



**BOARD MINUTES**  
**NORTH CAROLINA 911 BOARD Meeting**  
**October 19, 2018**  
**10:00am**  
**Bush Street, Banner Elk Room – Raleigh, NC**

<u><b>Members Present</b></u>	<u><b>Staff Present</b></u>	<u><b>Guests</b></u>	
David Bone	Tina Bone (DIT)	Greg Foster – Alexander Co. 911	Lee Canipe – Zetron
Heather Campbell	Richard Bradford (DOJ)	Jude O'Sullivan – Carolina West	Red Grasso - FirstNet
Eric Cramer	Ronnie Cashwell (DIT)	Tonya Evans – Durham ECC	Jeff Sural - Broadband
Chuck Green	Pokey Harris (DIT)	Randy Beeman – Durham ECC	Charles Laird - FirstNet
Bo Ferguson	Danette Jernigan (DIT)	Earl Moore – Pender Co. 911	
John Moore	Marsha Tapler (DIT)	Sharon Rowell – Pender Co 911	
Jeff Shipp	LaDonna Bethea (DIT)	Jackie Ezzell – Pender Co. 911	
Jimmy Stewart	Gerry Means (DIT)	Brett Wrenn – Person Co. 911	
Slayton Steward	Jesus Lopez (DIT)	Del Hall – Stokes Co. 911	
Amy Ward	Don Rice (DIT)	Jim Wright – CMPD	
Donna Wright		Tim McCurry – AT&T	
	<u><b>Staff Absent</b></u>	Craig Schulz – MCP	
<u><b>Members on Phone</b></u>	Nikki Barnes (DIT)	Phillip Penny – MCP	
Len Hagaman		Dia Denton – Halifax Co.	
Jeff Ledford		Mary Duncan – Halifax Co.	
Naraj Patel		Cliff Brown-Sampson Co.	
		Dominique Nutter – Raleigh 911	
<u><b>Members Absent</b></u>		Denise Pratt – Durham Co. SO	
Mike Reitz		Heather Joyner – Halifax 911	
Eric Boyette		Bethany Ledwell –City of Concord	
		Stephanie Isbell – City of Concord	

**Call to Order** – Vice Chairman David Bone called the meeting to order at 10:00 AM and asked Executive Director Harris to begin the Roll Call.

**Roll Call** - During the Roll Call we were honored to have a visit from Governor Roy Cooper. After a brief introduction by Vice Chairman Bone, Governor Cooper spoke to the group. He paid tribute to the life and sacrifice of Trooper Kevin Connor. He then spoke to the 911 Board and staff and thanked them for the efforts of all those in the room for the role each person played during Hurricane Florence and Tropical Storm Michael to make sure all 911 calls were handled appropriately across the state. Governor Cooper praised the work of Executive Director Pokey Harris, Ms. Tina Gardner and Mr. Red Grasso on the work that the three of them did at the State EOC.

- Chairman's Opening Remarks** – Vice Chairman Bone's opening remarks began with a moment of silence for Trooper Kevin Connor. This was followed by the introduction of Jude O'Sullivan who will be replacing Slayton Stewart and Bo Ferguson, representing the NC League of Municipalities, who has recently joined the Board.

2. **Ethics Awareness/Conflict of Interest Statement**– Vice Chairman Bone read the Ethics Awareness and Conflict of Interest Statement printed in the agenda book. Mr. Chuck Greene voiced that he has an ethics conflict with Agenda Item 6A and will refrain from any participation in that matter.
3. **Public Comment** - Vice Chairman Bone read the Public Comment Statement printed in the agenda book. Mr. Brett Wrenn, 911 Director at Person County and current NC APCO President recognized Executive Director Pokey Harris and the 911 Board Staff for their efforts during Hurricane Florence.
4. **Consent Agenda** – Mrs. Harris reported no comments or corrections were requested to the July 2018 or September 2018 draft minutes.  
*(Complete Reports are in the Agenda Book on the Website)*
  - a) Minutes of Previous Meeting - July 27 and September 27, 2018
  - b) NG911 Fund Balance
 

August - \$25,528,568	September \$26,309,185
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 NG911 Fund Disbursements
 

August – (\$10,496)	September (\$14,521)
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  - c) PSAP Fund Balance
 

August - \$18,994,575	September \$2,884,681
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 Prepaid CMRS Revenue
 

August - \$998,012	September \$1,045,454
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  - d) CMRS Fund Balance
 

August - \$ 7,406,298	September \$4,611,027
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 CMRS Disbursements
 

August - \$0	September (\$403,322)
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  - e) Grant Fund Balance
 

August - \$4,613,000	September \$25,697,502
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 Grant Fund Encumbered
 

August – (\$23,778,980)	September (\$23,046,300)
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  - f) Grant Project Updates

Mrs. Donna Wright made the motion to approve the Consent Agenda as presented. Mr. Slayton Stewart seconded the motion. The motion carried unanimously.

5. **Executive Director Report** –
  - a) **State 911 Plan Status** – Mrs. Harris reported that the State 911 Plan is well underway. There have been four meetings within the PSAP Community to discuss the plan. Thirteen of the 15 members of the Study Group met in person to collaborate and capture their thoughts. Several conference calls have been conducted for additional input. A draft of the plan will be presented to the Board in December.
  - b) **Federal Grant Program** – Mrs. Harris updated the group on the status of the Federal grant submission. Board staff has started to discuss the how to leverage the grant to continue the efforts of NG911 in the state, as the grant is focused on NextGen. A very short turnaround is anticipated, possibly 45-60 days once the notice of award is received.
  - c) **Staffing Update** – Mrs. Harris reported that Nikki Barnes will remain out through the end of the year. Approval has been received to work with Temp Solutions to get supplemental staff in place to cover her duties. Angie Turbeville has accepted the position of 911 Regional Coordinator and will begin work with the Board Staff on November 1<sup>st</sup>.

- d) **Website Update** –Staff Member LaDonna Bethea provided an update on the status of the 911 Board website. Mrs. Bethea reported that she has been working with Digital Commons and Communications within DIT to clean up the website and make it more user friendly.
- e) **Video Conference Update** – Staff Member Ronnie Cashwell provided an update to the Board on videoconferencing for Board meetings. Ronnie reported that he is working to streamline our technology and the feasibility of upgrading our systems to allow for videoconferencing.
- f) **Committee Preparation Process** – Mrs. Harris reported that Staff is working with the Committee chairs to develop a more efficient process for regular meetings.
- g) **Durham 911 ESInet and HCH November Migration** – Mrs. Harris recognized Ms. Tonya Evans and Mr. Randy Beeman for their new purpose - designed facility. They will be the first in the state utilizing the ESInet and hosted call handling (HCH) solution on the state's managed service contract with AT&T. They will go live in November.
- h) **DIT Cybersecurity Month Acknowledgement/Internal Meetings** – October is Cybersecurity Month and DIT has been encouraging cyber safety. Mrs. Harris informed the group that we have been engaged with DIT Chief Risk Officer, Maria Thompson. Mrs. Thompson has committed her and her staff to assist with the build out of the NG911 network and its operation.
- i) **Robeson County Grant Extension (Vote Required)** – A letter received from Robeson County requesting an extension on their grant. Mrs. Harris offered the extension up as a recommendation. A motion was made by Chuck Greene to grant the extension and was seconded by Donna Wright. After a unanimous vote, the motion carried.
- j) **PSAP Manager's Meeting 10/10-10/11** – Mrs. Harris noted that the annual meeting was held in Greensboro with over 160 registrants. Due to storm preparation, the meeting was trimmed down to one full day of external presentations to allow for travel time.
- k) **Hurricane Florence ESF2 PSAP Coordination** – Mrs. Harris reported that as a staff, all were humbled to participate. To reiterate the Governor's comments, everyone did a great job!!! To date, there have been no reports of any 911 call going unanswered. During the dates of September 12-20 there were 225,923 911 calls answered across the state. And then on October 11, there were approximately 35,000 calls answered that day.
- l) **Legislative Matters/Update** – Mr. Bradford reported that while we are not in session, this is the time to gather thoughts. The Legislative Ad Hoc Committee will begin working on a legislative agenda for some discussion prior to and during the work session in December.

[Kari's Law](#) (making a direct call without dialing 9) and [Ray Baum's Act](#) (providing a dispatchable location) have both been passed by Congress. The combination of the two ensures that a person needing to make a 911 call from a facility served by MLTS will be able to make a direct call. The FCC rulemaking comment period is not yet open because it has not been published in the Federal register. The compliance date is February 2020. The FCC's presumption is that local operators can decide if just a street address is sufficient. The Notice of Proposed Rulemaking (NPRM) will factor in when those standards are required to be met. Mr. Means mentioned that he has authored a policy document that meets the requirements of Kari's Law and would be willing to share that document as a guideline with anyone who is interested.

Legislative Liaison Nathaniel Denny mentioned that the Legislature is out until November 27.

**6. Funding Committee Report –**

- a. Secondary PSAP ESInet Connectivity** - Vice Chair Bone stated that there are 11 approved secondary PSAPs and estimated there could be over 100 “unclassified” PSAPs. With the rollout of the ESInet, a problem arose with a secondary because they were not slated for migration to the ESInet. The Funding Committee recommends that \$350,000 from the Orthophotography Project that was not used be transferred to cover the initial migration cost of the secondary PSAPs to the ESInet and that the recurring maintenance cost be the responsibility of each secondary PSAP. This came to the Board as a motion from the Funding Committee with a second not being required. The vote of the Board was unanimous.
- b. Statesville PD Secondary PSAP Approval** – The 911 Board Staff and Funding Committee have determined that the Statesville Police Department meets the criteria to be approved as a secondary PSAP. The Funding Committee recommends that Statesville PD be approved as a secondary PSAP. This came to the Board as a motion from the Funding Committee, so no second is required. The vote of the Board was unanimous.
- c. Continuation of Statewide Projects Funding** – The 911 Board has asked for a continuation funding of statewide projects. The motion was made by Mr. Slatyon Stewart and seconded by Mrs. Donna Wright. After a unanimous vote, the motion carried.

**7. Grant Committee Report** – Mr. Slayton Stewart reported to the Board after a lengthy meeting on August 3, the Grant Committee had a good meeting with a lot of discussion about how to improve the process and get better at reviewing the grants. We received nine applications that included Alamance County Central Communications (Co-location analysis), Greene County Communications Center (new or relocated primary PSAP), Halifax County Central Communications (new primary and regional backup capability), North Carolina State Highway Patrol (telephone system operating expense), Orange County Emergency Communications (new primary PSAP and upfit for resilient PSAP capabilities), Pender County 911 (CAD upgrade), Rutherford County 911 (new or relocated PSAP), Wayne County 911 (new or relocated PSAP) and Wilson County Emergency Communications (additional tower security and backup at a tower location).

Mr. Stewart indicated the Committee believed the grants were better written this time, but there is still room for improvement. The total score an applicant could receive was 1200 points and the best applicant only received approximately half of that. At the conclusion of the grant review meeting, the committee identified two future objectives. First, it is important to continue working with PSAPs and other applicants to collaborate with and educate applicants about the grant process. Second, we as the Board, need to proactively set the Grant Committee priorities to align with the NC 911 Board priorities. For example, this grant cycle contained five (5) of nine (9) applications for new PSAP facilities. The Grant Committee does not believe it is the NC 911 Board’s intent to focus efforts on building construction. We think spending money on new facilities takes away from money that should be targeted toward statewide NG 911 initiatives. In addition, projects that are not focused on moving toward NG911 actually take us further away from the Board priorities. The committee asked Pokey to include some time during the December planning session to cover these items for better clarity in 2019.

The committee recommends grants be awarded as follows:

- **Alamance County** - No money recommended. The request is for cost to be incurred to research a co-location. The request is outside the scope of the grant fund.
- **NC State Highway Patrol** - No money recommended. The request is for on-going/recurring operating expenses to support a hosted call handling solution (telephony). Such recurring costs are not allowable through this grant process. Should the SHP wish to discuss the cost of migration to the ESInet and recurring cost of the hosted call handling solution, staff and Board members will be glad to do so.
- **Orange County** - No money recommended. This application requests a new PSAP location to provide regional backup capabilities. However, no MOUs are in place, and therefore not eligible for grand funds.
- **Halifax County** - No money recommended. This application indicates it is a regional initiative, however, it limited the use of the facilities to a specified number per quarter and charges a per diem rate for use as an emergency backup. For these reasons, the committee does not believe it to be a true regional initiative.
- **Pender County** - \$361,760 grant recommendation. This application requests a grant for a CAD upgrade for the components that are non-eligible for 911 funding. The Grant Committee thinks this application best aligns with the NC 911 Board priorities.
- **Wilson County** - \$4,670 grant recommendations. The grant request was for additional tower security and power enhancements. Several items were redundant or backup requests the Committee thinks are beyond the scope of the grant fund. The \$4,670 is a grant for video surveillance cameras.
- **Greene County, Rutherford County and Wayne County** - These applications were for new or relocated PSAPs. As mentioned earlier, the Committee does not think new buildings are aligned with the NC 911 priorities and requests more clarity during the December planning session. Ultimately the committee recommends offering grants at 50% of the requested amounts after adjustments to approved telecommunication positions (seats). The grants recommended are as follows:
  - **Greene County** - \$ 841,964
  - **Rutherford County** - \$1,161,548
  - **Wayne County** - \$ 1,530,693

The Grant Committee recommends a total of \$ 3,900,635 to be approved for this grant cycle.

Ms. Campbell commented that August 3 was a very long day but having Brett Renfrow on the Committee was extremely helpful to understand PSAP needs. The Committee heavily discussed moving towards a NG911 solution rather than just brick and mortar.

Mr. Moore asked the question if the County contributes to the brick and mortar. Mr. Stewart responded that the Committee recommends that the Board only fund half, and the County is responsible for the other half. Vice Chair Bone thanked the Committee for their efforts. Committee Member Brett Renfrow of Johnston County 911 echoed Mr. Stewart's and Ms. Campbell's sentiments. Mr. Renfrow feels looking at it from a PSAP perspective, it was done as fairly and as adequately as possible based on the current rules. Mrs. Harris added that Mr. Renfrow being added was a unanimous recommendation from APCO and NENA.

Vice Chairman Bone reminded the Board that grants could be voted on individually or as a block. Mr. Shipp suggested that the Board voted on the recommendation as a block. The Board voted unanimously to approve all grants as presented.

8. **Education Committee Report** – Mr. Jimmy Stewart asked Mrs. Harris to bring the Board up to speed on the activities that have occurred during his absence. Mrs. Harris updated the group on the Telecommunicator Summit that was planned and postponed due to the weather. The group is scheduled to meet next week. With the addition of Mrs. Turbeville to staff, she will be assigned to that Committee and working to get that back on track. We anticipate looking at later in the year for the summit. Due to timing, that may not be an ideal time and it may need to be pushed into the next year. Mrs. Harris thanked Mr. Stewart for agreeing to remain on the Committee once his Board term is up. Mr. Stewart updated the group that OEMS has picked up the reigns on CISM and CISD in the state. They offer a website with lots of resources listed.
9. **Technology Committee Report** – Mr. Shipp began by echoing the Governor's comment on the importance of technology, and he stated that it correlates with well-trained telecommunicators. Staff Member Gerry Means updated the Board on the Statement of Work (SOW) that was sent to about ten vendors and three responded. The amounts sent back were out of our budget range. The lowest bidder was \$1.12M, next \$5.9M, and the highest was \$6.7M. Mr. Means has begun working with Mrs. Maria Thompson's staff to find possible alternatives. We believe we have an alternative, which is to fund the initiative internally through the DIT security office. The question was asked as to what the funding level should be and Mr. Means suggested \$750,000 as a launch pad for us to do this internally. This would be a Board-funded position that would be working closely with our NMAC. The Committee would like to present a funding recommendation to the board to do this in-house, with selected staff being brought on board up to an amount of \$750,000 with funding coming from the NextGen Fund with the time period of one year with the option of subsequent funding for future years. The ongoing cost would depend on what is found during the assessment. We believe there is talent available federally and within the state to get this job done in a reasonable period of time. Mrs. Harris stated that we can tap the Department of Homeland Security's Office of Emergency Communications for the right person with this skillset. This assessment will be for the benefit of the PSAP only, not other operations at the local government. Vice Chairman Bone suggested that the motion include a MOU between the 911 Board and DIT. Mrs. Harris stated that she believes the items that will be discovered will be more operational and procedural issues that need to be addressed rather than tangible findings to limit the access and secure the integrity of that network. Vice Chairman Bone requested a motion from the Board. Mr. Chuck Green made the

motion for the board to appropriate up to \$750,000 out of the NextGen fund for the current fiscal year to engage NC DIT for cybersecurity assessments for the PSAP's as they on board to the ESINet with a MOU being required. Mr. John Moore made a second of the motion. After a unanimous vote of approval from the Board, the motion carried.

**10. Standards Committee Report** – Mrs. Donna Wright echoed the Governor's words on the work of the Board and staff, as well as Greg Hauser. The Committee has not met recently. We have a few new peer reviewers coming on soon.

**11. Finance Team Report** – Mrs. Marsha Tapler reported that she has been working on the ESINet expenditures, forecasting for the next three fiscal years as well as working to make sure our numbers are ready for the federal grants. FY 2017 has over 100 reports completed, and FY 2018 has one completed and working on nine. Mrs. Harris reported that the site visits are working well to get the reports done faster with the PSAPs.

**12. Network Analyst Report** – Mrs. Tina Gardner began her report by stating that "ESF2 rocks" and thanked all for the work that has been done during the hurricane. Mrs. Gardner reported that she's been helping the PSAPs get ready for their review, and approximately 30 have been completed. Mr. Greene asked how recruiting was going for peer reviewers. Mrs. Gardner reported that she has three or four ready for the Standards Committee to review.

**13. Other** – Mrs. Harris updated the group that the December work session and Board meeting has been moved to Charlotte. Charlotte Medic will host the group both days in their new facility, as well as schedule for us to visit their other PSAPs while we are there.

Vice Chairman Bone offered words of encouragement to all grant applicants and encouraged them to contact staff to tweak their proposal, especially those interested in regional efforts.

Mrs. Harris made the group aware of the significant loss that Rachel Bello suffered during the hurricane. Her entire home must be demolished, and they have lost everything. Please take a moment to send her a note and some encouragement, as she is a very resilient part of our PSAP community.

Mr. Greg Hauser spoke to the group and referenced the number of calls that were answered during each of the storm. He also reported that there were over 5,214 people rescued and over 1,000 pets.

Meeting adjourned at 11:50 am.

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**UPCOMING PLANNING SESSION  
AND BOARD MEETING**

December 6 - 7  
Charlotte Medic  
4425 Wilkinson Blvd.  
Charlotte, NC 28208

***\*Notifications will be made to coordinate lodging.***

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**UPCOMING COMMITTEE  
MEETINGS**

*Meeting Location Unless  
Otherwise Noted:*

Phillips Building Training Room, 109 East North Street, Raleigh

- ❖ Funding Committee – November 14
- ❖ Education Committee – November 15