



# NORTH CAROLINA 911 BOARD MEETING

October 20, 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**

~ Introduction of Mike Reitz,  
Communications Director, Chatham County  
Appointed by Rep. Tim Moore, Speaker of  
the House, to fill the unexpired term of Dinah  
Jeffries, representing APCO

Chairman's Opening Remarks **Eric Boyette**

~ Recognition of Christine Collins, Mary  
Gainey and Calvin Smith Of Richmond  
County Emergency Services





*Richmond*  
RAMAH  
*The Hebrew Land*

*Richmond*  
RAMAH  
September 17, 2016  
Devonte Gibson • Tito Hamilton • Darice Lamont Hicks Jr. • Brian Andy Kirk

*Richmond*  
RAMAH  
*The Hebrew Land*



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**  
**Banner Elk Room**  
**3514 Bush Street, Raleigh, NC**  
**September 22, 2017**  
**10:00 AM – 12:00 PM**

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Heather Campbell (CMRS) Sprint	Tina Bone (DIT)	Randy Beaman, CCES
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Rodney Cates, Rockingham Co 911
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	Danette Jernigan (DIT)	Chris Champagne, Guilford Metro 911
Chuck Greene (LEC) AT&T	Marsha Tapler (DIT)	Lewis Cheatham, Guilford Metro 911
Greg Hauser (NCSFA) Charlotte Fire Department (WebEx and phone)	Richard Taylor (DIT)	Justin Davis, Guilford Metro 911
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Christi Derreberry, AT&T
John Moore (VoIP) Spectrum Communications (WebEx and phone)		Breanna Edwards, Guilford Metro 911
Jeff Shipp (LEC) Star Telephone		Glenn Lamb, Guilford Metro 911
Jimmy Stewart (NCAREMS) Hoke Co 911		Jesus Lopez, DIT
Slayton Stewart (CMRS) Carolina West Wireless		Clay Kennedy, Guilford Metro 911
Amy Ward (LEC) CenturyLink		Christine Moore, Guilford Metro 911
Donna Wright (NENA) Richmond Co Emergency Services		Melanie Neal, Guilford Metro 911
		Corky Over, AT&T
		David Poston, CMPD
		Mike Reitz, Chatham Co 911
		Bryce Russell, Guilford Metro 911
		Chris Spencer, Pitney Bowes
<u>Members Absent</u>	<u>Staff Absent</u>	<u>WebEx Guests</u>
Secretary Eric Boyette (NC CIO) Board Chair		Cliff Brown, Federal Engineering
Len Hagaman (Sheriff) Watauga County		Kristin Cook, Carteret Emergency Comm
Niraj Patel (CMRS) Verizon		Greg Dotson, Rutherford Co Comm
		Mike Edge, Scotland Co 911
		Beth Jones, Iredell County
		Christine Moore, Guilford Metro 911
		Glen Parnell, Wilson Co 911

		David Saleeby, Iredell County
		Roman Scruggs, Rutherford Co Comm
		Ron Smith, Iredell County
		James Soukup, City of Durham
		Corrine Walser, MEDIC
		Bruce Williams, Wireless Comm, Inc.
		Victor Williams, Beaufort Co Sheriff 911
		Wendy Williams, Alleghany County
		Doug Workman, Town of Cary 911

**Call to Order**—At approximately 10:03 Vice Chair Bone called the meeting to order and asked Executive Director Richard Taylor to proceed with the roll call.

**Roll Call**—Observing there was a “large crowd” on the phone today, Mr. Taylor extended Chairman Boyette’s apologies for not being able to attend today. Noting that Andrew Grant had notified him that he would not be able to join the meeting until ~10:30, Mr. Taylor polled Greg Hauser, Jeff Ledford, John Moore, and Niraj Patel. All but Mr. Patel verbally responded to the roll call, with Mr. Taylor noting that Mr. Patel had checked into WebEx despite his lack of response to the telephone poll. Vice Chair Bone asked if Sheriff Hagaman would be joining online, and Mr. Taylor responded he would not be.

**1. Chairman’s Opening Remarks**—Vice Chair Bone observed that he was happy to start the meeting with one of the things we truly enjoy and which brings tremendous focus to the work the Board does: recognition of telecommunicators, today from Guilford Metro 911. Explaining that normally we have audio of a call to play when recognizing such efforts, he advised that today’s recognition does not include a telephone call—and that Mr. Taylor has chosen instead to play a song he heard yesterday about 911 telecommunicators. It is written and performed by a telecommunicator from Massachusetts, Shanna Jackman, who is also a country singer, and is entitled *Answer the Call*. As Ronnie Cashwell brought up the audio, Mr. Taylor encouraged everyone to listen to the words, which praise 911 telecommunicators for always being available to help someone in their time of great need—to answer the call.

Mr. Taylor said he felt the song fit today’s recognition, which involves a 911 center experiencing an emergency and having to “call 911”. He called on Rodney Cates, the Director of Rockingham County 911, to share the events which led to his having to turn to Guilford Metro 911 (GM911) for help when his 911 PSAP was knocked out due to its UPS system catching fire. Mr. Cates observed that this incident solidified the fact that back-up plans are not a luxury, but a necessity. He intimated that it matters not how old the equipment in a PSAP may be, whether twenty years or only twenty-two months, sharing that the UPS system which burned up at Rockingham County 911 was only twenty-two months old, so this type of failure certainly was not anticipated.

Melanie Neal, the Director of GM911, related that Mr. Cates’ staff reached out to GM911 when their center went down and their 911 calls automatically redirected to GM911. Her staff fielded Rockingham County’s 911 calls until, in less than an hour, her IT staff, her radio shop, and her operations staff had Rockingham County’s TCs set up in the GM911 back-up center handling calls seamlessly, as if nothing whatever had happened. She thanked her staff for the great team effort they put into that. Mr. Cates also commended her staff for having everything ready for the CAD to CAD transfer they were going through. He added that fortunately, through prior conversations involving backing each other up, GM911’s radio shop already had Rockingham County’s frequencies programmed, though they had not, as yet, been officially tested. Ms. Neal added that the back-up agreement had actually just been signed the week before the incident happened. She noted that three of her TCs that fielded those calls that night were with her today, and she also praised her IT staff for creating code on the fly to identify incoming calls from Rockingham County and a sign-in on the phone system for the Rockingham County staff to use to receive only their 911 calls.

Mr. Taylor displayed onscreen the text of the inscription on the plaque he presented to the GM911 staff as he read it aloud, once again commending them for their great work. He also took a moment to refute claims that a neighboring county can't answer its neighbor's 911 call, offering this as proof positive that yes, indeed, it can be done, and a good plan put in place does work.

Mr. Taylor then diverged from the printed agenda in order to recognize a former 911 Board member in attendance today. He advised that Christi Derreberry spent eight years on the Board and is now with AT&T working on the FirstNet project, welcoming her to the meeting and thanking her for all her years of service to the Board.

Returning to the recognition of the folks from Guilford Metro 911, Vice Chair Bone observed that he thinks it really shows the sense of community and teamwork and really provides a tremendous narrative for the back-up implementations, thanking them once again.

**2. Ethics Awareness/Conflict of Interest Statement**—Vice Chair Bone read the Ethics Awareness / Conflict of Interest statement printed in the agenda. No Board members indicated they had any conflicts or potential conflicts with matters coming before the Board today.

**3 Consent Agenda**—Mr. Taylor advised that no one had offered any additions or corrections to the draft minutes he circulated yesterday, so unless someone wished to offer any now, they would be accepted as presented. He then turned to the financials, providing account information for each of the accounts within the 911 Fund (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 1). He noted that, as expected, the first disbursement from the NG911 account took place this month.

Jeff Shipp made a motion to accept the Consent Agenda as presented, Eric Cramer seconded, and the motion carried unanimously.

**4. Public Comment**—Observing that this is something extremely important to, not only this Board, but any public body, Vice Chair Bone read the invitation for public comment printed in the agenda. No one present indicated they wished to speak, so Vice Chair Bone asked Mr. Taylor to move ahead with the Executive Director Report.

## **5. Executive Director Report**

**a) 911 Board Staff Update**—Mr. Taylor said he was hoping to be able to announce our new PSAP Liaison staff member, filling the position vacated by David Dodd when he retired, but unfortunately things are moving at the proverbial “speed of government”, and although he had hoped that HR would have notified the applicant yesterday so he could make the announcement today, such was not the case. He stressed that there are no problems with the appointment, just a slow process. He offered that three extremely qualified applicants were interviewed, making the selection process a difficult one, and he is confident the one selected will be an excellent addition to the staff. He added that he advised all of the applicants that there will be opportunities in the near future to apply for additional new positions in the technical arena and encouraged them to consider applying for one of those slots. Regarding the financial position, Mr. Taylor advised that we have not yet been able to find a good fit, so that position has been reposted.

**b) Chairman's PSAP Visit**—Recalling the strong commitment Chairman Boyette has made to this Board, Mr. Taylor reflected on how he has embraced that leadership role, participating in as many things as his schedule will allow. Mr. Taylor reminded everyone of the announcement last month that Chairman Boyette wanted to visit PSAPs, and reported on a visit both of them made to the Raleigh-Wake Emergency Communication Center last week. He related that Chairman Boyette was blown away with the data center portion of the PSAP, as well as everything else, commenting on how Dominick Nutter has done a great job there. Mr. Taylor said the visit lasted nearly two and a half hours, not just touring the center, but also discussing other issues, such as staffing, training, and back-up issues. He added that Mr. Nutter has offered to be a back-up center to any PSAP in the state, although he's yet to have had any takers on the offer. Mr. Taylor announced they will be going to visit the Wilson County PSAP next Friday afternoon, offering to provide the particulars to anyone who might wish to join them, while adding that Johnston County will be next on the list.

**c) Statewide PSAP Manager Meeting**—Mr. Taylor reminded everyone that the annual PSAP Manager conference will be coming up the week after next, October 4-6, at the Embassy Suites in Greensboro. He encouraged any Board members who can attend to “please, please, please” do so, saying it’s a great opportunity for Board members to interact with and get to know PSAP managers on a one-to-one basis and hear some very good comments. He explained staff tries to get as much information *from* the PSAP managers as they give *to* them in the way the meetings are formatted, in order to help us understand what our goals might be for next year. He also added that, as he’s mentioned before, a couple of speakers have been scheduled to address topics of concern to all of us: Jay English from the Department of Homeland Security to speak on cybersecurity, and Kim Clark from Arizona speaking on training and staff retention. Mr. Taylor mentioned that in addition, AT&T will have several people there to provide an in-depth look at the ESINet and the plan of what is going to be happening over the next couple of years regarding deployment of NextGen in NC.

#### **d) Grant Extension Requests**

**i) Catawba County**—Displaying onscreen a letter from Brian Drum, Catawba County 911 Communications Director, Mr. Taylor provided a little review of the grant the county received from the 911 Board last year, explaining that they have been delayed by radio system problems and are seeking an extension on the grant until December 31, 2017. Noting he had been staying abreast of their efforts, he offered the staff recommendation was to grant the extension request. Donna Wright made a motion to approve the extension, Slayton Stewart seconded, and the motion carried unanimously.

**ii) City of Rocky Mount**—Turning next to the request from City of Rocky Mount, Mr. Taylor displayed onscreen a letter from Allen Moore, the Communications Supervisor there. Mr. Taylor advised that this request concerns him a little bit, explaining that they, too, had received a grant last year, but they have been plagued with coordination problems and “get off the ground” problems—the result being that they’ve not gotten a lot accomplished in a year. He reported they have finally ordered the phone system, but as far as getting a building ready and all, they are not there.

Mr. Taylor reminded everyone that a couple of years ago the Board was roundly criticized by City of Rocky Mount for not awarding them a grant, and ultimately a funding reconsideration request was approved for them to address their concerns. Ironically, Mr. Taylor added, they didn’t spend that money during the year in which it was allotted to them, so they have now submitted another funding reconsideration request for this fiscal year, which staff just received on September 1<sup>st</sup>. He reflected that this is particularly disappointing because staff has worked so much on this particular effort, and now the city is asking for a grant extension until August 1, 2018 when the original contract set August 1, 2017 as the completion date.

Mr. Taylor offered that he doesn’t want to “say no to them”, but he wants to be sure that progress will be made; we’ve already lost a lot of time and virtually nothing has happened. He postulated that he doesn’t want to be sitting here next August looking at another extension request with no progress having been made, and asked if perhaps a closer deadline, maybe June 30<sup>th</sup>, would be more appropriate. He asserted that if he had to make a recommendation in the positive, that would be the longest he would recommend. He concluded, however, that is just his opinion, and he would welcome advice from the Board.

Vice Chair Bone observed he thinks the request does warrant some additional discussion. He acknowledged that he knows things come up when you’re dealing with a project, but we certainly need to hold grant recipients accountable and definitely not appear as if we’re just rubber stamping every request; it needs to be warranted and the issues need to be documented. Amy Ward agreed, observing that the letter itself doesn’t explain why there is a delay; it ends with the fact that they’ve made a purchase, so a commitment has been made, but why is it going to take until August of 2018? Mr. Taylor called attention to the second paragraph of the letter, noting it sounds to him like it is saying there is nobody committed to this project. He reiterated that it just concerns him that this particular project has taken so long and has gone nowhere, while we’ve encumbered money for quite a while that could be going to somebody else who would love to make good use of it.

Jeff Shipp interjected that he thinks June 30<sup>th</sup> is too long an extension; he’d like to see an update by the end of the year. Slayton Stewart asked, just for clarification, what happens to those funds if the deadline is not met, or whatever revised deadline we allow them? Mr. Taylor replied it reverts back to the Grant Fund, adding that

depending upon the situation, they might have to refund some of the funds they have spent. Donna Wright asked Mr. Taylor if they can reasonably be expected to get this done by June 30<sup>th</sup>, observing that he better understands the scope and details of the project than she. Mr. Taylor opined “Yes”, explaining that he has seen folks make a commitment to projects similar to this and be successful, while adding “You just have to get up and do it.”

Vice Chair Bone asked Mr. Taylor if the Board has ever denied any grant extension requests in the past. Mr. Taylor responded that to the best of his recollection the answer is “No,” none have ever been denied. He hastened to add, however, they have always shown due diligence, shown that they are working on it and moving forward. He again stated that it concerns him that so little progress has been made on this project for the length of time that has passed, hypothesizing that it shouldn’t take a year to hire a consultant. Heather Campbell asked if they have provided any updated project plans, spelling out what they plan to do now? Mr. Taylor replied they have provided a new timeline, observing at the same time, however, that they had an original timeline that they did not stick to. He added that the monthly updates he has received are basically carbon copies of one another simply stating “We’re working on it,” which Eric Cramer characterized as kicking the can down the road. Mr. Taylor agreed, observing there appears to be no sense of urgency to complete this project.

Chuck Greene asked for more information about the funding reconsideration request mentioned earlier in the discussion, saying it concerns him that they have not expended those funds, either, which doesn’t incline him to want to grant them an extension, quite frankly. Ms. Wright asked if we could give them a deadline contingent upon certain parameters having to be met along the way, which generated a murmur of consensus among the Board members. She suggested we clearly state that we support their project, support their effort, want them to be successful, but we must be fiscally responsible, so they must demonstrate that progress is being made by meeting specific milestones as part of the process; if they are unable to do that, then no matter how much we want them to be successful, we will have no choice but to be done with them. John Moore asked if we could require them to provide additional reports between now and whatever deadline we decide upon, showing that they are tracking toward completion, perhaps at every other Board meeting. Ms. Wright said she would prefer requiring a report monthly and hold them accountable here, in front of this Board. She continued by observing we have given them what they need, we’ve given them the tool, now they need to stand up and be responsible. Ms. Campbell concurred, observing there are several other PSAPs that would love to have that money, that opportunity.

Mr. Taylor asked Tina Bone to confirm if they have a back-up plan in place, which she did, leading him to point out that this project, then, is not impeding their ability to be backed up. Ms. Bone affirmed that, relating that Nash County can receive, answer, and dispatch City of Rocky Mount 911 calls if needed. Mr. Taylor postulated he thinks it is very reasonable to ask them to appear before the Board monthly to provide progress reports on the project. Ms. Campbell asked if we could grant a short extension, then receive a report, and based upon what progress has been made, grant another extension, etc., so it’s kind of like a two-stage approach. Mr. Taylor said he would be more inclined to recommend that we grant an extension until December 31<sup>st</sup>, with the caveat that they must report at the October and December Board meetings showing progress. He also noted that progress is not “We’re thinking about it...” or “We’re fixin’ to...”, progress is actually doing something. He offered that if they are making progress, then we could consider offering a further extension for maybe another ninety days. Mr. Shipp said that he agreed; that the extension issue is an issue!

Mr. Taylor related that when we first began accepting and awarding funding reconsideration requests, the funds awarded were distributed to the PSAPs as a portion of their monthly 911 fund disbursement, but about two years ago we changed that to where we now provide those funds only after the PSAP has actually expended money in accordance with the stated need within the request, adding that the funds are also only available for use during the fiscal year in which the reconsideration request is awarded. He stated that was perhaps the most disconcerting thing of all for him, because staff and the funding committee and the Board went through so much work in trying to help Rocky Mount with that reconsideration request, only to find out it wasn’t used, and now they’re applying for another. Mr. Greene observed that creates a snowball effect because the reconsideration request affects their five-year rolling average going forward, which Mr. Taylor affirmed.

Vice Chair Bone asked Marsha Tapler if, considering what they *have* spent some of their reconsideration request funds upon, she feels any level of confidence that they are moving forward. Ms. Tapler replied that the reconsideration request award was for \$127,573.00, but they only spent \$33,000 of it. She added that through the

last three months of the fiscal year she repeatedly reminded them that she hadn't received any invoices related to those funds, but she never received any response to those reminders. Vice Chair Bone then asked, "What is the pleasure of the Board?" Mr. Shipp suggested we could deny the extension and ask for them to report to the Funding Committee at its next committee meeting. Vice Chair Bone questioned whether that would be the appropriate avenue to utilize, since the Funding Committee is not the Grant Committee, etc. Observing that they have already missed the original deadline of August 1<sup>st</sup>, 2017, Ms. Campbell asked if we deny an extension, what happens? Mr. Taylor speculated that if the extension is denied, then the grant is ended.

Mr. Bradford interjected that the Board needs to do *something* today, to make some decision. He pointed out that the decision might be to table the request but not terminate the grant at this time, and then take it up either with a combination of committees or a single committee or some other action. He observed it is clear from the discussion that more information is desired, so at a minimum it seems necessary to provide that kind of direction to the grantee and give them the opportunity to reply and to demonstrate that they can meet those conditions. He postulated that that, in and of itself, is a tacit extension of the grant, so doing something along the lines of what has come up in the discussion today, whichever direction the Board decides to go, does constitute an extension and should be memorialized through an amendment to the grant contract itself. Vice Chair Bone opined that tabling it seemed like a good option.

Mr. Shipp made a motion to table the recommendation until it warrants enough importance for a City of Rocky Mount representative to appear before the Board. Mr. Bradford observed that although he is not allowed to amend the motion, he thinks that it is necessary to include in the motion and the record that the Board's understanding is that it does extend the term until such time as the representatives appear, make their presentation, and the Board takes further action. Vice Chair Bone asked if it would be helpful to have a date certain, and Ms. Campbell said she would like to specify the October meeting. Mr. Taylor advised that meeting will be on October 20<sup>th</sup>. Mr. Greene asked if the next Grant Committee meeting might be more appropriate than the next Board meeting. Mr. Taylor submitted that the entire Board should be involved, saying we're at the point now where it's a full Board issue, not a committee issue. Several other Board members around the table simultaneously concurred. Vice Chair Bone asked Mr. Shipp if he would be amenable to either rescind or adjust his motion to reflect these comments, and Mr. Shipp replied he would. Vice Chair Bone then asked if he would be amenable to tabling the motion until a date certain of the October Board meeting, and extending the grant until that time, pending further consideration and pending a presentation by representatives of Rocky Mount to document their due diligence to the Board. Mr. Shipp agreed, Mr. Greene seconded the amended motion, and without further discussion the motion was called and carried unanimously.

Mr. Shipp asked if he could make one further comment; he said that he feels sure the question of the reconsideration request will come up as well, so perhaps we should contact them to allow them to prepare answers to that question as well as the grant extension. Mr. Taylor offered that he thinks Ms. Tapler is trying to prepare their latest reconsideration request for review at the Funding Committee's October 10<sup>th</sup> meeting, and Vice Chair Bone said that he thought Mr. Shipp was referencing the reconsideration request that had already been approved. Mr. Taylor responded that that one was over; it ended at the close of last fiscal year. Vice Chair Bone then asked Mr. Taylor if, since they spent \$33K of that reconsideration towards a goal they did not meet, how are they accountable from a state standpoint on that expenditure? Before that was answered, Ms. Tapler interjected that the reconsideration request that will be coming before the Funding Committee for this year is going to be for \$267,944.00. Ms. Campbell hypothesized that there will be questions at the next Board meeting regarding both of those requests. Vice Chair Bone asked staff to relay those concerns to City of Rocky Mount.

Mr. Bradford offered the observation that it would be helpful to the Board to have more specific information about what the reconsideration requests included, both the former one and the new one, in order to understand whether there were things related to the grant project or not, what they were, and so on, so Board members will be better able to determine what accountability or questions they might want to follow up on. Vice Chair Bone asked Mr. Taylor to provide any such information he can to the Board ahead of time in preparation for that Board meeting.

**6. 911 Funding Committee**—Speaking in his capacity as Funding Committee Chair, Vice Chair Bone prefaced his detailed reports by observing the Funding Committee has had a busy month, but a very productive one.

**a) PSAP Funding Model Discussion and Statement**—Vice Chair Bone reported that the work session about the new funding model was very productive, with very good discussion. He said he very much appreciated the participation of all the Board members who attended who are not committee members, as well as the committee members themselves. Regarding the outcome of those deliberations, Vice Chair Bone advised the committee recommendation is to continue to use the current funding model, but focus on efficiency and procurement, and in conjunction with the Standards Committee and Education Committee, explore opportunities to train PSAP staff to develop a technology plan and refresh interval. He reflected that as Jeff Shipp said at the last Board meeting, we have the same amount of revenue coming in, and as Donna Wright stated at the work session, we do not need to make a big adjustment in the formula—we just need to focus on efficiency and keep it simple. He surmised we need to focus on the PSAP funding management rather than a new funding model, observing there is no “silver bullet.” He speculated that if we make sure we have the things in place for the best practices for procurement, that’s the ideal situation. He added that, as reported at the last Board meeting, the Funding Committee would like to pursue additional opportunities to establish caps and migrate purchasing to state procurement.

Vice Chair Bone offered that, in regards to trying to bring this discussion to closure and bring a recommendation to the Board, the Funding Committee developed a statement at the August 29<sup>th</sup> work session and approved at the September 19<sup>th</sup> Funding Committee meeting. Mr. Taylor then displayed the text of the recommendation onscreen (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 64). Referring to the displayed statement, Vice Chair Bone related that it is coming from the Funding Committee to the full Board as a recommendation, then read it aloud. He explained the committee offers this as a guiding principle concerning the new funding model; that we are not necessarily going to try to “reinvent the wheel”, but rather try to find efficiencies wherever we can. With that, he opened the floor to questions, and hearing none, asked Mr. Taylor if he wished to add any further narrative.

Mr. Taylor replied he did not—he’s just elated with the progress and the conversation during the discussion at the work session and with the participation at that work session, while observing it all underscores that this is not a bad funding model, if it’s just managed properly. He reflected that he thinks that is something that both Mr. Shipp and Mr. Greene have pointed out; it really is a good model, it’s just the management side that needs attention, the key to its success. He observed that looking at the back-up plan process and grant applications and technology replacement schedules, especially over the last couple of years, we have found room for management improvement at the local level, and that this Board in a leadership role can really strengthen that by helping local PSAPs. Mr. Taylor also pointed out that a good thing about the “five-year rolling average” is that it is simple to understand—it’s not complicated.

Chuck Greene interjected that he thought, sort of echoing Mr. Taylor’s comment, that the work session was very productive, giving us an opportunity to hash out a lot of issues, and personally he’s very pleased with where we ended up. He speculated that the key to all this, and one of the reasons we were even looking at the funding model, was that the “five-year rolling average” as it was really didn’t encourage cost savings or efficiencies, and he thinks that by adding in the factor that PSAPs are going to be measured now on a per-call cost is a big step forward. He intimated that we will soon be having those PSAP per-call costs reported at future meetings to hold PSAPs accountable for increasing their efficiencies. He concluded his remarks by stating, “I’m very pleased.”

Slayton Stewart asked, related to key performance indicators and best practices, what measures do we as a Board have at our disposal, or what actions can we take, if there are multiple PSAPs that seem to be well outside of an average performance level. Mr. Taylor said he would gladly refer that to Mr. Bradford, and Mr. Stewart added that the reason he asks is, that as we put these in place, if we don’t have any actionable steps to take, then we can talk a lot yet not be able to do anything.

Mr. Bradford responded that there are several directions that question can take, from the one extreme of mathematical algorithms (his personal view, but one which Mr. Taylor does not favor) to any number of other variables at the opposite extreme. He related that he and Mr. Taylor have been talking about this very topic for more that fifteen years, speculating upon what is the “perfect PSAP” or what is the image of a PSAP. He observed that from an IT perspective, that’s an easy discussion most of the time, but from a 911 center perspective, it is not so simple. He speculated that he thinks the bottom line answer is that the further consideration that the Board gives and the committees work on will derive what those key performance indicators

(KPIs) are. He added that those are yet to be determined, and he thinks the direction the Board is taking is going down that path to determine what KPIs should be used—which ones are reasonable, and do they differ based upon the PSAP's operation—noting that a PSAP which operates in one area may be different than a PSAP that operates in another, both serving their public. Mr. Bradford reflected that one of the themes we've "heard from everyone" is that service should be the same—regardless of where you are—the citizen should receive the same level of service. He advised that as the Board moves forward, looking at those KPIs, he thinks that determining how you actually measure that level of service will become more refined and the per-call cost will be a part of that. He offered that that is what he expects, but he thinks there is much more to be learned and quantified to the extent that it can be, while allowing for variability.

Asking Mr. Bradford to correct him if he's wrong, Mr. Greene observed he would see, for example, in the discussion we've just had about Rocky Mount, those types of measures, including per-call costs, are things we can look at to see if a PSAP should be awarded a grant extension or a reconsideration request. Mr. Bradford conceded that, while noting that the Board talks about a funding formula pursuant to the statute, and the statute identifies many factors that must be considered, followed by what lawyers call the "Savings Clause" at the end: "...and anything else the Board thinks is relevant." He explained that the Board has a lot of latitude here, but the decision has to be a rational one based on facts; as long as you do that, you're fine, but you can actually run afoul of that rule pretty easily, sometimes. Mr. Bradford opined this has been a long time coming, and there is probably a lot of discussion yet to be had.

Vice Chair Bone said, in trying to further answer Mr. Greene's question, that one of the things we are focusing on is the concept of caps, so in pursuing statewide contracts, and again not making anything mandatory, a statewide contract would establish a base amount, so if a PSAP chose to procure things through their own means, that baseline would limit (cap) our financial liability to the statewide contract amount.

Mr. Taylor took a moment to check with Andrew Grant to see if he had joined the meeting on the phone bridge. Mr. Grant advised he had, and began offering comments as the phone connection began breaking up. Vice Chair Bone and Mr. Taylor advised him of that, and Mr. Grant changed something on his end that cleared up the problem. Summarizing what he had said when the connection broke up, Mr. Grant offered that he appreciates everyone's comments and agrees with what everyone said about the data. Referring to the Funding Committee work session, he commented that he thinks we did some good work, and as Vice Chair Bone alluded to earlier, there really is not a "silver bullet", although he was really hoping and very optimistic that we would find one. He observed that what he saw from his perspective is that every model we looked at inherently, though not intentionally, had winners and losers, and achieving equity was going to be very difficult. Saying "to make a long story short," he affirmed that he supports the direction we are moving in.

Vice Chair Bone thanked him for his comments, and hearing no further, called the vote on the committee recommendation, which carried unanimously.

**b) Approval of Funds Transfer to PSAP Grant and Statewide 911 Projects Account—**Vice Chair Bone explained the statutory requirement for remaining funds at the end of a fiscal to either be distributed to PSAPs or transferred to the grant fund. Mr. Taylor displayed onscreen the Funding Committee's recommendation for this year's transfer (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 66) as Vice Chair Bone read it aloud. Vice Chair Bone asked Mr. Taylor if he had further information to offer. Mr. Taylor replied that he wished he could give the Board a more exact number today, but the fiscal group at DIT is, like us, shorthanded and running behind. He noted he anticipates having the final exact amounts by next Friday, however, if not sooner. He offered that the other thing we will have to do, since we will be transferring more than \$3M, is *consider* lowering the 911 fee. He emphasized it is not a requirement that we *must lower* the fee, but it is a requirement that we *must consider* it. Mr. Taylor added that we can also change the percentage distributions between the CMRS and PSAP funds, as we did last year, rather than reduce the fee.

Hearing no further questions or comments, Vice Chair Bone called the vote on the committee recommendation, which carried unanimously.

**c) A911 Purchase Moratorium—**Stating that due to the current ESINet contract, executed on September 15<sup>th</sup>, funding new A911 contracts would be counter-intuitive, and that we do plan to begin adding

PSAPs to the ESINet in the first quarter of 2018, Vice Chair Bone reported that the Funding Committee recommends a moratorium on any future A911 contracts. He asked Mr. Taylor if he would add any further explanation to this recommendation, and Mr. Taylor replied the only thing he would add is that any contracts already in effect will not be affected by this recommendation; what we're looking at is not adding any additional systems. He explained that if PSAPs are at an end-of-life situation with their equipment right now, in need of an upgrade, then they would be considered prime choices for early connection to the ESINet and migration to hosted CPE, so entering into a five-year contract independent of connection to the ESINet would indeed be counter-intuitive. He added that upgrading those PSAPs to the ESINet would also assist in accelerating NG911 deployment across the state.

Donna Wright asked for confirmation that this vote is about "...the A911 part, not the CPE part," as Mr. Taylor has spoken before about hosted CPE not becoming available until 3-5 years from now. Mr. Taylor responded that's all intertwined, since A911 systems do usually include hosted CPE. Vice Chair Bone confirmed this vote is just on the A911 purchase moratorium. He then offered to entertain any further questions or comments, including those from folks on the phone, and hearing none, called a vote on the committee recommendation, which passed unanimously.

Reflecting that he probably should have done it prior to the vote, Mr. Taylor displayed onscreen a policy drafted by Mr. Bradford which offers a bit more detail, including principles the moratorium embraces, statutory directives supporting those principles, and a proposed policy (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> pages 69-70), and asked Mr. Bradford to elaborate upon it. Mr. Bradford related that some months ago he had drafted an A911 policy, and then as the ESINet contract rolled forward, revised it to become what is onscreen today. Stressing that this is just a draft, and has not been considered by committee, he offered that it is presented here more for information; to explain how the staff, himself included, looked at the moratorium voted upon at the last Funding Committee meeting. He added that there was also discussion at that committee meeting to revisit this in about six months, observing that part of the reasoning for that is directly related to anticipating moving forward quickly with the ESINet, but if that doesn't happen, we don't want PSAPs to be harmed. He further explained each of the bullet points in the proposed policy, stressing that he wrote this—Mr. Taylor didn't ask him to—so that it would provide Mr. Taylor authority to continue existing A911 service on a month-to-month basis for PSAPs making the transition to the ESINet without having to bring each instance before the Funding Committee for determination. Mr. Taylor reiterated this is not brought before the Board for any action—just for information—and that he suspects any feedback would be welcomed by the committee.

Referring to the portion of the second bullet point stating "A911 reimbursements from the 911 Fund will not be reduced, or increased, during the term of a [existing] contract for A911 service;" Chuck Greene asked how that might impact funding reconsideration requests from PSAPs that currently operate under an A911 contract. Mr. Bradford replied it means those costs are fixed, adding that they should be fixed because the contract is already in place.

**d) CPE Purchase Cap**—Vice Chair Bone reported that the Funding Committee is recommending a cap on hosted CPE purchase, insofar as, "...PSAPs be required to procure hosted CPE off of state contract or be reimbursed an amount not to exceed the cost of the state contracted CPE." Noting that CPE used to be an acronym for "Customer Premise Equipment," Mr. Taylor observed that it has morphed into meaning "Call Processing Equipment" instead, principally because of the advent of hosted solutions. He pointed out that the contract with AT&T is for "ESINet/hosted CPE", which means that they will offer hosted CPE solutions from two different vendors—Airbus and West—at the contracted price. He likened this to how the 911 Board encourages PSAPs to purchase fiber connectivity from DIT at the state contract price, but will pay up to the same amount if they elect to use an alternate provider; a PSAP will still have the option to purchase CPE from an alternate provider, but will only receive reimbursement up to the cost of the state contracted solutions. Mr. Taylor added that the hosted CPE will be paid for directly by the 911 Board from the NG911 Fund, so PSAPs will not have to contend with that billing or worry about maintenance expenses, etc. from local funds—it will all be handled by the Board through the contract with AT&T.

Vice Chair Bone asked for any further comments or questions, and hearing none, called the vote on the committee recommendation, which passed unanimously. Donna Wright asked that letters be sent to the PSAPs

regarding both the A911 purchase moratorium and the CPE purchase caps. Vice Chair Bone thanked her for that suggestion, adding that both announcements will be made in the weekly PSAP Manager newsletter as well.

## 7. 911 Grant Committee

**a) Request from Iredell County**—Grant Committee Chair Slayton Stewart reported that the 911 Board had received a request from Iredell County to reconsider its grant application, and advised that in response to that request, the Funding Committee met on Friday, September 15<sup>th</sup>, to discuss it and determine how to proceed. He offered that after the discussion, the committee crafted the recommendation being displayed onscreen, then read it aloud:

The Grant Committee recommends that the 911 Board deny Iredell County's request to reconsider its grant application for the following reasons: 1) the Board previously approved a second grant period for 2017 with awards to be made in early 2018; 2) grant applications are considered competitively and collectively, so reconsidering the application could set a precedent that is inconsistent with the competitive nature of the grant program; and 3) although the total grant funds available for the upcoming grants has been determined, the grant amounts requested by applicants are as yet unknown and therefore any award based on the previously rejected grant application prejudices the awards anticipated to new applicants.

Mr. Stewart then encouraged other Grant Committee members and Mr. Taylor, who also attended the committee meeting, to add any comments or observations they might have. Mr. Taylor advised he had included the complete email from Iredell County Manager Ron Smith in the agenda book, adding that he and Mr. Smith had spoken about it previously, as had Vice Chair Bone and Mr. Smith. Mr. Taylor related that as he explained to both Mr. Smith and to the Grant Committee, the request was to consider reconsideration of the grant application, not to review the application itself yet another time. He added that he did offer to both Mr. Smith and Candy Strezinski, as well as their consultant, Mission Critical Partners (MCP), that anything he or the 911 Board staff can do to assist them in tweaking their application they will be more than happy to do. Mr. Taylor related that Mr. Smith had said there was nothing they could do to improve the application. Mr. Taylor's response to that allegation was that there are, indeed, several things that could be improved upon to make the application stronger. Mr. Stewart added, just as a point of fact, that Mr. Smith had participated in the committee meeting over the telephone.

Vice Chair Bone opened the floor to further comment or discussion, and hearing none, called the vote on the committee recommendation, which carried unanimously.

**8. Education Committee Telecommunicator Certification Discussion**—Education Committee Chair Jimmy Stewart shared that the committee has been examining the charge it was given to investigate the possibility of requiring mandatory certification of telecommunicators in North Carolina. Prior to moving beyond the committee discussion, he said they thought it was a good idea to share their determinations with the Board to get its permission before going any further. Observing that he can speak from experience based upon his background in EMS, he stated that in making a certification mandatory, we have to specify the outline and the content of the educational material; we have to qualify instructors; we have to qualify delivery agencies; we have to decide upon what that certification will be, e.g. whether it will be purely a North Carolina certification or a hybrid in conjunction with already established certifications; what we may want; etc. He speculated we may have to form partnerships with some other agencies, such as community colleges for curriculum delivery, as well as qualify instructors who deliver other certifications, if we go that route. Mr. Stewart added we will also need to have a way to know who is certified; a way to maintain those records and keep track of those who are certified; to know who's responsible for monitoring to ensure compliance; to have a disciplinary process, as OEMS already does, in the event certifications must be revoked. He summarized that these are but some of the types of things we must be looking at if we're going to get into certification.

Mr. Stewart observed that statutory changes will definitely be required, both to make it mandatory and to spell out the attendant duties and responsibilities of the Board, but he doesn't believe it will be any different from any other states' experiences in enacting certifications, which many have done. He added that Mr. Bradford has discovered,

in performing extensive research on states that have done so, that there are myriad ways of enacting certifications—everything from basic 40-hour courses to 200-odd hour courses. Mr. Stewart reiterated that before stepping into that arena, the Education Committee wanted the Board to know what will be involved, and then get the Board's permission before pressing on to do it.

Vice Chair Bone asked how many states have any type of certification programs, and Mr. Bradford replied well over half the states have some form of what we're talking about here as certification, probably 70%. Vice Chair Bone asked if it is inherent to the concept of certification that it be mandatory, or could it be optional? Several members spoke up at once saying it's already optional now, to which he acquiesced. Mr. Bradford observed he thinks there is an important distinction to be understood, and that is that we are not talking about creating a licensing issue; there's a huge difference between licensing and certification. He added that, as Mr. Stewart indicated, the issues are understood widely by the committee in terms of what exists out there, the things that are necessary to create a program, the fact that statutory changes would be needed, etc. He pointed out that he noted in section 4 of the outline he provided for this agenda item in the agenda book, under Administrative Code, (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> pages 80-82), there is an italicized phrase about requesting legal counsel about what the administrative process is, noting that is something he would take on. He observed this would certainly necessitate rule-making which would follow the statutory changes, so there's a good bit of work ahead of us to undertake these things. Mr. Bradford further explained that certifications vary; in most places they are considered as a prerequisite to having a job, but not in all. He offered that in some settings, as long as a person is certified within a certain period of time, frequently a year, then that's fine, and there are also grandfather provisions in many state statutes, such as people who are currently employed not being subject to the certification requirement—it's encouraged, but not required. In sum, he said those are policy driven questions that will come up.

Vice Chair Bone thanked Mr. Bradford for his explanation, noting that he is concerned about how this will be implemented, particularly in a small, rural PSAP, if they were going through some personnel changes and lost several at one time; how would they train people and bring three or four people on at one time if they didn't have certification ahead of time? Addressing Mr. Taylor, he said he thinks the challenge in that scenario is that if you're sending people to be trained you still have to have people in the seats, performing the job. Mr. Taylor concurred, noting that about one third of our PSAPs are under the direction and control of a Sheriff, so that is already a requirement for them, observing that training in general, regardless of certification, presents that problem; somebody is out and you have to fill the seat and usually the person filling the seat is doing it in an overtime situation, and overtime funds are very limited. Noting we've had a lot of discussion over the years with this, he speculated that using the community college system to deliver the training prior to the person starting work would be the ideal goal; that way, the certification is in hand prior to them starting in their position. He acknowledged there are a whole lot of these kinds of issues that we've got to look at, but he doesn't want to spend a whole lot of time on nothing but a lot of talking, and adding that this kind of certification is going to raise the professionalism and the recognition of telecommunicators, something way past due. He surmised that the committee is looking for direction, because this will take a lot of time.

Chuck Greene interjected that having some experience with opening up the 911 statute over at the General Assembly (GA), that can be a troubling exercise causing unintended consequences. Acknowledging he doesn't know all the history behind this, he noted we are talking about regulating individuals rather than regulating PSAPs, and wondered if, short of statutory changes, we could do something with the standards, such as, for example, requiring that in their standards reviews PSAPs would be required to have, say, 50% of their staff with less than a year's service trained, escalating to 100% for those with five or more years' experience, or something like that, placing the onus on the PSAP rather than the individual. Mr. Bradford demurred that, no, it would still take a statutory change, adding that is one of the reasons he thinks the committee, which has put a lot of time in this, wanted to come to the Board and sort of forecast the direction it sees based upon its understanding, to make sure it's going in the right direction. Saying he didn't want to speak for anyone on the committee, he asserted he thinks it is fair to recognize that it's usually not a good idea to have a committee meeting and talk about making changes when its governing body hasn't really taken that position.

Donna Wright asserted it is going to be controversial—there will be a lot of fighting, nasty comments made to the Board and the Education Committee—because that is just unfortunately what happens when you change peoples' worlds from what they know and are accustomed to. She added that even as rural as her center is, she starts

training new employees on day one with a national certification program; they do not hit her communications floor without being certified as an emergency telecommunicator, an EMD, and an EFD. She acknowledged that's rare for a small PSAP, but she also understands we can't afford to put people in these positions without the proper knowledge base; it's no longer just sitting somebody down in a seat and saying "monkey-see, monkey-do"—it doesn't work like that anymore. She revealed that's the way she was trained—she knows what it was like—and that's why she's so passionate about the way she trains today. She further asserted, however, that it is a value she thinks we must invest on the front end before we ever put them on the floor today.

Vice Chair Bone interjected that although he agrees with Mr. Taylor that precertification prior to employment is the ideal solution, and while he applauds Nash County for going out and doing that, we all know that the ideal is not always realistic, so there will need to be other mechanisms; backfilling empty seats because people are away in training is an issue. He reflected that is something he has advocated for in the past—that we need to have some type of consideration for that overtime. While admitting he knows that would require a statutory change, he posited that if we are requiring that certification, and someone must work for the person receiving the training, if we don't provide some mechanism to allow for that overtime for that backfill, it's an unfunded mandate, and as a county manager he does not like unfunded mandates.

Mr. Taylor observed these are areas we are very much aware of, and as Ms. Wright has already stated, it will be controversial—just having a conversation about it can become very controversial! Addressing Mr. Greene, he admitted he does *not* want to touch the statute, but at the same time, if we're going to move forward, we've got to find a mechanism that does make certification a requirement. He mentioned that Jeff Shipp has speculated to him on many occasions that perhaps some sort of funding mechanism could be established through the grant process, although that would obviously require much more thought and discussion. He pointed out that such a use would qualify as enhancing the 911 system, but we'd definitely have to sit down and do some work on that with Mr. Bradford; it's just an idea, a possibility. Ms. Wright speculated that considering every aspect of this in detail will likely evolve into a minimum of a five or six-year project—a long process.

Mr. Taylor shared an anecdote about recently coming across a piece of memorabilia during his move from New Bern to Raleigh: a saved New Bern newspaper clipping from 1998 or 1999, when the annual NC APCO/NENA conference was held there, and the big topic was telecommunicator certification and training. He observed that's how long this has been going on, and we're probably nowhere closer today than we were then.

Noting that he thinks this is a great idea and a good way to move forward, Mr. Greene observed that if we look at requesting statutory change, we need to get in front of legislators about it now, citing how much furor arose over adopting the standards at the tail end of that process: "The Board's considering these standards—you gotta stop 'em!", even though it had been in the works, and public, for years. He contended that communicating with the people at the General Assembly now versus later is going to be vital to the success of the effort. Mr. Taylor observed that's part of the reason the recommendation from staff to the committee and from the committee to this Board, so we can do that with the knowledge and the blessing, if you will, of the 911 Board, so we can get out there and be proactive. He reflected that it's going to take time, we're going to have to build some alliances, and it will probably be one of the hardest things the Board has ever accomplished. He said the main thing he and the committee are looking for is, let's not spend more time *talking* about it, let's start *doing* something about it.

Vice Chair Bone asked Mr. Taylor if what was displayed onscreen is the recommendation coming from the education committee (please see <https://files.nc.gov/ncdit/documents/files/09222017%20Agenda%20Book.pdf> page 83), and Mr. Taylor replied it was. Vice Chair Bone then read it aloud, noting it doesn't establish a timetable per se but just to give general blessing to move forward toward that goal. Mr. Stewart agreed, saying it gives the committee permission to start those conversations and collaborations. Vice Chair Bone then asked if there were any further questions or comments. Greg Hauser, participating over the phone, spoke up to say the Fire Service supports this 100%, and is willing to assist in any way possible as we move forward.

Vice Chair Bone rhetorically asked how we will roll this out, knowing it will be controversial and contentious—is there any way to soften the blow a little bit? Mr. Taylor replied the committee has already done a lot of work reviewing nationally recommended standards with different private companies as well as the Sheriffs' Training and Standards to see who has what, where there is duplication, that type of thing—which he thinks is a good first step—but now we need to take those differences and sit down with those particular stakeholders and see what

common ground we can find. He continued by saying he doesn't want to exclude any agency or company, relating that he was part of the national effort to create the national minimum training standards, which took six years, and assuring everyone there were many bloodbaths in the process. He surmised that after going through that process in this case, having those stakeholder conversations and hammering out the problems, *then* we could possibly take it to the GA, but to try to do that before having those conversations would be shooting ourselves in the foot and doing nothing but setting ourselves up for failure.

Jeff Shipp said he supports the initiative, and he thinks it would be great if the Education Committee could begin developing a set of talking points, both positive and combative or defensive to any negative comments so we would all be on the same page and talking the same language in advance of any proposed statutory changes. Vice Chair Bone agreed, saying he thinks we would need to be proactive, and asked if we are prepared to formally discuss this at the upcoming PSAP Manager conference. Mr. Taylor demurred, saying he didn't think so, but Mr. Stewart said he thinks we could informally address it, telling them we're starting the process and if they have any comments we can go ahead and start collating them. Vice Chair Bone opined he's pretty sure it will come up, so the more we can do to help frame it on the front end will be helpful. Mr. Shipp offered that he does agree with Vice Chair Bone's comments and concerns, however, he does look forward to one network with collaborative efforts where we can work with one another to help with staffing issues and so forth.

Vice Chair Bone asked if there were further comments or questions, and hearing none, called the vote on the committee recommendation, which carried unanimously.

**9. NG911 Project Discussion**—Technology Committee Chair Jeff Shipp opened his comments by reassuring the Board and the PSAP community that we are on schedule, and he feels confident with where we stand, are aware of some of the challenges that are ahead of us, and are on track, with staff doing a great job of keeping us so. He added he looks forward to the committee's meeting next week.

**a) GIS RFP**—Mr. Shipp advised the GIS RFP is with procurement right now, and is expected to be released within a matter of days. He reported a team of subject matter experts for this RFP, just as with the previous RFP, has been assembled, including representatives of NC DOT and CGIA, and all are looking forward to moving ahead.

**b) ESINet / Hosted CPE Timeline**—Mr. Shipp reported that staff has met with AT&T, that the effective date of the contract was Friday, September 15<sup>th</sup>, and that a project manager has been assigned who will, along with Mr. Taylor, make a presentation at the NC APCO/NENA Annual Conference this Sunday and at the PSAP Manager conference coming up in Greensboro as well. He said he again wishes to reassure the Board and the PSAP community of the team's commitment and dedication and its plans for moving ahead with these projects. He offered that one of the priorities at the upcoming Technology Committee meeting will be to discuss the vetting or implementation schedule as it relates to the ESINet, and maybe the deployment schedule—who will be considered first and how we're going to direct those issues as well. He then invited Mr. Taylor to offer any additional comments he might have.

Mr. Taylor expressed appreciation for the words of reassurance that the project is continuing to move at a very rapid pace, as well as for all the work Jesus Lopez, DIT's project manager (as well as the point of contact with AT&T at this time), has put into it. Mr. Taylor further assured everyone that we are still looking at deployment of PSAPs in the first quarter of 2018, and encouraged any PSAPs that are approaching end-of-life to let the Board know about it, as one of the discussions at next week's Technology Committee meeting is going to be about scheduling PSAPs to deploy. He added that AT&T is very excited about it, is looking forward to getting things moving, and is looking forward to receiving the deployment schedule so they can go ahead and start planning. He noted that several likely candidates for early deployment are outside of the AT&T footprint, but AT&T is eager to demonstrate that will be a non-issue; PSAPs need not worry about being located in a different provider's service area—the only qualifications we will be looking at are, "Who needs it right now, who can we help, and who will benefit the most."

Mr. Shipp asked if Mr. Taylor had expected the furor which followed the recent news release regarding this project, and Mr. Taylor replied it had come as a complete surprise to him, partly because it had been in the pipeline for a long time. He reflected, however, that it shouldn't have been a surprise, since it impacts not only

state government, but every municipal and county government in the state as well. He said that the questions he hears most frequently are, “How much is it gonna cost? What’s it gonna do, i.e. what is the benefit?” and “How quick is our county (city, locality) going to be deployed?”

## 10. Standards Committee

**a) Update on PSAP Reviews**—Standards Committee Chair Donna Wright reported that since the last Board meeting peer review teams have completed three additional PSAP peer reviews: Vance County, Charlotte-Mecklenburg, and Surry County. She advised several more are coming up within the next month, and later in October they will actually be reviewing her PSAP, as well as offering a second round of peer review training on that occasion. Ms. Wright observed the reception from PSAPs has been very welcoming. Tina Bone concurred, observing that when the teams first arrive on site the PSAP personnel are, understandably, a bit nervous, but once they learn that the team is there to help, not harm, the atmosphere become more relaxed. Ms. Bone added that although several more reviews have been scheduled, she has not necessarily been able to find available peer reviewers for all of them, so it is an ongoing process. Mr. Taylor interjected that fourteen PSAP reviews have been completed, with eleven scheduled, postulating that having twenty-five either done or near to being done is an unbelievable amount of progress since July 1<sup>st</sup>. He expressed his appreciation to Ms. Bone for having fit all of this scheduling and these reviews into her already overburdened list of responsibilities. Ms. Wright noted that the biggest concern is recruiting reviewers—she needs more reviewers among whom to “spread the wealth” of reviews, to balance reviewers with their everyday jobs. Ms. Bone added that most of the currently trained/approved reviewers are from the central part of the state, and she has used them a lot outside of their home territory, which she would prefer not to do, so she’s trying to recruit from other parts of the state as well. She also noted that a couple of reviewers who attended the initial training sessions have yet to perform any reviews. She pointed out that the two new reviewers whom the committee hopes the Board will approve later in today’s meeting are from more western counties. Ms. Wright took advantage of that comment to segue into that approval process, asking Ms. Bone to proceed with that.

### b) Approval of Peer Reviewers

**i) Caleb Dispenza (Madison County)**—Ms. Bone explained that Mr. Dispenza, the assistant director of the Madison County PSAP, worked in Charleston, SC, for a while before moving to Madison County. She advised he is fluent in technology and PSAP operations, among many other strong suits, and the Standards Committee voted and approved of his becoming a peer reviewer, pending Board approval.

**ii) Del Hall (Stokes County)**—Ms. Bone also gave Del Hall, the PSAP director for Stokes County, high marks for his twenty-six years of service dedicated to 911, noting he has a wealth of certifications earned during those years, too. She admitted, somewhat tongue-in-cheek, actually soliciting him to become a peer reviewer at the same time she was asking him if he would let his PSAP be reviewed without a ninety-day notice! He replied he would, provided his county manager gave his blessing, which he did. Ms. Bone also noted that Mr. Hall currently serves on the NC NENA Executive Committee as well. She advised the Standards Committee is recommending him to the Board for approval along with Mr. Dispenza. Vice Chair Bone added that Mr. Hall also serves on the 911 Board Funding Committee as well.

Vice Chair Bone opened the floor to discussion about the committee recommendation, and hearing none, called the vote, which carried unanimously. He asked Ms. Wright if she had anything else to report, and she replied yes, the committee had reviewed the list for refresh of PSAP equipment that was discussed at the Funding Committee work session, and hopefully will be able to present a recommendation to the Board at its next meeting. Vice Chair Bone expressed his thanks to both the Standards Committee and all the peer reviewers for having completed so much work in such a short period of time, acknowledging it has taken PSAP managers out of their PSAPs, out of their counties, and how much he appreciates all those efforts. He also noted how gratifying it is to see the various committees of the Board collaborating with one another.

**Other Items**—Jimmy Stewart took a moment to reflect on the Duke Life Flight helicopter crash in Perquimans County on September 8<sup>th</sup>, which killed flight nurses Kris Harrison and Crystal Sollinger, as well as pilot Jeff Burke and patient Mary Bartlett. He reported the crew members and pilot were transported back to Durham escorted by two dozen units of Duke Life Flight ground crews, the North Carolina Highway Patrol, and

various Law Enforcement and EMS agencies. At each overpass EMS, Rescue, Fire, and Law Enforcement units were posted, rendering honors and respect to those who have fallen, and acknowledging the loss we all feel. Mr. Stewart added that the NC Association of Rescue and EMS (NCAREMS) also salutes those who have fallen, and he asked everyone to remember these responders, the patient, their families, and those in the public safety community who grieve for them, in their thoughts and prayers.

Mr. Taylor said he wanted to add one personal note, observing that Danette Jernigan's boyfriend is also a nurse with Duke Life Flight, and Mr. Taylor's very first thought when he learned of the crash was to determine if her boyfriend had been involved. Although safe, both he and Danette have been through a lot in contending with this tragic loss, and Mr. Taylor thanked Mr. Stewart for this recognition.

**Adjourn**—Vice Chair Bone adjourned the meeting at 12:18 PM.

DRAFT

# 911 Network Specialist Report

October 2017

September 27 <sup>th</sup> -	Technology Committee Meeting
September 28 <sup>th</sup> -	Staff Meeting
September 28 <sup>th</sup> -	NG 911 Project Meeting with AT&T
October 1 <sup>st</sup> – 3 <sup>rd</sup> -	NENA/APCO Conference
October 4 <sup>th</sup> – 6 <sup>th</sup> -	PSAP Managers Meeting
October 11 <sup>th</sup> -	Standards Committee Meeting Conf. Call
October 12 <sup>th</sup> -	NG 911 Project Meeting with AT&T
October 17 <sup>th</sup> -	Education Committee Meeting
October 17 <sup>th</sup> -	Meeting with Rocky Mount
October 18 <sup>th</sup> -	Meeting with Digital Commons Folks About Website

This month has been spent talking with PSAP managers about reviews and NG 911. I'm continuing to schedule reviews. Several reviews that were scheduled for October were cancelled by the PSAP. We will conduct reviewer training and a PSAP review of Richmond County on October 25<sup>th</sup>.

## Graham County, NC

E911 Enhancement/Replacement  
 Monthly Progress Report – September, 2017

MCP Project Number 15-111

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>No additional design work required in this period</li> </ul>	<ul style="list-style-type: none"> <li>No additional design work is anticipated</li> </ul>
2. Permits	<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>
3. Construction	<ul style="list-style-type: none"> <li>Rockwork continues to be put-up</li> <li>Windows mostly complete</li> <li>Siding installed</li> <li>Storefront installed, awaiting the addition of a side light</li> <li>Window frame blocking and rough carpentry begun</li> <li>Electrical and Plumbing continue</li> <li>Additional finishes decided</li> <li>Construction reaches 50% complete</li> </ul>	<ul style="list-style-type: none"> <li>Begin sheetrock</li> <li>Column and Sign rockwork</li> <li>Pour concrete pads</li> <li>Site work</li> <li>Finalize rockwork</li> <li>Complete windows and framing</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Finalized tower specs</li> <li>Continued working on the cabling specs</li> <li>Began planning for CAD procurement</li> <li>Generated timelines for the remainder of the technical procurement</li> <li>Began specs for logging recorder</li> </ul>	<ul style="list-style-type: none"> <li>Receive quote and begin installation of tower</li> <li>Receive quotes and begin installation of structured cabling</li> <li>Finalize specifications for logging recorder</li> <li>Prepare bids for UPS</li> <li>Finalize backup plans including interconnectivity needs</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP held weekly conference calls with the County and attended the monthly construction meeting</li> <li>Work continues on console furniture design</li> <li>Site visit to Jackson County to continue preparation for backup strategy</li> </ul>	<ul style="list-style-type: none"> <li>MCP will continue weekly conference call schedule with the County</li> <li>Prepare for a vendor technology meeting</li> </ul>

## Hyde County, NC

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

Monthly Progress Report – September, 2017

MCP Project Number 15-113

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>No design work in this period.</li> </ul>	<ul style="list-style-type: none"> <li>No additional design is anticipated</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No permits were required in this period.</li> </ul>	<ul style="list-style-type: none"> <li>No permits anticipated in this period.</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Ongoing meetings to plan for the antenna mounts on the Hatteras and Ocracoke water tanks.</li> <li>Englehard site, unable to begin work until permission granted by State</li> </ul>	<ul style="list-style-type: none"> <li>Southern Corrosion to weld antenna mounts at the Hatteras and Ocracoke water tanks.</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Radio infrastructure added to the sites on the mainland. New antenna and feedline work needed at two sites.</li> </ul>	<ul style="list-style-type: none"> <li>Leased lines will be tested and verified</li> <li>Add radio infrastructure to the Hatteras and Ocracoke tanks</li> <li>Subscriber programming</li> <li>Finalize antenna and feedlines</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP participates in bi-weekly status updates to track progress on 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, NC

PSAP Consolidation and Construction  
 Monthly Progress Report – September 2017

MCP Project Number 15-175

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>No further activity anticipated</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>No further activity anticipated</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>Stubbed grounding for future fence</li> <li>Continued general construction activities</li> <li>Completed steel trusses</li> <li>Discussed alternate roof designs for durability</li> <li>Installed decking</li> <li>Installed standing seam metal roof</li> <li>Applied fluid applied membrane air barrier</li> <li>Continued framing interior metal partition walls</li> <li>Continued interior wall rough-ins (plumbing and electrical currently at 70 percent completion)</li> <li>Began insulation work, currently at 15 percent</li> <li>Obtained cost for changes to account for diverse routing for AT&amp;T</li> <li>Reviewed ground ring installation (too shallow)</li> <li>Decided on stone for building</li> <li>Created mock-up wall for stonework</li> <li>Elected to raise range hood and provide lower switch for ADA compliance</li> <li>Discussed additional ventilation</li> <li>Received change order for</li> </ul>	<ul style="list-style-type: none"> <li>Begin roof work</li> <li>Install storefront glass</li> <li>Continue insulation</li> <li>Continue mechanical, electrical, and plumbing rough-in</li> <li>Hang sheet rock</li> <li>Redesign concrete pad to house larger generator size</li> <li>Re-dig ground ring to install at correct depth</li> <li>Hold monthly construction meeting</li> <li>Provide answers for requests for information (RFIs) – as needed</li> <li>Keep weekly photographic record of progress – ongoing</li> </ul>

Activity	This Period	Next Period
	tower fence <ul style="list-style-type: none"> <li>• Attended monthly construction meeting</li> <li>• Kept weekly photographic record of progress</li> </ul>	
4. Communications Systems	<ul style="list-style-type: none"> <li>• Continued to refine technology timelines</li> <li>• Obtained second quote for 50' tower and installation</li> <li>• Worked on ice bridge quotes</li> <li>• Explored mobile data terminal requirements</li> <li>• Obtained preliminary quotes for radio consoles and cabling</li> </ul>	<ul style="list-style-type: none"> <li>• Refine technology timelines</li> <li>• Obtain ice bridge quotes</li> <li>• Decide on tower and ice bridge vendors</li> <li>• Prepare radio system request for bids</li> <li>• Begin preparing procurement documents – ongoing</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>• Reviewed construction meeting minutes</li> <li>• Reviewed furniture and fixture needs for facility</li> <li>• Reviewed furniture ideas from ADW</li> <li>• Conducted numerous calls between County and MCP regarding project needs and status updates</li> <li>• Conducted budget review meeting between County and MCP</li> <li>• Submitted invoices for reimbursement</li> <li>• Reviewed current standard operating procedures (SOPs)</li> <li>• Reviewed Rockingham County Sheriff's Office SOPs</li> <li>• Confirmed technology procurement methods</li> </ul>	<ul style="list-style-type: none"> <li>• Hold technology meeting</li> <li>• Schedule first law enforcement user group meeting for fall</li> <li>• Begin furniture design and selection for EOC and breakout areas</li> <li>• Review current SOPs – ongoing</li> <li>• Begin work on law enforcement protocols – 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>

**CHOWAN COUNTY SHERIFF'S OFFICE**

**POST OFFICE BOX 78**

**EDENTON, NORTH CAROLINA 27932**

**DWAYNE GOODWIN  
SHERIFF**

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

September 27<sup>th</sup>, 2017

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

RE: October 1<sup>st</sup> 2017 monthly report

Richard,

Reference Exhibit "A" paragraph four of the grant agreement between Chowan County and the North Carolina 911 Board, this letter is the monthly report for October 1<sup>st</sup> 2017 highlighting the work completed up to the date of this letter.

The Request for Proposal for the radio tower project was distributed June 23<sup>rd</sup> 2017 with a deadline of July 26<sup>th</sup> 2017. Close to the July 26<sup>th</sup> deadline we submitted an addendum and moved the deadline to August 1<sup>st</sup> 2017.

Proposals received were reviewed by county staff. Staff's recommendation was presented to the Chowan County Board of Commissioners at their regular meeting on August 7<sup>th</sup> 2017. The Commissioners unanimously approved the project and asked the County Manager to appropriate the local funds needed for the project.

Chowan Central Communications is located within the city limits of Edenton so to construct the tower we must follow the local ordinances of the Town of Edenton. We are actively working with town personnel on getting the proposed tower location approved by the town. Upon receiving the commissioner's approval the engineer's drawings were submitted to the Town of Edenton to accompany the applications that were previously submitted.

On September 11<sup>th</sup> 2017 county staff went before the Planning Board for the Town of Edenton. The Planning Board reviewed the application for the conditional use

permit to allow construction of a communications tower within the city limits. The Planning Board approved the conditional use permit application.

The conditional use permit application was scheduled to go before the Edenton Town Council on September 25<sup>th</sup> 2017. The deadline for the required advertising was not met so the application was delayed. The conditional use application is now scheduled to be reviewed on October 10<sup>th</sup> 2017. This has greatly delayed the project and we will be submitting another grant extension request.

Reference section 2 (c) of the grant agreement the actual budget of this project has not changed.

Sincerely,

Cordell Palmer, Director  
Chowan Central Communications

## Lincoln County PSAP, NC

PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – September, 2017

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>• Design document review being conducted</li> <li>• Commented on construction documents</li> <li>• Commented on specifications for construction documents</li> <li>• Issues with Wetlands criteria (<i>WS-IV Watershed Areas - Protected Area (WS-IV-PA)</i>) have been resolved</li> </ul>	<ul style="list-style-type: none"> <li>• Next design meeting scheduled for September 17</li> <li>• Coordinate specifications for construction</li> <li>• Drafting Console furniture RFP</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>• Continue with permitting requirements for tower, working with County on terms and conditions for the RFP for the tower</li> </ul>	<ul style="list-style-type: none"> <li>• Continue with permitting requirements for tower, working with County on terms and conditions for the RFP for the tower</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>• No action</li> </ul>	<ul style="list-style-type: none"> <li>• No action</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>• Held meeting to discuss technology instruction, connectivity routes, and hardware updates</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate Tower RFP with County</li> <li>• Continue coordination of technology requirements with the County</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>• MCP conducted periodic conference calls with the clients</li> <li>• Coordinated fiber connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• MCP will conduct periodic conference calls with the clients</li> <li>• Continue to coordinate specifications for building based on County building (security, access control, etc.)</li> </ul>

## Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project  
 Monthly Progress Report – September, 2017

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>• Design drawing meeting held September 13</li> <li>• Coordinating technology requirements with Architect</li> <li>• Coordinating technology with County and Vendor</li> </ul>	<ul style="list-style-type: none"> <li>• Design drawings meeting with Schrader Group –October 11</li> <li>• Present to County Board October 11</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>• No action</li> </ul>	<ul style="list-style-type: none"> <li>• No action</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>• No action</li> </ul>	<ul style="list-style-type: none"> <li>• No action</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>• Address communication system requirements for the new facility</li> </ul>	<ul style="list-style-type: none"> <li>• Address communication system requirements for the new facility</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>• MCP conducted periodic conference calls with the clients</li> </ul>	<ul style="list-style-type: none"> <li>• MCP conducting periodic conference calls with the clients</li> </ul>

## Mitchell County, NC

PSAP Construction and Regional Backup  
 Monthly Progress Report – September 2017

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> <li>Reviewed programming</li> <li>Determined final power requirements for radio equipment for UPS and generator requirements</li> <li>Discussed window design with architect</li> <li>Determined anticipated design schedule</li> </ul>	<ul style="list-style-type: none"> <li>Complete design development phase</li> <li>Begin preparation of construction documents</li> <li>Review construction drawings, as appropriate, for electrical and mechanical</li> <li>Hold design review meeting with architect and County</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No activity this reporting period</li> </ul>	<ul style="list-style-type: none"> <li>No activity anticipated for next reporting period</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No activity this reporting period</li> </ul>	<ul style="list-style-type: none"> <li>No activity anticipated for next reporting period</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Continued to refine technology plan</li> <li>Reviewed antenna structure location diagram</li> <li>Discussed antenna location with architect</li> <li>Reviewed antenna structure bracing diagram</li> <li>Reviewed antenna cable entrance assembly designs</li> </ul>	<ul style="list-style-type: none"> <li>Continue to refine technology plan</li> </ul>

Activity	This Period	Next Period
5. Other Activity	<ul style="list-style-type: none"> <li>• Tracked grant spending</li> <li>• Reviewed architect invoice</li> </ul>	<ul style="list-style-type: none"> <li>• Regular communications with project team, as needed</li> <li>• Track grant budget, ongoing</li> <li>• Meet with County project team</li> </ul>

## Pasquotank County PSAP, NC

PSAP Consolidation Project

MCP Project Number 16-185

Monthly Progress Report – September, 2017

Activity	This Period	Next Period
1. Design	<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 September 13</li> </ul>	<ul style="list-style-type: none"> <li>Next set of design drawings from Schrader Group October 11</li> </ul>
2. Permits	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
3. Construction	<ul style="list-style-type: none"> <li>No action</li> </ul>	<ul style="list-style-type: none"> <li>No action</li> </ul>
4. Communications Systems	<ul style="list-style-type: none"> <li>Point to Point installed</li> <li>Coordinating Communications requirements for inclusion in the building design</li> <li>New Paging contract awarded September 5</li> <li>Purchase order issued</li> </ul>	<ul style="list-style-type: none"> <li>Coordinating Communications installation needs. Equipment is being received by the vendor.</li> </ul>
5. Other Activity	<ul style="list-style-type: none"> <li>MCP conducted periodic conference calls with the clients</li> </ul>	<ul style="list-style-type: none"> <li>MCP will conduct periodic conference calls with the clients</li> </ul>

# PERQUIMANS COUNTY 911 COMMUNICATIONS

BACKUP 911 CENTER/FUNDING RECONSIDERATION/GRANT PROJECT TIMELINE WITH MILESTONES

<u>ACTIVITY</u>	<u>COMPLETE</u>	<u>UPCOMING</u>
1. General Timelines	<p><u>05/16/16</u> Original MOU Approved &amp; Signed</p> <p><u>05/19/16</u> Requested Extension for Back-up PSAP</p> <p><u>06/03/16</u> Grant Application Submitted</p> <p><u>06/30/16</u> Back-up PSAP Extension Approved</p> <p><u>08/12/16</u> Funding Reconsideration Submitted</p> <p><u>08/31/16</u> Grant Denied</p> <p><u>10/12/16</u> Grant Approved (Partial Funding)</p> <p><u>12/02/16</u> Funding Reconsideration Approved</p> <p><u>02/01/17</u> Attended Grant Workshop</p>	<p><u>02/28/18</u> Back-up Center On-line</p>
2. Town of Winfall Zoning Permit	<p><u>12/08/16</u> Approved</p>	
3. Dedicated Fiber Connection	<p><u>10/19/16</u> Initial Request from DIT through 911 Board Staff Member Marsha Tapler (TO-4 Form)</p> <p><u>10/24/16</u> Email received from DIT (\$1,047.60)</p> <p><u>12/10/16</u> Quote received from CenturyLink (\$1,009.00)</p> <p><u>03/02/17</u> 2nd Request from DIT through 911 Board Staff Marsha Tapler per 911 Board Director Richard Taylor (TO-4 Form)</p> <p><u>03/17/17</u> Email from Richard Taylor stating cost from DIT (\$754.00)</p> <p><u>05/02/17</u> CenturyLink Installed Dedicated Fiber</p>	
4. Perquimans Phone Equipment at Back-up 911 Center	<p><u>12/19/16</u> Purchase Order Issued CenturyLink</p> <p><u>03/15/17</u> Scope of Work Signed</p> <p><u>04/07/17</u> CenturyLink has assigned a project manager - Marti Langham</p>	

	<p><u>05/31/17</u> Marti Langham confirmed the equipment has been ordered</p> <p><u>06/30/17</u> Phone Equipment Delivery to Chowan</p>	<p><u>01/22/18</u> Begin Installation</p> <p><u>01/30/18</u> Installation Complete</p>
5. MCTs for 5 Perquimans EMS Units (Software)	<p><u>12/19/16</u> Purchase Order issued to Southern Software</p> <p><u>03/08/17</u> Project Conference Call</p> <p><u>03/27/17 - 03/30/17</u> Southern Software On-site for installation of software and staff training</p> <p><u>03/31/17</u> On-line with MDIS</p>	
6. Emergency Medical Dispatch (EMD)	<p><u>08/03/16</u> Purchase Order issued to Priority Dispatch</p> <p><u>11/01/16 - 11/03/16</u> 1st EMD Class at Perquimans County 911</p> <p><u>11/29/16 - 12/01/16</u> 2nd EMD Class at Perquimans County 911</p> <p><u>12/06/16</u> 2nd Purchase Order to Priority Dispatch</p> <p><u>12/06/16 - 12/07/16</u> EMD-Q Class at Perquimans County 911</p> <p><u>01/09/17 - 01/11/17</u> EMD Kickoff Meeting</p> <p><u>01/24/17</u> Pro-QA Classes held at Perquimans County 911</p> <p><u>01/25/17</u> AQUA Class held at Perquimans County 911</p> <p><u>02/14/17</u> Go-live with EMD</p>	
7. Voice Logging Server - Recorder Upgrade & NAS	<p><u>12/19/16</u> Purchase Order issued to EdgeOne Solutions, Inc.</p> <p><u>03/01/17</u> Project Conference Call - equipment ordered and license in-hand</p> <p><u>04/07/17</u> Recorder upgrades complete</p>	

		<u>02/28/17</u> Chowan Radio & Phone Channels added to the Recorder
8. Move CAD Server to Back-up 911 Center	<u>12/19/16</u> Purchase Order issued to Southern Software <u>03/08/17</u> Project Conference Call <u>05/15/17</u> Southern Software Tech, Practical Computing and Perq 911 on-site - Backup CAD Server to moved to Chowan and on-line <u>05/16/17</u> Test Neverfail for Servers complete <u>06/30/17</u> Southern Software on-line at Chowan	
9. Additional CAD (Laptop) Workstation to be used at Back-up 911 Center	<u>01/17/17</u> Purchase Order issued to Practical Computing <u>02/20/17</u> Delivered to Perquimans 911 Communications	
10. Firewall	<u>07/14/16</u> Purchase Order issued to Pratical Computing <u>7/18/16</u> Firewall On-line	
11. Radio Upgrades for Perquimans County	<u>03/17/17</u> Purchase Order Issued to Motorola <u>03/27/17</u> Equipment began arriving at Perquimans 911 <u>04/24/17</u> Wireless Comm began installation <u>05/16/17</u> Installation Complete in Perquimans	
12. Perquimans Radio Equipment at Back-up 911 Center	<u>03/17/17</u> Purchase Order Issued to Motorola <u>03/27/17</u> Equipment began arriving at Perquimans 911	<u>02/15/18</u> Wireless Comm to begin installing equipment in Chowan on new tower <u>02/28/18</u> Chowan Tower Complete & Perquimans Radio Equipment On-line

<p>13. New 150' Tower at Perquimans 911 Center</p>	<p><u>12/12/16</u> Purchase Order issued to GET Solutions for Geotechnical Investigation &amp; Engineering Services for Tower Site. Note: This was issued prior to the Feb 1st meeting in order to meet the grant timeline for the new tower.</p> <p><u>01/31/17</u> GET Solutions, Inc. issued Preliminary Report of Subsurface Investigation &amp; Geotechnical Engineering Services</p> <p><u>02/14/17</u> RFP released for the "Perquimans 911 Tower Project"</p> <p><u>03/14/17</u> Received bid for the "Perquimans 911 Tower Project"</p> <p><u>03/27/17</u> Notice to Proceed - Sabre Industries</p> <p><u>04/07/17</u> Sabre industries assigned Project Manager - Steve Jones</p> <p><u>04/21/17</u> Engineering Reviewed by Local Building Inspector</p> <p><u>06/09/17</u> Tower Foundation Installed</p> <p><u>06/19/17</u> Delivered Tower/Started Installation</p> <p><u>06/30/17</u> Tower Installation Complete</p>	
<p>14. ECaTS in Back-up 911 Center</p>	<p><u>04/11/17</u> Conference Call with ECaTS - Courtney Mau will be the project manager</p> <p><u>05/25/17</u> ECaTS Equipment Received at the Chowan 911 Center</p> <p><u>05/31/17</u> ECaTS equipment at Back-up Center Online</p>	
<p>15. Staff Training and Test All Equipment</p> <p>09/29/17</p>		<p><u>02/28/18</u> Staff Training and Equipment Testing Complete - Back-up Center Online</p>

## Iowa County 9-1-1 Grant and Back Up Center Progress Report

<i>October/9/2017</i>		
<b>Action Item</b>	<b>This Period</b>	<b>Next Period</b>
9-1-1 Phone System- Century Link/Intrado Power 911	Installation of Viper Phone System at the Primary 9-1-1 center is accomplished. Still updating punch list of items for completion.	Projected acceptance of Viper Phone System
Motorola 7500 Console	Console installation is complete at radio shop	Grant fund reimbursement
"console" radios at Back up center	Awaiting completion of larger room at back up site	Installation of radios
Installation of Back up Center Viper Phones	CPE equipment on site in Data room awaiting completion of larger room at back up site	Installation of phones in back up center
Carolina Recording Solution	Awaiting construction completion of back up site.	Installation of recorder at back up site.

Headsets	Order closer to back up center implementation.	No change
Furniture/Desks	Awaiting aproval of County government process	installation of furniture
Ethernet/Connectivity	Circuit installation is complete	Circuit installation is complete
OTHER- Back Up Center completion; Due to moving the actual room for the back up center, it most likely will not be operational by 10/4/2017.	Proposed completion date of 10/31/2017	Fingers crossed









# STATE OF NORTH CAROLINA

## DEPARTMENT OF INFORMATION TECHNOLOGY

ROY COOPER  
GOVERNOR

ERIC BOYETTE  
SECRETARY AND STATE CHIEF INFORMATION OFFICER

October 13, 2017

Richard Taylor  
Executive Director  
North Carolina 911 Board

The report summarizes project status for the Eastern Piedmont Orthoimagery 2017 Project funded by the NC 911 Board. The report summarizes project status for the period from August 1, 2017 –September 30, 2017.

### **Accomplishments**

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

#### CGIA

- Performed oversight of project management activities with weekly project team meetings
- Submitted requests to County Managers in to submit approval of disclosure agreements to Ft. Bragg to facilitate access of secure imagery by PSAPs. To date pending approval by Richmond, Scotland, and Cumberland
  - Harnett
  - Cumberland
  - City of Fayetteville
  - Hoke
  - Moore
  - Scotland
  - Richmond
- Quality Review Status:
  - 46% of all contacts created user accounts (62 of 134). 52 registered as GIS and 10 registered as 911
  - CGIA performed extra review of a minimum of six counties because of no participation from County end-users
  - Initiated VOICE QC and completed review of all 26 counties
  - Reviewed 9,760 tiles or 58% of the study area
  - Submitted 796 issues impacting 621 tiles or 6% of all tiles reviewed
- Worked with Marsha Tapler to review FY15-17 accounting.
- Continued testing and development of software validation routines for final delivery
- Upgraded CGIA agency hardware to process 911 data faster to facilitate early delivery
- Presented on the project at the NCAUG conference
- Presented on the project at the PMA conference
- Ordered hardware to support final delivery
- Completed interim performance evaluations

#### NC Department of Transportation (NCDOT)

- Attended team strategy meetings.
- Evaluated radiometry samples
- Performed VOICE QC thus evaluating 30% of the study area

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

- Attended team strategy meetings.
- Performed CORS maintenance
- Finalized the horizontal QC collection plan
- Finalized field locations of QC points
- Finalized workplans for QC contractors

Acquisition Vendors

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

Task 1 – Flight Planning

Task 2 – Imagery Acquisition

Task 3 – Aerotriangulation and Ortho Generation

Task 4 – Product Delivery and Data Acceptance

Task 5 – Quality Review and Resolutions Reporting

Task 6 –Closeout

- Task 5 – Quality Review and Resolutions Reporting
  - Atlas Geographic Data performance indicated for systematic radiometry delivery issues
  - Spatial Data Consultants performance indicated for redelivery of eastern Wake County due to radiometry delivery issues
  - Surdex Corporation performance indicated for redelivery of northern Johnston County due to radiometry delivery issues
  - Sanborn performance indicated for redelivery of Northampton, Halifax and Warren Counties due to radiometry delivery issues
- All contractors met project schedule deadlines for all delivery orders
- All contractors completed internal product review for delivery order 1 of 3
- All contractors resubmitted second pass of issues resolutions for one delivery order or eight counties

Task	Reported Percent Complete (as of latest invoice)			
	Spatial Data Consultants	Sanborn Map Company	Atlas Geographic Data	Surdex Corporation
Task 1: Flight Planning	100%	100%	100%	100%
Task 2: Acquisition	100%	100%	100%	100%
Task 3: Aerotriangulation and Ortho Generation	100%	100%	99%	100%
Task 4: Product Delivery and Data Acceptance	100%	100%	100%	100%
Task 5: Quality Review Resolutions	34%	0%*	0%*	50%
Task 6: Closeout	0%	0%	0%	0%

\*Through August invoicing

VOICE Application Contractor:

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

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

For this reporting period the following tasks were active:

- o Task 6: Hosting and Project Close
  - o Hosting and production began on July 31 with release of first delivery order.
  - o Hosting provider will maintain three phases of uploads through January 2018

**Schedule**

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

<b>Task</b>	<b>Item</b>	<b>Planned Start</b>	<b>Planned Finish</b>	<b>Actual Finish/Percent Complete</b>
<b>1</b>	<b>Project Initiation</b>	<b>7/1/2016</b>	<b>2/1/2017</b>	
	Issue RFQ for Orthoimagery QBS	8/31/2016	8/31/2016	8/31/2016
	Closing date for RFQ responses	9/22/2016	9/22/2016	9/22/2016
	Contract NCGS	8/1/2016	8/1/2016	8/16/2016
	Contract NCDOT	8/1/2016	8/1/2016	8/15/2016
	Host workshop for selected applicants	11/2/2016	11/2/2016	11/2/2016
	Technical and cost proposals due	11/13/2016	11/13/2016	11/13/2016
	Negotiate with selected applicants	11/23/2016	11/23/2016	11/23/2016
	Conduct Kickoff Meeting	12/17/2016	12/17/2016	12/17/2016
	Contract QC Service Provider	2/1/2017	2/1/2017	1/24/2017
<b>2</b>	<b>Planning and Design</b>	<b>10/15/2016</b>	<b>4/30/2017</b>	
	CORS Upgrades	10/15/2016	3/1/2017	Ongoing
	Validation Range	10/15/2016	1/15/2017	12/1/2016
	RTN Maintenance	10/15/2016	Ongoing	Ongoing
	Control Surveys and Attachment C-1: Control Surveys Report	4/3/2017	4/3/2017	Ongoing
<b>3A</b>	<b>Acquisition</b>	<b>2/1/2017</b>	<b>5/1/2017</b>	
	Acquire 26 Counties	2/15/2017	4/15/2017	2/26/2017
	Attachment D: Imagery Acquisition Compliance Report	2/1/2017	4/29/2017	3/15/2017
	Pilot samples	2/1/2017	4/20/2017	4/20/2017
	Ortho Generation Workshop	4/20/2017	4/20/2017	4/11/2017

	Pilot samples final	5/1/2017	5/1/2017	4/28/2017
<b>3B</b>	<b>Acquisition Post-Processing</b>	<b>2/1/2017</b>	<b>5/29/2017</b>	
	Attachment E: GNSS-IMU Post Processing & Aerotriangulation Report	3/1/2017	5/27/2017	6/23/2017
	Project Web Map Service	6/8/2017	6/8/2017	6/29/2017
<b>4</b>	<b>Quality Review Production and Product Delivery</b>	<b>7/31/2017</b>	<b>12/30/2017</b>	
	QC Production Cycle	7/31/2017	12/30/2017	62%
<b>5</b>	<b>Implementation</b>	<b>1/31/2017</b>	<b>3/30/2017</b>	
	Product Delivery	1/19/2017	1/28/2017	
	Implement the NC OneMap Geospatial Portal solution	2/1/2017	Ongoing	
	60 day End-User Evaluation	1/16/2017	3/30/2017	
<b>6</b>	<b>Project Closeout</b>	<b>4/1/2018</b>	<b>6/30/2018</b>	
	Final Data Packaging and Final Reports	4/1/2017	5/31/2017	
	Project Closeout	6/1/2017	6/30/2017	

### Budget

The expenditures for the project are summarized below. Note the current reporting period represents August 1, 2017 – September 30, 2017. The total budget for the project is \$3,815,129.00.

Item	This Reporting Period	Cumulative to Date	Percent Expended to Date
<b>CGIA</b>			
CGIA Labor	\$57,918.00	\$256,977.00	
DIT Hosting and Information Technology	\$0.00	\$0.00	
CGIA Travel	\$0.00	\$1,598.36	
CGIA Reimbursable Expenses	\$0.00	\$0.00	
<b>CGIA Total</b>	<b>\$57,918.00</b>	<b>\$258,575.36</b>	<b>52.5%</b>
<b>Subcontractors</b>			
NCDPS-NCGS	\$1,500.86	\$137,319.88	65.1%
NC DOT	\$3,780.24	\$49,258.22	30.4%
Sanborn Map Company	\$121,506.03	\$445,589.78	69.7%
Atlas Geographic Data	\$232,412.63	\$694,938.92	90.0%
Surdex Corporation	\$154,361.71	\$537,261.11	84.1%
Spatial Data Consultants	\$77,166.51	\$525,943.00	82.2%
VOICE	\$7,800.00	\$22,300.00	31.9%
<b>Subcontractor Total</b>	<b>\$598,527.98</b>	<b>\$2,412,610.91</b>	<b>77.0%</b>
<b>Total (for Project)</b>	<b>\$656,445.98</b>	<b>\$2,671,186.27</b>	<b>70.0%</b>

## Major Tasks Identified for October 2017

### CGIA

- Take receipt of 16 counties for final delivery
- Assess radiometric consistency at the contractor level and issue redelivery where applicable
- Update project website and web mapping content for effective communication at least weekly during QC schedule
- Initiate project deliverables validation
- Followup with outstanding counties for Ft. Bragg disclosure
- Research final delivery meeting options and begin to perform outreach with PSAP contacts
- Other tasks include regular team meetings and ongoing outreach to federal, state and local partners

### NCGS

- Attend weekly project meetings
- Initiate horizontal quality control

### NCDOT

- Attend weekly project meetings
- Perform VOICE confirmations of submitted resolutions

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

### Task 5 – Quality Review and Resolutions Reporting

- Deliver all remaining counties as final
- Issue product redelivery where applicable
- Initiate compilation of metadata and final data adjustments

### **Project Issues**

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

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

Sincerely,



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

**PSAP Grant-Statewide 911 Projects Fund**

		<b>Total Disbursed</b>				<b>Remaining</b>
		<b>FY2011-2016</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Expenditures</b>
			\$33,346,207.35	\$32,601,628.32	\$31,686,797.64	<b>Grant Balance</b>
<b>FY2014</b>	<b>Award Amount</b>					
Henderson County G2014-04	3,600,000.00	-3,433,293.71			-24,748.00	141,958.29
Hertford County G2014-05	4,250,000.00	-4,217,591.67			15,176.78	47,585.11
<b>FY2016</b>	<b>Award Amount</b>					
Graham County G2016-01	3,401,528.00	-188,671.78			-300,406.43	2,912,449.79
Hyde County G2016-02	1,266,887.00	-493,006.64			-239,775.85	534,104.51
Richmond County G2016-03	6,357,537.00	-559,364.47		-518,381.73	-324,279.26	4,955,511.54
<b>FY2017</b>	<b>Award Amount</b>					
Catawba G2017-1A	296,827.00	-92,094.42	-2,176.20		-56,925.25	145,631.13
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		-162,209.48		1,820,537.08
Martin G2017-7	4,315,437.00	0.00			-67,050.97	4,248,386.03
McDowell G2017-8A	63,822.00	-1,322.51	-50,656.58	50,656.58	-62,499.49	0.00
Mitchell G2017-9	2,000,000.00	-76,097.33			-51,742.70	1,872,159.97
Moore G2017-10	586,404.00	0.00			-279,910.32	306,493.68
Pasquotank G2017-11	1,010,779.00	-150,825.50		-31,969.32		827,984.18
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	0.00
<b>STATEWIDE PROJECTS:</b>	<b>Award Amount</b>					
E-CATS II	1,354,880.00	0.00	-80,153.63	-77,748.56	-72,964.58	1,124,013.23
Interpretive Services	1,155,000.00	-99,481.50	-13,209.75	-14,268.00	-13,898.43	1,014,142.32
Ortho Project III Image 16	4,076,752.00	-3,216,180.92	-118,131.00	-62,968.68		679,471.40
Ortho Project III Image 17	3,815,129.00	-1,369,349.99	-407,425.40	-130,302.90	-461,769.20	1,446,281.51
Approved Transfer from PSAP Fund					324.53	
<b>Interest</b>			30,829.53	32,361.41	30,551.79	
<b>Total Ending Fund Balance</b>		\$ 33,346,207.35	\$32,601,628.32	\$31,686,797.64	\$29,728,695.26	

\$ 27,540,383.84  
\$2,188,311.42

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>	735,548.30	12,959.14	29,050.44	13,774,788.75
<b>September 2017</b>	683,334.10	13,281.38	1,020.00	14,470,384.23
<b>October 2017</b>	-	-		

<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>	546,985.66	6,110.19	301,640.36		6,406,997.39
<b>September 2017</b>	522,276.02	6,177.50	-		6,935,450.91
<b>October 2017</b>	-	-	-		

PSAP FUND	Revenue						GRANT Allocation Transfer out	Monthly Expenditure	Fund Balance
	PSAP 80%	Wireline	VOIP	Prepaid Wireless	Interest	Total			
									\$ 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	3,099,585.42	1,035,569.76	1,000,848.24	870,746.30	11,916.25	6,018,665.97		4,175,832.95	13,847,531.04
September 2017	2,959,564.07	726,316.75	960,087.77	920,262.03	13,351.53	5,579,582.15		4,184,655.41	15,242,457.78
October 2017	-	-	-	-	-	-		-	

\*\*Report not certified through OSC

CASH BASIS REPORTING



The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC 911 Board members.

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

Speakers:

Executive Director Report

Richard Taylor

a) 911 Board Staff Update

Executive Director Report

Richard Taylor

b) Chairman's PSAP Visit





NC Department of Information Technology



NC Department of Information Technology



NC Department of Information Technology

# Executive Director Report

Richard Taylor

## c) Grant Extension Requests

### i) Chowan County

*(Vote Required)*

### ii) Perquimans County

*(Vote Required)*

**CHOWAN COUNTY SHERIFF'S OFFICE**

**POST OFFICE BOX 78**

**EDENTON, NORTH CAROLINA 27932**

**DWAYNE GOODWIN  
SHERIFF**

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

September 27th, 2017

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

RE: Request for change in project period

Richard,

Reference Section 3 of the grant agreement and the amendment signed and returned on August 18<sup>th</sup> 2017 we request a change in project period.

The conditional use permit for construction of a communications tower within the city limits of Edenton was scheduled for review by the Edenton Town Council on September 25<sup>th</sup> 2017. The required advertising for was not completed and the application review has been moved to October 10<sup>th</sup> 2017. Please see the attachments included with this letter.

Completion of the tower including installation of equipment on the tower is anticipated to take 90 days. Taking holidays into consideration we request the project period to be extended through February 28th 2018.

Sincerely,

Cordell Palmer, Director  
Chowan Central Communications

Enclosure: email from town manager



## PERQUIMANS COUNTY EMERGENCY SERVICES

P.O. Box 563 - 159 Creek Drive - Hertford, NC 27944

(252) 426-5646 Phone - (252) 426-3306 Fax

Jonathan A. Nixon, Director

---

September 29, 2017

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

Re: Request for Grant Extension

Mr. Taylor,

Perquimans County 911 Communications is requesting an extension for the current grant related to our Back-up Center. Based on the Chowan 911 project timeline, we are requesting an extension through February 28, 2018. Our only pending grant invoice will be a partial invoice for adding our radio equipment to their 911 Center/new tower. The equipment is already in our possession.

Should you have any questions or concerns feel free to call or email.

Sincerely,

Jonathan A. Nixon  
Perquimans County Emergency Services Director

Attachment

- c. Frank Heath, Perquimans County Manager
- Tracy Mathews, Perquimans Finance Officer
- Cord Palmer, Chowan 911 Center

## Taylor, Richard

---

**From:** Palmer, Cord  
**Sent:** Thursday, October 19, 2017 4:22 PM  
**To:** Taylor, Richard; Bunch, Andy; Goodwin, Dwayne; Howard, Kevin B; jnixon@perquimanscountync.gov  
**Subject:** Re: Chowan Grant October 1st Monthly Grant Report and Request for Change in Project Period

Richard,

We changed the tower location on the same three acre, county owned parcel to meet the Town of Edenton's fall radius requirements and to prevent the tower from being in the middle of the property, on the edge of the busy part of the parking lot. While we were going through the permitting process we had a soil study performed to allow the engineer to proceed with figuring the updated construction cost. On Tuesday October 10th the Edenton Town Council gave final approval of the proposed tower location. On Monday October 16th we received the updated construction cost. The final cost of the tower has come in at \$579,316.49 which is \$200,594.19 higher than the original tower cost of \$378,722.30 bringing the total cost including the antenna installation to \$676,530.25.

Of the \$200,594.19 was an increase in the cost for the electrical run of \$32,036.94 that we anticipated. The other \$162,004.05 increase was due to the soil difference found at that location and the additional requirements for the foundation of the tower.

We can move the tower site back to the center of the property. This would require starting the permitting process over again and approximately four months of additional time.

Thank you  
Cordell

Cordell Palmer  
Chowan County Sheriff's Office  
Chowan County Emergency Management  
Chowan Central Communications Director  
PO Box 78  
305 West Freemason St.  
Edenton, NC 27932  
252-482-8484  
252-482-5813 fax  
cord.palmer at chowan.nc.gov

---

**From:** Taylor, Richard  
**Sent:** Thursday, October 19, 2017 12:44  
**To:** Palmer, Cord; Bunch, Andy; Goodwin, Dwayne; Howard, Kevin B; jnixon@perquimanscountync.gov  
**Subject:** RE: Chowan Grant October 1st Monthly Grant Report and Request for Change in Project Period

# Statewide PSAP Managers Meeting Report

David Bone

# 911 Grant Funds Transfer Follow-Up

Marsha Tapler

# NC 911 Board FY2017 Grant Transfer

## Fund Balance:

PSAP Fund Balance June 30, 2017	\$11,954,041
CMRS Fund Balance June 30, 2017	\$6,155,542
Grant Fund Balance September 30, 2017	<u>\$2,188,311</u>
Total:	<u>\$20,297,894</u>

## Grant Fund Transfer Amount:

PSAP Fund Balance	\$11,954,041
CMRS Fund Balance	<u>\$3,000,000</u>
	\$14,954,041

## Approved Grants:

Image18	<u><del>-\$3,508,433</del></u>
Ending Fund Balance Total:	<u>\$11,445,608</u>

Grant Fund Balance	<u>\$2,188,311</u>
--------------------	--------------------

Available Fund Balance for PSAP Grants:	<u><u>\$13,633,919</u></u>
---	----------------------------

Request By City of Rocky Mount for  
Grant Extension

Richard Taylor



## NASH COUNTY EMERGENCY SERVICES

Nash County Administration Building  
120 West Washington Street, Suite 1102  
Nashville, North Carolina 27856  
Phone (252) 459-9805 • Fax (252) 459-1647

Brian Brantley  
Director

October 19, 2017

Mr. Allen Moore  
9-1-1 Communications Supervisor  
City of Rocky Mount  
330 S. Church St.  
Rocky Mount, NC 27802

Dear Allen:

I appreciate you contacting me yesterday and your willingness to meet with Brian Brantley and me on short notice to discuss recent concerns from the NC 911 Board with Rocky Mount's 9-1-1 Backup Plan.

I feel that Nash County 9-1-1 and Rocky Mount 9-1-1 have always strived to work with each other to provide the citizens with the response they need from both jurisdictions. For years, we have unofficially operated in a manner that we would serve as a backup to one another with limited capabilities. In March of 2016, Nash County and The City of Rocky Mount entered into a Memorandum of Agreement for mutual aid for system failures of the 911 systems. This agreement was signed in an effort to assist The City of Rocky Mount with meeting the Legislative requirements of having a backup plan. Leading up to signing the MOA, our discussions were that this was a temporary agreement until The City of Rocky Mount could complete their backup center.

It is our desire to assist The City of Rocky Mount as much as possible by being their backup but I would be remiss if I did not tell you that we have a great deal of concern if this temporary agreement was intended to be a permanent solution. As you know, we both have concerns that this temporary agreement does not address CAD and other issues. If needed, our staff and your staff could overcrowd and impede our abilities to function properly if a disaster strikes.

In closing, we wish you success in finding a permanent backup center solution. Our redundant backup facility, has proved to be very beneficial for Nash County and we feel a similar solution will offer the same advantages for The City of Rocky Mount.

Sincerely,

Bryant Fisher  
9-1-1 Director



October 19, 2017

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

Dear Mr. Taylor:

The City of Rocky Mount would like to thank the NC 911 Board for awarding us a grant to offset costs for our planned backup center located at the Rocky Mount Fire Station 7. Although we did not complete the project in the timeframe required, we feel it is still in our best interest to continue with our plan to have a long-term backup center solution for the citizens we serve. Rocky Mount would ask that the 911 Board support this project by providing funding from our fund balance and through a reconsideration request that will be forthcoming.

Staff will work to complete the final accounting and provide the invoices for expenses occurring prior to the grant expiration. Moving forward, Rocky Mount plans to engage Mission Critical Partners (MCP) as a consultant in completing the long-term backup center solution. We will work diligently to keep costs to a minimum as discussed with you and your staff during the meeting on October 17, 2017 and, in fact, we already are working on those cost saving measures. Expenditures for completing this project will be deemed as allowable expenses according to the legislation.

Rocky Mount is committed to completing this project and I have assigned Phillip Penny of MCP and Tasha Logan Ford, Assistant City Manager to serve as the project leads to ensure timely, thorough grant compliance and project completion. The City of Rocky Mount asks for the Board's consideration to make this critical link to public safety a reality.

Sincerely,

A handwritten signature in black ink that reads "Rochelle P. Small-Toney".

Rochelle Small-Toney  
City Manager

NG911 Project Update  
ESINet / Hosted CPE  
Timeline

Jeff Shipp  
Brian Smith  
AT&T

Education Committee Report **Jimmy Stewart**  
911 Telecommunicator Training Summit  
Update

RECEIVED

SEP 21 2017

NC911 Board

911 TC Training Summit

Ryan Chambers

111 Cypress Ct

Gibsonville, NC 27249

336-669-4475

Executive Director, NC 911 Board

c/o NC Office of Information Technology Services

PO Box 17209

Raleigh, NC 27609

Dear Mr. Director,

I am contacting you on behalf of all 911 dispatchers of NC. This November, as you are aware, several high-profile trainers have come together to present the first ever 911 TC Training Summit. The sole purpose of this Summit was to maximize training while minimizing cost. While we were identifying the topics to have covered during the one of a kind event, we surveyed over 1000 dispatchers nationwide. The top 4 topics were the: Active Shooter, "A Victim's Plea", Leadership, and Stress Management. All 4 topics we have included, all 4 topics are skills training that could make a huge impact in the success of all 911 centers.

The sole reason we choose NC as our first location was due to the support of 911 Education Committee members and 911 PSAPs from across the state. We had also reviewed the training statute that is posting on the 911 Boards website.

It states: Training:

911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff. (September 24, 2010)

During the very short call where a very few number of members decided this would not be an approved training, the reason for the "no" was that two of the 4 classes we not operations or skills based. I STRONGLY DISAGREE. Having worked for over 10 years in a PSAP in this state, stress management, is a very, very, must needed skill to survive. Not only for personal resilience but in call taking and dealing with difficult callers.

In this packet, I am going to include a class outline for the 2 classes in question. I ask that a new hearing with all members present and educated on what the classes are. Please feel free to contact me with any questions at 336-669-4475 or email at [ryan@deniseamberlee.org](mailto:ryan@deniseamberlee.org).

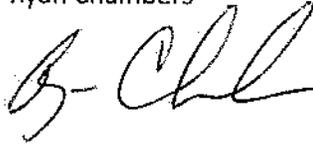
This training is training all 911 employees need and without you fund, some may never be able to experience this level and much needed training. If you were to host each of the classes provided, it would

cost an agency or state of NC over \$20,000 for all 4 classes. We are also trying to save the state money by offering a 1-day pass for \$175 or both days for \$250.

Please let me know when this Appeal is received. I am prepared to fight this for not only this event, but for future events and for all my fellow 911 dispatchers and taxpayers of NC!

I look forward to receiving a reply,

Ryan Chambers

A handwritten signature in black ink, appearing to read 'R. Chambers', written in a cursive style.

9/15/17

Director of Project Management

Denise Amber Lee Foundation

# Proposed 2018 Meeting Dates

Richard Taylor

**North Carolina 911 Board  
Proposed Meeting Dates For the Year  
2018**



January 26	Raleigh
February 23	Raleigh
March 23	Lexington
April 20	Raleigh
May 18	Raleigh
June 22	Raleigh
July 27	Morehead City
September 11	Cherokee ** (This is a Tuesday)
October 19	Raleigh
December 6	Washington (Work Session)
December 7	Washington

Standards Committee Recommendation

For Life Cycle Best Practices Donna Wright

*(vote Required)*

## Equipment Replacement Schedule Best Practice

Version 10/11/2017	DRAFT		
Equipment from Eligible 911 Expenditure List	Committee Replacement Schedule	Accounting Depreciation Schedule	Staff Replacement Recommendation
<b><u>Phone Systems:</u></b>	<b><u>Years</u></b>	<b><u>Years</u></b>	<b><u>Years</u></b>
Telephones sets used to answer 911 calls			2
CPE equipment			5
Headsets			1.5
Touchscreen Monitor			4
Monitors			3
Keyboards			1
Mouse			1
Servers used exclusively for Telephone Sets.			5
<b><u>Furniture:</u></b>	<b><u>Years</u></b>	<b><u>Years</u></b>	<b><u>Years</u></b>
Cabinets			10
Tables			10
Desks that hold eligible 911 equipment			7
Telecommunicator Chairs			3
<b><u>Hardware:</u></b>	<b><u>Years</u></b>	<b><u>Years</u></b>	<b><u>Years</u></b>
Servers used exclusively for Telephone			5
CAD Server			5
Voice Logging Recorder			5
GIS Server			5
Paging			5
Console/Alias Database Management			4
Radio Console Network Switching			3
Radio Console Touchscreen Monitor			4
Radio Console Monitor			3
Radio Console Keyboard			1
Radio Console Mouse.			1
Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems			3
Touchscreen Monitor			4
Monitor			3
Keyboard			1
Mouse			1
Microphones			3
Speakers			3
Headset jacks			1
Footswitches			1
Console audio box (CAB).			4

Time synchronization devices (e.g. Spectracom Net Clock)			5
Facility Uninterrupted Power Supply (UPS) for 911 only related equipment (excluding batteries)			15
Emergency Power Generator that serves the 911 center			20
Eligible dispatch equipment			5
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles			5
Fax Modem (for rip & run)			3
Printers (CAD, CDR, Reports, etc)			3
Radio Console Ethernet Switch			5
Radio Console Access Router			4
Back Up Storage Equipment for 911 Data Base Systems			5
Mobile Message Switch			5
Paging Interface with Computer Aided Dispatch (CAD) system			3
Alpha / Numeric Pager Tone Generator			3
Radio Console (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation)			5
Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System			5
Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center			4
<b>Equipment Replacement Schedule Best Practice</b>			
<b>DRAFT - FOR DISCUSSION ONLY - DRAFT</b>			

Standards Committee Recommendation  
For Life Cycle Best Practices  
*(vote Required)*

**911 Technology Committee**

Wednesday, November 1, 2017

2:00 pm

Training Room

109 East North Street

Raleigh, NC

**911 Funding Committee**

Wednesday, November 15, 2017

2:00 pm

Executive Conference Room

109 East North Street

Raleigh, NC

**911 Education Committee**

Thursday, November 16, 2017

10:00 am

Training Room

109 East North Street

Raleigh, NC

Other Items

Adjourn

**Next 911 Board Work Session/Meeting**

**December 7-8, 2017  
Hilton Riverside  
301 North Water Street  
Wilmington, NC**