink, a voice communications provider. Thus, she has the potential for a conflict of interest. In light of this interest, Ms. Ward should exercise appropriate caution should Centurylink come before the Board for official action.

In addition to the conflicts standards noted above, N.C.G.S. §138A-32 prohibits public servants from accepting gifts, directly or indirectly (1) from anyone in return for being influenced in the discharge of their official responsibilities, (2) from a lobbyist or lobbyist principal, or (3) from a person or entity which is doing or seeking to do business with the public servant's agency, is regulated or controlled by the

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public servant's agency, or has particular financial interests that may be affected by the public servant's official actions. Exceptions to the gifts restrictions are set out in N.C.G.S. §138A-32(e).

Finally, the State Government Ethics Act mandates that all public servants attend an ethics and lobbying education presentation. Please review the attached document for additional information concerning this requirement.

Please contact our office if you have any questions concerning our evaluation or the ethical standards governing public servants under the State Government Ethics Act.

Sincerely,



Diana Latta  
SEI Unit

cc: Amy Ward, Filer  
Richard Taylor, Ethics Liaison  
Board Chair

Attachment: Ethics Education Flyer

Executive Director Report

Richard Taylor

c) Board Meeting Format



**Meeting Summary**  
**Agenda/Meeting Format Committee**  
**01/15/2014**  
**Teleconference**  
**3:30 PM – 4:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
George Bakolia	Richard Taylor	
Jason Barbour		
Andrew Grant		
Lee Worsley		
<u>Members Absent</u>	<u>Staff Absent</u>	

Richard Taylor opened the meeting by identifying the comments made during the December Board meeting about the meeting format and the desire by the Board to structure the meeting to more of strategic discussions rather than a the current report format. He provided copies of several agendas from different 911 Boards in several states.

Lee reiterated that the Board member’s time at the meetings could be used better for strategic issues

Jason Barbour expressed the need for a public comment period, that the staff doesn’t need to report to the Board, and the Board needs to spend more time debating political, technical, financial and other 911 related issues.

Andrew agreed with Lee and Jason and added that the Board needs to spend time reflecting on our actions, holding ourselves accountable.

George recommended that the new agenda should start with 1) a public comment period, 2) an Executive Director report, 3) more detailed committee reports with more discussion, 4) a period for PSAP managers interaction.


All agreed to quarterly having a non-business meeting to meet with local government members to discuss any issues that may be of interest to them. Meetings would be held across the state in locations to encourage local attendance.

Richard said he would put together a new format agenda for review and approval at the January meeting.

Meeting adjourned at 4:00pm





**Brendan Carr**  @BrendanCarrFCC · 8h

Thank you to the public servants working at the Raleigh-Wake 911 Comms Center. Serves 1 million ppl as NC transitions to Next Gen 911

# Johnston County Official, Businessman Injured In Carteret County Crash

July 3, 2017

A Johnston County official and a Clayton businessman were injured after a SUV plowed into the Domino's Pizza in Cedar Point near Emerald Isle around 7:00pm Sunday.

# PSAP Funding Model Discussion

For Work Session Guidance

David Bone  
Richard Taylor

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

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

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

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

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

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

e1. Any expenditure authorized by the 911 Board for statewide 911 projects or the next generation 911 system.

f. Any other information the Board considers relevant.

## Suggested Guiding Principles For Potential PSAP Funding Model

- 1) No one “size” funding model fits all PSAPs
- 2) A funding model needs to encourage savings, offer incentives for “smart buying”, encourage procurement best practices (current model does not encourage fiscal responsibility)
- 3) Comparison of cost per call, efficiency range of cost per call versus call volume, call volume versus population/economic tiers, cost versus geography, seasonality spikes in operational costs
- 4) Services delivered (EMD, EFD, EPD)
- 5) Consider certain amount of fixed costs (pro rata) for PSAPs
- 6) For consideration costs covered by the 911 Board e.g. Translation Services, Orthography, etc.)
- 7) Other states’ best practices, e.g. eligible versus non-eligible expenses
- 8) PSAP Strategic Planning
- 9) NG911 planning costs considerations
- 10) Routine reevaluation of the funding model
- 11) Consider the validity (positives) of the “5 year rolling average” model
- 12) How should the cost of the Primary PSAP compare to the cost of the Backup PSAP
- 13) Transition period and method consideration from the existing funding model to a new model
- 14) Consideration of authorized staffing vs. equipment/ # of seats allowed to purchase

Committee Working Document Not for Public Dissemination

	Population	Call Volume 2016	Primary PSAP Seat Count	Equally Divided 119 PSAPs \$17,337,027 /119)	\$2.61 Per Call	\$21,046 per discipline	Disciplines	Total Dist	2016 PSAP Distribution
<b>Group A</b>									
Buncombe County Emerg. Communications	245,381	199,057	31	126,276	519,539	63,138	3	708,953	875,308
Cabarrus County Sheriff Communications	183,465	105,500	11	126,276	275,355	63,138	3	464,769	576,689
Catawba Co Communications Center	102,298	91,028	7	126,276	237,583	63,138	3	426,997	352,839
Charlotte-Mecklenburg Police Department	853,794	1,048,989	67	126,276	2,737,861	21,046	1	2,885,183	2,091,920
Davidson County 911	157,746	98,496	13	126,276	257,075	63,138	3	446,488	508,355
Durham Emergency Communications	280,090	316,120	18	126,276	825,073	63,138	3	1,014,487	1,619,955
Fayetteville City Communications	208,762	234,992	16	126,276	613,329	42,092	2	781,697	856,110
Gaston County Communications	193,357	149,587	15	126,276	390,422	63,138	3	579,836	714,921
Greensboro	399,896	357,592	44	126,276	933,315	63,138	3	1,122,729	1,789,556
Iredell County Emergency Communications	162,967	90,366	7	126,276	235,855	63,138	3	425,269	454,050
Johnston County Communications	174,686	129,528	21	126,276	338,068	63,138	3	527,482	2,548,859
New Hanover County Sheriff Communications	209,915	174,848	21	126,276	456,353	63,138	3	645,767	502,354
Pitt County 911 Communications	172,529	141,671	6	126,276	369,761	63,138	3	559,175	503,370
Raleigh Wake 911 Center	779,074	625,479	25	126,276	1,632,500	63,138	3	1,821,914	2,861,093
Union County	207,780	93,712	9	126,276	244,588	63,138	3	434,002	513,741
Winston Salem Police/Fire Communications	233,748	248,574	13	126,276	648,778	42,092	2	817,146	490,716
<b>Group B</b>									
Alamance County Central Communications	102,432	107,445	18	126,276	280,431	63,138	3	469,845	632,544
Brunswick County 9-1-1	112,615	88,418	7	126,276	230,771	63,138	3	420,185	659,435
Burke County Emerg. Communications	89,916	50,333	11	126,276	131,369	63,138	3	320,783	559,958
Caldwell County Communications	82,563	41,317	5	126,276	107,837	63,138	3	297,251	304,404
Cary	142,642	66,170	6	126,276	172,704	42,092	2	341,071	523,129
Cumberland County Communications	121,453	122,930	10	126,276	320,847	63,138	3	510,261	1,176,405
Forsyth County 911 Communications	99,986	97,427	8	126,276	254,284	63,138	3	443,698	631,532
Harnett County Communications	121,239	86,483	9	126,276	225,721	63,138	3	415,134	700,030
Henderson County Communications	94,787	56,402	9	126,276	147,209	63,138	3	336,623	589,031
High Point Police/Fire Communications	106,756	93,379	10	126,276	243,719	42,092	2	412,087	537,177
Jacksonville E-911	76,996	36,510	4	126,276	95,291	42,092	2	263,659	315,815
Moore County Emergency Communications	90,725	59,788	10	126,276	156,047	63,138	3	345,460	413,395

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	Onslow County Communications	114,512	62,321	7	126,276	162,658	63,138	3	352,072	393,272
	Orange County Emergency Communications	138,335	89,281	7	126,276	233,023	63,138	3	422,437	509,172
	Randolph County Emergency Communications	142,535	92,900	9	126,276	242,469	63,138	3	431,883	581,017
	Robeson County Communications	112,685	121,628	8	126,276	317,449	63,138	3	506,863	360,716
	Rowan County Telecommunications	138,141	96,934	12	126,276	252,998	63,138	3	442,411	633,691
	Wayne County Central 911	124,954	117,703	7	126,276	307,205	63,138	3	496,619	438,274
	Wilson County Emergency Communications	81,706	91,673	9	126,276	239,267	63,138	3	428,680	441,967
Group C										
	Carteret County Communications	68,395	36,934	5	126,276	96,398	63,138	3	285,811	537,420
	Chatham County Emergency Oper Center	64,618	40,136	8	126,276	104,755	63,138	3	294,169	588,205
	Cleveland County Communications Center	67,848	46,679	5	126,276	121,832	63,138	3	311,246	332,732
	Columbus Central Communications	58,037	51,390	6	126,276	134,128	63,138	3	323,542	266,425
	Cornelius-Huntersville Police Communications	76,776	24,958	4	126,276	65,140	42,092	2	233,508	104,497
	Duplin County/Kenansville PSAP	60,017	38,916	5	126,276	101,571	63,138	3	290,985	355,286
	Franklin County Sheriff Communications	61,825	44,581	5	126,276	116,356	63,138	3	305,770	393,028
	Granville County Emergency Comm.	58,004	47,343	4	126,276	123,565	63,138	3	312,979	418,918
	Halifax County Central Communications	54,223	47,574	6	126,276	124,168	63,138	3	313,582	335,055
	Haywood County 911	59,261	30,078	7	126,276	78,504	63,138	3	267,917	298,205
	Lee County Emergency 911 Center	59,039	55,392	4	126,276	144,573	63,138	3	333,987	320,507
	Lenoir County Communications	69,998	62,031	4	126,276	161,901	63,138	3	351,315	534,124
	Lincoln County Communications Center	79,204	39,383	6	126,276	102,790	63,138	3	292,203	253,038
	Nash County Central Communications	55,806	54,417	14	126,276	142,028	63,138	3	331,442	366,837
	Pasquotank/Camden Central Communications	50,145	28,817	5	126,276	75,212	63,138	3	264,626	373,302
	Pender County Sheriff Communications	54,368	29,728	6	126,276	77,590	63,138	3	267,004	304,738
	Rockingham County 911 Communications	92,822	52,260	8	126,276	136,399	63,138	3	325,812	213,242
	Rocky Mount Police Communications	56,805	82,148	7	126,276	214,406	42,092	2	382,774	340,532
	Rutherford County Communications	67,956	43,609	7	126,276	113,819	63,138	3	303,233	429,205
	Sampson County Sheriff Communications	64,121	48,807	4	126,276	127,386	63,138	3	316,800	218,929
	Stanly County Emergency Communications	60,430	33,446	5	126,276	87,294	63,138	3	276,708	567,083
	Surry County Communications Center	73,676	38,621	10	126,276	100,801	63,138	3	290,215	379,403
	Wilkes County Sheriff Communications	69,710	35,860	4	126,276	93,595	63,138	3	283,008	504,897
Group D										
	Alexander County Communications	37,391	15,248	3	126,276	39,797	63,138	3	229,211	125,671
	Anson County Emergency Communications	26,626	28,887	4	126,276	75,395	63,138	3	264,809	241,285

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Ashe County Communications	27,385	8,125	3	126,276	21,206	63,138	3	210,620	255,219
Beaufort County Communications Center	47,869	24,854	3	126,276	64,869	63,138	3	254,283	145,497
Bladen County Sheriff's Communications	35,206	30,070	3	126,276	78,483	63,138	3	267,896	186,445
Cherokee County 911	27,406	14,225	3	126,276	37,127	63,138	3	226,541	233,538
Craven County Sheriff Communications	53,931	26,807	5	126,276	69,966	63,138	3	259,380	263,261
Dare Central Communications	34,872	22,388	7	126,276	58,433	63,138	3	247,846	341,885
Davie County Communications	41,378	19,873	6	126,276	51,869	63,138	3	241,282	276,838
Hoke County Emergency Communications	50,031	39,189	5	126,276	102,283	63,138	3	291,697	336,450
Jackson County Emergency Comm.	40,666	16,250	3	126,276	42,413	63,138	3	231,826	484,805
Macon County Communications	33,974	24,003	4	126,276	62,648	63,138	3	252,062	313,837
McDowell County Sheriff's Communications	45,264	22,407	5	126,276	58,482	63,138	3	247,896	290,541
Montgomery County Communications	27,910	18,112	4	126,276	47,272	63,138	3	236,686	169,390
New Bern Communications Center	30,063	27,425	3	126,276	71,579	63,138	3	260,993	311,354
Person County Communications	39,161	24,956	6	126,276	65,135	63,138	3	254,549	538,768
Richmond County Emergency Comm.	46,183	48,153	3	126,276	125,679	63,138	3	315,093	342,626
Scotland County Emergency Communications	36,358	44,302	2	126,276	115,628	63,138	3	305,042	335,493
Stokes County Emergency Communications	47,035	20,536	4	126,276	53,599	63,138	3	243,013	320,162
Transylvania County Communications	25,303	11,906	9	126,276	31,075	63,138	3	220,488	362,125
Vance-Henderson 911 Center	45,455	68,204	12	126,276	178,012	63,138	3	367,426	651,169
Watauga County Sheriff Communications	34,019	10,671	4	126,276	27,851	63,138	3	217,265	300,579
Yadkin County Emergency Communications	38,235	19,206	3	126,276	50,128	63,138	3	239,541	85,627
Group E									
Ahoskie Police Department Communications	4,927	4,693	2	126,276	12,249	21,046	1	159,571	94,888
Alleghany County E911	11,000	4,437	2	126,276	11,581	63,138	3	200,994	149,584
Avery County Communications Center	17,763	7,521	3	126,276	19,630	63,138	3	209,044	197,989
Beech Mountain Police Dept	324	590	2	126,276	1,540	21,046	1	148,862	110,912
Bertie County Sheriff's Communications	20,676	14,791	2	126,276	38,605	63,138	3	228,018	122,800
Boone Police Department 911	18,162	8,174	3	126,276	21,334	21,046	1	168,656	119,666
Caswell County 911 Communications	23,591	10,821	4	126,276	28,243	63,138	3	217,657	245,776
Chowan Central Communications	14,715	7,687	3	126,276	20,063	63,138	3	209,477	335,678
Clay County E911 Communications	10,723	4,084	3	126,276	10,659	63,138	3	200,073	250,411
Currituck Central Communications	24,155	12,568	4	126,276	32,802	63,138	3	222,216	174,236
Eastern Band Cherokees		5,222	3	126,276	13,629	63,138	3	203,043	93,968
Edgecombe County E911	27,542	24,864	5	126,276	64,895	63,138	3	254,309	96,539



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Gates County Communications	12,114	4,327	2	126,276	11,293	63,138	3	200,707	129,498
Graham County Communications	8,850	6,819	3	126,276	17,798	63,138	3	207,211	207,395
Greene County Communications	21,358	13,130	2	126,276	34,269	63,138	3	223,683	110,304
Havelock Public Safety Comm.	21,209	7,544	3	126,276	19,690	63,138	3	209,104	203,423
Hertford County Communications	16,545	9,124	2	126,276	23,814	63,138	3	213,227	98,517
Holly Springs Public Safety Center	26,563	5,893	2	126,276	15,381	42,092	2	183,749	216,643
Hyde County Emergency Management	5,745	2,316	2	126,276	6,045	63,138	3	195,459	106,624
Kings Mountain (City of)	10,627	8,968	2	126,276	23,406	42,092	2	191,774	114,302
Lumberton Emergency Comm.	21,656	56,489	4	126,276	147,436	63,138	3	336,850	104,348
Madison County EOC	21,206	8,730	4	126,276	22,785	63,138	3	212,199	207,249
Martin County Communications Center	23,982	19,852	3	126,276	51,814	42,092	2	220,181	247,005
Mitchell County Central Communications	15,416	5,996	5	126,276	15,650	63,138	3	205,063	221,977
Mount Holly Police Department	14,068	6,491	2	126,276	16,942	42,092	2	185,309	65,636
Murfreesboro	3,035	2,176	2	126,276	5,679	21,046	1	153,001	19,731
Northampton County E-911	21,539	15,963	5	126,276	41,663	63,138	3	231,077	208,566
Pamlico County Communications	13,188	5,599	2	126,276	14,613	63,138	3	204,027	134,469
Perquimans County Communications	13,679	6,288	5	126,276	16,412	63,138	3	205,825	309,592
Pineville Police Comm. Center	31,945	19,865	5	126,276	51,848	21,046	1	199,169	130,151
Polk County Communications	20,312	9,424	3	126,276	24,597	63,138	3	214,010	204,450
Shelby Police Communications	20,273	31,485	3	126,276	82,176	42,092	2	250,544	100,228
Swain County 911 Dispatch	14,466	6,640	4	126,276	17,330	63,138	3	206,744	286,155
Tarboro Police Communications	11,343	9,341	3	126,276	24,380	42,092	2	192,748	112,948
Tyrrell County	4,148	1,934	2	126,276	5,048	63,138	3	194,461	103,016
Warren County Sheriff Comm.	20,665	15,817	3	126,276	41,282	63,138	3	230,696	155,730
Washington County Communications	12,807	8,764	3	126,276	22,874	63,138	3	212,288	199,237
Yancey County Sheriff Comm.	17,869	7,163	5	126,276	18,695	63,138	3	208,109	149,937
<b>Totals</b>		<b>7,685,076</b>		<b>15,026,824</b>	<b>20,058,048</b>	<b>6,987,263</b>		<b>42,072,135</b>	<b>49,148,551</b>

Secondary's Transferred  
Calls \$3.01 Per Call

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Burlington PD	20,978	54,753
Hickory	12,694	33,131
Newton	2,603	6,794
Kernersville	4,932	12,873
Hendersonville PD	5,610	14,642
Charlotte Fire	15,387	40,160
Charlotte Medic	80,173	209,252
Brevard	1,580	4,124
Total		375,728

- Approved - not reduced
- Approved - reconsideration

\*\*Estimated PSAP's expenditures reported

FY2012	51,316,497
FY2013	49,278,330
FY2014	48,004,068
FY2015	54,027,295

911 Grant Committee Report

Slayton Stewart

2018 Grant Cycle Recommendations

*(Vote Required)*

**§ 143B-1407. (b) PSAP Grant and Statewide 911 Projects Grant Application.** -- A PSAP may apply to the 911 Board for a grant from the PSAP Grant and Statewide 911 Projects Account. An application must be submitted in the manner prescribed by the 911 Board. The 911 Board may approve a grant application and enter into a grant agreement with a PSAP if it determines all of the following:

(1) The costs estimated in the application are reasonable and have been or will be incurred for the purpose of promoting a cost-effective and efficient 911 system.

(2) The expenses to be incurred by the applicant are consistent with the 911 State Plan.

(3) There are sufficient funds available in the fiscal year in which the grant funds will be distributed.

(4) The costs for consolidating one or more PSAPs with a primary PSAP, the relocation costs of primary PSAPs, or capital expenditures that enhance the 911 system, including costs not authorized under G.S. 143B-1406(e) and construction costs.

Beaufort County - Radio Upgrade, \$ 3,441,142  
Carteret County – Redundant Radio System, \$ 298,570  
Cumberland Co/Fayetteville-Consolidation \$15,000,000  
Durham 911 – Console Replacement, \$135,000  
Franklin County – Radio Upgrade, \$ 2,492,771  
Iredell County – Regional Backup, \$ 8,224,166  
McDowell County – Backup Generator, \$ 51,085  
Robeson County – Backup PSAP, \$ 396,651  
Vance County – Viper Radio Enhancement, \$ 125,131

Web Page / SharePoint Updates

Richard Taylor



NG911 Project Discussion

Jeff Shipp

Regarding Next Steps to PSAP Deployment



# 911 Funding Committee Work Session

Tuesday, August 29, 2017

9:00 am – 3:00 pm

Training Room

109 East North Street

Raleigh, NC

Other Items

Adjourn

**Next 911 Board Meeting**

**September 22, 2017  
3514 Bush Street  
Raleigh, NC**