

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Banner Elk Room**  
**3514A Bush Street, Raleigh, NC**  
**April 28, 2017**  
**10:00 AM – 12:00 PM**

<b><u>Members Present</u></b>	<b><u>Staff Present</u></b>	<b><u>Guests</u></b>
David Bone (NCACC) Martin County	Richard Bradford (DOJ)	Ron Adams, Southern Software
Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT) (phone)	Randy Beeman, CCES
Josh Brown (LEC) CenturyLink (WebEx and phone)	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	Dave Corn (DIT)	Eric Carroll
Chuck Greene (LEC) AT&T	David Dodd (DIT)	Nikki Carswell, Iredell Co 911
Len Hagaman (Sheriff) Watauga County	Karen Mason (DIT)	Linda Draughn-Woloski, Akimeka LLC
Greg Hauser (NCSFA) Charlotte Fire Department (WebEx and phone)	Marsha Tapler (DIT)	Tera Dufault, Iredell Co 911
Jeff Ledford (NCACP) City of Shelby PD	Richard Taylor (DIT)	Ed Gonzalez, Akimeka LLC
John Moore (VoIP) Spectrum		James E. Holloway, ECU
Niraj Patel (CMRS) Verizon (WebEx)		Wanda Johnson, Iredell Co 911
Jeff Shipp (LEC) Star Telephone		Jesus Lopez, DIT
Jimmy Stewart (NCAREMS) Hoke Co 911		Philip Penny, MCP
Slayton Stewart (CMRS) Carolina West Wireless		Angie Schulz, Raleigh-Wake ECC
Donna Wright (NENA) Richmond Co Emergency Services		Craig Schulz, MCP
		Jonathan Shaw, DIT
		Candy Streszinski, Iredell Co 911
		Victor Williams, Beaufort Co Sheriff 911
<b><u>Members Absent</u></b>	<b><u>Staff Absent</u></b>	<b><u>WebEx Guests</u></b>
Heather Campbell (CMRS) Sprint		Brian Drum, Catawba Co 911
Eric Cramer (LEC) Wilkes Communication		Mike Edge, Scotland Co 911
Dinah Jeffries (NCAPCO) Orange Co Emergency Services		Brad Fraser, Shelby PD
		Jon Greene, GeoComm
		Del Hall, Stokes Co 911
		Melanie Neal, Guilford Metro 911
		Glen Parnell, Wilson Co 911
		Wade Sanstra, Synergem
		Stephanie Wiseman, Mitchell Co 911
		Brenda Womble, Wilson Co 911

**Introduction of Eric Boyette, Secretary of the Department of Information Technology and State Chief Information Officer**—911 Board Executive Director Richard Taylor introduced Secretary Boyette, appointed by Governor Cooper approximately three weeks ago. Mr. Taylor noted Secretary Boyette has been in state government over twenty years, having served both DOT and DIT. In addition, he has a connection to the Fire Service, serving on the Kinley Fire Department Board of Directors, living in the Kinley area. Mr. Taylor drew attention to the fact that he has a first responder background and, in light of that, indicated upon their first meeting that he wished to serve as the 911 Board Chair himself; he was not interested in appointing someone else. Mr. Taylor then turned the meeting over to Chairman Boyette, who called the meeting to order and asked Mr. Taylor to call the roll.

**Roll call**—911 Board Executive Director Richard Taylor noted that Sheriff Hagaman was delayed, and that he had not heard from Heather Campbell so he didn't know whether she would be attending or not. He then polled Board members he expected to be on the phone bridge: Josh Brown confirmed he was online; Eric Cramer did not respond, and Mr. Taylor mentioned he had received an email yesterday from Mr. Cramer indicating he might not be able to attend today; Greg Hauser confirmed with a cheerful "Good morning, everybody"; Niraj Patel did not respond; and Andrew Grant confirmed he was present. Mr. Taylor observed a quorum was present, and yielded the floor to Chairman Boyette.

### **1. Chairman's opening remarks**

Chairman Boyette thanked Mr. Taylor and stated that up front he wanted to thank Board members for all they do. He related that while he was going through the list of his duties and responsibilities after his appointment as Secretary of the Department of Information Technology and State Chief Information Officer and reached the part about the chairmanship of the 911 Board, he knew immediately it was something he wanted to do himself rather than appoint someone else in his stead. He pointed out that emergency response is something he really believes in, having been involved in it his entire life. He said he looks forward to serving as chair, stressing that his door is always open—if he can do anything for anyone, pick up the phone and call him; he has a very good administrative assistant who can find time quickly, so don't hesitate to reach out if he can help. With that, he asked Mr. Taylor to move ahead with some Board recognitions.

~Recognition of David Dodd, retiring from the 911 Board staff—Mr. Taylor moved to the podium and announced that this first recognition was very bittersweet; bitter because you're losing a valuable staff person and sweet because we all work toward being able to one day retire. He noted that the Board has only experienced one other retirement, that being Ron Adams', whom Mr. Dodd replaced as PSAP Liaison in 2011. Mr. Taylor summarized that Mr. Dodd has been extremely valuable, having brought a great perspective to the Board. "He's a country boy from Shelby, North Carolina, and he can talk to other PSAP managers in their lingo." Mr. Taylor also referred to Mr. Dodd's penchant for coming up with amusing names, such as calling his home office the 'Western Regional Office', his white state car (a Chevrolet Impala) 'Casper', and the 911 Board office in Raleigh 'the Mother Ship'. Mr. Taylor observed that Mr. Dodd has not only been a great employee, but a great friend as well, and he is happy to report that Mr. Dodd will continue to work for the Board on a part-time basis going forward.

Mr. Taylor then announced that Governor Cooper had sent over a very nice framed certificate commemorating Mr. Dodd's service. Chairman Boyette read the inscription—*Presented to David D. Dodd, the State of North Carolina acknowledges and extends its sincere appreciation for your many years of dedicated service. May 1<sup>st</sup>, 2017*—and congratulating Mr. Dodd, presented it to him, precipitating a standing ovation in the room. Once the applause subsided, Mr. Taylor presented him with an acrylic plaque cut in the shape of a map of North Carolina, mounted on a pedestal base and engraved *Presented to David Dodd, for your dedicated service to the citizens of North Carolina and the North Carolina 911 System 2006-2017* on behalf of the 911 Board. Mr. Taylor noted, for those who didn't know, that Mr. Dodd had served as a member of the 911 Board representing APCO from 2006 until joining the staff in 2011, then invited him to say a few words.

Mr. Dodd reminisced that he had begun attending 911 Board meetings even before he became a Board member, and when he had interviewed for the staff position, he knew what his little part of the 911 world looked like and he really looked forward to learning what the rest of it looked like in North Carolina. He said he was very grateful for having been given that opportunity; he's worked with a lot of great PSAP folks, and they have kinda become a

part of his family. He said he's excited about the opportunity to retire and do some new things, but as Mr. Taylor said, he'll still be around some.

~Recognition of Mike Byers, Tera Dufault, Wanda Johnson of Iredell County Emergency Communications—Reminding everyone that the Board always likes to recognize telecommunicators for the outstanding work they do, Mr. Taylor observed the call being recognized today was really quite interesting—sad in one respect because of what precipitated it, but happy because of a really great outcome due to the teamwork of dedicated telecommunicators: Mike Byers (unable to attend today), Tera Dufault, and Wanda Johnson of Iredell County. The circumstance was that a father had hired people to kidnap his son, but the kidnapping had been witnessed by a neighbor who reported it. The outcome was both the kidnappers and the victim were safely apprehended in Virginia the same day thanks to these TC's work, and the father was apprehended the next day. The whole time that the caller was providing detailed information to Ms. Dufault, Mr. Byers and Ms. Johnson were getting the information out to responders, including issuing a national alert that resulted in the apprehension.

Mr. Taylor invited Iredell County 911 Assistant Director Nikki Carswell to offer comments, and she simply said how proud they were of these TCs and how their collaborative efforts yielded such a positive outcome. She then asked Ms. Dufault to speak. Ms. Dufault related that while the call was ongoing they were able to notify the airports (the father had reserved a flight to escape) and surrounding agencies, including those in surrounding states. Although the teenager who was kidnapped did not attend school in the school district where he lived, a School Resource Officer at the school he did attend was, fortunately, familiar with him and was able to provide additional history, enabling responders to learn who his family members were and to put several pieces of information together which resulted in his returning home safely.

Mr. Taylor pointed out that just answering a 911 call is not all that TC's do—there is a lot of behind-the-scenes work connecting all the dots, and it is through the efforts of folks like this that North Carolina has such a great 911 system. He then read the inscription on the plaque presented to the team: *Presented to Mike Byers, Tera Dufault, and Wanda Johnson, 'A' Squad of Iredell County Emergency Communications Center, for Outstanding Teamwork, Professionalism, and Commitment to Public Safety Demonstrated by You on February 15<sup>th</sup>, 2017. Thank You for Striving to Make North Carolina's 911 System Excellent. April 28<sup>th</sup>, 2017.* He also thanked both Candy Strezinski and Nikki Carswell for being great managers, asking them to pass along to Mike Myers that he was missed, and to thank him for his efforts.

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

Chairman Boyette read the Ethics Awareness/Conflict of Interest statement printed in the agenda and asked if any Board members were aware of any conflict or potential conflict of interest with respect to matters coming before the Board today. Josh Brown said he would abstain from voting on agenda item 6a. Chairman Boyette thanked him, and moved on to the Consent Agenda.

## **3. Consent Agenda**

Relating that the draft minutes of the last meeting had been distributed earlier in the week, Mr. Taylor said he has not heard back from anyone with comments or corrections, and asked if anyone wished to voice any now. Hearing none, he moved on to the financials, reporting that all grant recipients with the exception of Washington County have completed their grant contracts. Washington County had to completely change its back-up plan due to the fact that the location it was going to use for the back-up PSAP became unavailable, so the project is on hold until that is resolved. Mr. Taylor said he has been communicating with the interim county manager there and they are working on getting a new location and a new plan in place. With that said, he reported the Grant Fund has \$34,944,794 encumbered and an unencumbered balance of \$2,688,682. He pointed out that the unencumbered balance will probably increase as grants for Rockingham County, Dare County, and the Lenoir-Jones County project close out under cost.

Mr. Taylor continued by reporting the NG911 Fund has still seen no disbursements, and he anticipates none for at least another couple of months, with a fund balance presently standing at \$10,246,819. Noting that \$340,668 had been paid out of the CMRS fund last month, he reported a CMRS Fund balance of \$5,869,620. He observed that PrePaid CMRS revenue amounted to \$966,035 during the period, that total revenue into the PSAP fund totaled

\$5,592,409 and disbursements totaled \$4,300,794, yielding a PSAP fund balance of \$7,952,164. He opened the floor to questions. Hearing none, Jeff Shipp made a motion to approve the Consent Agenda as presented, David Bone seconded, and the motion carried unanimously.

#### **4. Public Comment**

Chairman Boyette read the invitation to public comment printed in the agenda. No one had registered in advance to speak, and no one in the room or on the phone indicated they wished to, so he asked Mr. Taylor to move to the next agenda item.

#### **5. Executive Director Report**

a) 911 Board Staff Update—Mr. Taylor began his report with the staff update, first observing that *staffing* is “moving at the speed of government.” Of the 288 applications submitted to HR for the new financial specialist position, they forwarded 115 to Mr. Taylor; he has read through the 115 and narrowed it down to 20 and hopes to further reduce the number to about 8 over the weekend and begin setting up interviews next week. He stressed his goal is to have somebody on board by July 1, as both Marsha Tapler and Karen Mason are completely overwhelmed with the revenue/expenditure reports, funding reconsiderations, and back-up plans. He praised both of them for doing a “bang-up” job, putting in many long, hard hours yet still playing catch-up.

Mr. Taylor explained that as soon as the financial position has been filled, he will be turning to David Dodd’s replacement; the application window for that position has closed, and HR has the applications, but he won’t have time to review them until the financial position is filled. He also announced that Ronnie Cashwell has now become a full-time staff member. Until now the Board was only paying half of his salary, the other half coming from another group, but the Board has put so many demands upon him with all the committee meetings and regional PSAP Managers meetings, as well as Board meetings, that the other group has asked that the Board take him on full-time. Mr. Taylor advised that we certainly have funding available for that, so he’s working now with HR and the CFO to make it so.

Mentioning that it will be discussed within the budget portion of today’s meeting, Mr. Taylor advised we are going to be asking for two more staff positions: an additional network analyst to assist with the NextGen project, and another financial person because it is becoming that large a task. Mr. Bone interjected that with all these staffing needs and the voluminous number of applications presently at hand coupled with the fact that Mr. Taylor has myriad other demands upon his time as Executive Director, is there any way HR can help him expedite the hiring process a bit more than it already has, observing Mr. Taylor could easily spend all his time on the hiring process alone. Chairman Boyette replied that unfortunately, Mr. Taylor is not alone within the department in that regard—all of its managers and directors easily spend 50% of their time on just such tasks. He pointed out that the department (DIT) has only a staff of three in HR serving over 600 total employees (although one of those positions, the Personnel Director, is currently vacant) and they stay very busy keeping track of employee benefits, etc., as well as hiring. He said he apologized, but he just doesn’t have anything to offer.

Turning to another topic, Mr. Taylor reported that the 911 Board Office is still slated to move into different quarters sometime soon, but he still doesn’t know where. He spoke with the new Facilities Manager at DIT, who explained there are several things in play: whereas we were supposed to move to Jenkins House downtown, now another group is going to get that (although it is not presently ready for them to move into), and once they move we are supposed to occupy their spot at the Phillips Building, so there are a lot of pieces and parts in play. He said he wished he could say when the move will happen—but he can’t!

Mr. Taylor then parenthetically observed to Chairman Boyette, rather whimsically tongue-in-cheek, that the former location of the 911 Board office in the front of this building still has not been occupied—“just sayin”—which was greeted with peals of laughter in the room. Chairman Boyette assured Mr. Taylor that he has a meeting with DOA on Wednesday, and this is in his notes. Mr. Taylor pressed on by noting that the space could be shared with GIS and maybe FirstNet...saying, “There’s plenty of space in there and it makes it very convenient for Board meetings—just sayin’.”

b) Legislative Update (H418, H476, H565, H582, H835)—Mr. Taylor pointed out that yesterday was a busy day in the General Assembly, being the last day for crossover, explaining for anyone who might not be familiar with what that means that if a bill has not cleared the House or the Senate by crossover, then it is basically considered dead, although it *can* be resurrected in another form attached to another bill. Looking at the bills which have been of interest to the Board he observed that H418, sponsored by Rep. Clappitt, which had originally sought to use 911 funds to pay rewards to discourage street sign theft, was, as he has reported previously, modified in committee to use DOT funds for that purpose. Although it has not crossed over, since it has a financial component (it is presently in Finance Committee), it can still cross over after the deadline. H476 regarding police telecommunicator training and certification did not make crossover and has not been assigned to an appropriations or finance committee, so Mr. Taylor speculated the chances are it is dead in its current form. He reported that H565, again sponsored by Rep. Clappitt, to modify the composition of the 911 Board by adding three additional members, has not seen much movement but is still in the Finance Committee as well, so there is still potential for it to move forward. Repeating he has not learned of any activity on this, if it clears Finance it will go to Rules. He next turned to the Anonymous Tip Line bill, H582, which provides funding through DPI (Department of Public Instruction) for the emergency tip line for schools but still none for the panic button application in which the 911 Board has been involved.

Lastly, thanking Donna Wright for originally bringing it to his attention, he advised that H835, short titled *Create a Chain of Survival Task Force*, was introduced by Rep. Carney, who suffered a heart attack at the General Assembly and survived due to the presence and use of an AED in the building. He advised the bill would require AEDs be provided in state agencies/facilities, and he and Ms. Wright noticed language [Section 1(3)] regarding activation of 911 followed by early CPR with an emphasis on compressions as well as rapid AED use. Knowing that not all 911 PSAPs in North Carolina are EMD (Emergency Medical Dispatch) certified, i.e. certified to provide that type of instruction to a 911 caller, they reasoned that this might provide an impetus for a mandate that all Primary PSAPs provide EMD. Mr. Taylor reviewed that OEMS (Office of Emergency Medical Services) provides EMD credentialing in the state, but there is no mandate for them to require it of all PSAPs, just as there is none for the 911 Board either, although 911 funds may be used to pay for EMD. He hypothesized that if the Board so wishes, maybe we could work with Rep. Carney to ensure she understands that not all 911 PSAPs provide the service alluded to in the bill—to let her know that will only happen if EMD becomes a requirement—and perhaps she could help us make that happen. He said he didn't know whether deciding to do that will require a vote from the Board or not, but at the least he wanted to bring it to the Board's attention. He said he would like to assign it to the Standards Committee, of which Ms. Wright is chair, and let that committee work with Rep. Carney to investigate the potential of leveraging this to establish EMD as a mandate. He then asked Ms. Wright if she would like to comment.

Ms. Wright said she thinks the Board needs to have representation in this either way; we need to have a 911 voice on this Task Force which is talking about 911 service. She agreed with Mr. Taylor that this is an opportunity to advance EMD in those counties which have not voluntarily chosen to use it over the years.

Chairman Boyette asked "What is the pleasure of the Board?" David Bone observed he thinks everyone on the Board is in favor of promoting EMD service statewide, and made a motion to do what Mr. Taylor has suggested. Slayton Stewart seconded the motion, and the vote was unanimous in agreement. Jeff Shipp said, "We will coordinate this effort with OEMS, right?" Both Chairman Boyette and Mr. Taylor simultaneously replied "Absolutely!" Mr. Bone asked what Mr. Taylor thought was a realistic timetable. Mr. Taylor speculated that a one-year time frame was realistic, given the need for training as well as all the other pieces and parts that go into it; if this bill were to pass, a one-year implementation would probably be sufficient.

#### c) FCC Update

1) AT&T Outage Ex Parte—Mr. Taylor reviewed an AT&T outage in March, saying the FCC had contacted him in his role as the State Administrator, as well as all the State Administrators across the country, in an effort to come up with a better notification system. For the benefit of new Board members, Mr. Taylor explained that over the years one of the Board's greatest concerns has been the lack of notification from providers when the 911 system suffers an outage. He has told carriers his concern is not with the nuts and bolts of the problem, but rather just knowing that it has happened so we can notify the public as quickly as possible, but historically carriers have not contacted him. He noted that his first notification of this particular problem came from the Franklin

County PSAP Director sharing a notification from ComTech indicating that the “ComTech operation center may be experiencing an outage in your area affecting AT&T VoLTE 911 calls.” He related that his second notification came from his NASNA (National Association of State 911 Administrators) counterpart in DC when she shared it with all the state 911 directors in trying to find out what was going on.

Mr. Taylor and Mr. Bradford participated in a teleconference with members of the FCC’s Public Safety and Homeland Security Bureau in April, which Mr. Taylor characterized as those members’ effort to understand what went on, what the reaction was, what did the PSAPs do. They asked if 911 calls were being sent via text messaging, and how many of our PSAPs are text-capable; they were very impressed with how many North Carolina PSAPs are text-capable—a high ratio when compared with other states. They also asked if the Emergency Notification System (ENS) had been activated; it had not, and Mr. Taylor hypothesized this may be one area where we could work a little closer with Emergency Management—Mike Sprayberry’s group—because they take care of that system, and the FCC would like to see it used more frequently than it is used now, which is one of the takeaways he got from this call. He said he did relay our concerns about timely notification, the main thing being we want citizens to know that if they cannot dial 911 we need to be able to give them an alternative method of “...what to do and how to do it.” Mr. Taylor added that he is pleased to see the FCC giving this topic its attention as a ‘hot-button’ issue.

Jimmy Stewart asked if PSAP managers should forward any notifications they receive to Mr. Taylor on the chance he has not been made aware; Mr. Taylor replied, “Absolutely.” He also added he has to give particular credit to Chuck Greene regarding this particular incident for keeping up an email correspondence with him and sharing whatever he could learn as quickly as possible. Mr. Taylor observed that is another example of the value of having telecomm industry representation on this Board.

2) Annual Use of Fund Report—Mr. Taylor displayed onscreen a copy of the letter the FCC sent Gov. Cooper regarding this year’s annual report on the state’s use of 911 funds, the ninth such congressionally mandated report. He observed that over the years it has grown from an approximately three-page report to one that is now up to twenty-some pages. Referring to the revenue-expenditure reports PSAPs must submit to the 911 Board every year, he pointed out this is one of the reasons they are so important; we have to use the data provided in those reports to complete this one, to verify that North Carolina’s 911 fund is not being misused. He noted that the hope is that the federal NG911 initiative will begin producing grants later this year, but such grants will not be available to any state which has misused its 911 fund—such misuse of funds will render them ineligible. Mr. Taylor pointed out that this year’s report for the first time includes questions about cybersecurity and how the state’s PSAPs are addressing that. Mr. Taylor advised he anticipates sharing a completed version of the report with the Board at its next meeting.

Chuck Greene mentioned the National 911 Office evaluation report which was discussed at last December’s work session and asked if this information will be used to create a new one of those or if it is something separate. Mr. Taylor replied this is something separate.

## **6. 911 Funding Committee Report**

a) Funding reconsideration request for Chowan County—Funding Committee Chair David Bone advised this funding reconsideration request does involve Chowan County’s back-up PSAP plan implementation, wherein Chowan and Perquimans Counties are backing each other up. He observed it involves some capital expenses for a CAD server, telephone equipment, computer workstations, and fiber, as well as some recurring costs. He pointed out that since the PSAP is housed in a public safety center which serves multiple departments, the fiber is not eligible at 100% of cost. He reported their request is for an increase of \$388,840.56 this year to meet these expenses and the Funding Committee has unanimously recommended approval of the request.

Hearing no questions, Chairman Boyette called a vote on the recommendation which carried unanimously.

b) Presentation of FY18 Budget—Mr. Bone observed the Funding Committee is forwarding the proposed budget to the Board for review, asking Marsha Tapler to provide details. Ms. Tapler began by presenting a pie chart onscreen graphically illustrating how the budget would break down (please see online agenda book at <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/04282017%20Agenda%20Book.pdf>, page 127 for

details): 66% for PSAP distribution, 8% for CMRS cost recovery, 12% NG911 Expenditures, 12% estimated fund balance for FY2018, and 2% for administrative expenditures. She explained how personnel funds budgeted for FY2017 but not expended will carry forward, as well as how additional personnel funding will be added in FY18 in anticipation of growing to a staff of eight employees. She noted additional funds were also budgeted for anticipated administrative expenses involving hiring contractors for upcoming special projects. She pointed out that the Operational Services amount had remained the same, as the anticipated additional employee in the FY2017 budget had never been hired, so the hope is that will happen this year.

Ms. Tapler observed the Travel budget had been left the same, for both employees and Board members. She pointed out that the Other Purchased Services amount had been decreased, as anticipated expenses incurred with radio advertising had not materialized to the degree expected, but \$15K was left in the Advertising line item in case the Education Committee decided it needed to advertise something. She said the Equipment amount had seen an increase in anticipation of purchasing some needed new audio-visual visual equipment. With all that said, she reported the total proposed Administrative Expenditures budget for FY18 is \$1,471,050.

She then turned to Next Gen, observing an additional \$10M is anticipated to be expended in the next fiscal year. Moving to CMRS Cost Recovery & PSAP Expenditures, she related that as CMRS cost recovery requests have been declining, that line item has been decreased by \$500K, whereas PSAP distributions have been growing due to the back-up PSAP plan implementations and their attendant financial reconsideration requests, so that has grown \$1M, from \$54M to \$55M. Moving on, she pointed out an increase to the Grant Fund budgeted amount in the neighborhood of \$3.4M, noting that the Grant Fund is very dynamic, subject to fluctuations as encumbered funds are expended or returned, so this is a floating number that will change on June 30<sup>th</sup>.

Moving to the revenue side, Ms. Tapler anticipates income from the CMRS fund, PSAP fund, NG911 fund, and Administrative fund totaling \$89,703,056 before interest, with an expected interest revenue (provided by the State Treasurer's Office) of ~\$522K. She explained the Telecommunication Relay Service fee collection is a pass through to DHHS—it is a holdover from when the Board was the Wireless 911 Board—the 911 Board does not earn anything from providing that collection service. Lastly, she stepped through the budget roll-up, summarizing what she had previously reported in detail.

Chairman Boyette asked if there were any questions. Jeff Shipp observed he understands that the TRS collection is completely a 100% pass-through, but asked if the interest is passed through as well. Ms. Tapler replied that is correct; we receive nothing. Mr. Shipp asked, "Is there no way to assess administrative inter-departmental...", but before he could complete his question Mr. Taylor assured him it could not be done without a change from the General Assembly. Mr. Taylor continued with a quick synopsis of the history of the subject, noting that the equivalent wireline fee goes through the Utilities Commission, but because the wireless companies did not want to establish a relationship with that commission due to regulatory matters, they looked to the Wireless 911 Board, which was at the time working on some other legislation as well. He said it ended up that Senator Kerr from Wayne County, who is now deceased, told him in no uncertain terms that we would perform this service at no charge.

## **7. Standards Committee Update**

Committee Chair Donna Wright reported that the Standards Committee met on April 7<sup>th</sup> and reviewed two applications for peer reviewers: Greg Hauser and Joanna Prentice. She brings a recommendation from the committee to the Board to approve these two individuals as the newest peer reviewers. Chairman Boyette called the committee recommendation vote, which passed unanimously. Mr. Hauser had recused himself from the vote.

Mr. Taylor asked Ms. Wright how the peer review program is doing. She replied it is growing and getting better. She related that the group went to Charlotte Fire, Mr. Hauser's PSAP, on April 20<sup>th</sup>, although she was personally unable to attend, and it is continuing to streamline the process, trying to make the form more user-friendly so it flows more easily with what they are trying to do. She speculated that perhaps the biggest concern they have is securely uploading data prior to going onsite, which really helps things go more smoothly once they are onsite. Mr. Hauser offered that the team did a great job at his facility; they were professional and very thorough. He stated the documentation seems to be requiring the greatest amount of time, so uploading those documents to some type of central location for the evaluators to review beforehand is going to be vital as the process ramps up,

necessitating performing more than one review per day. Speaking to other PSAP managers, he advised it is not a scary process—it just takes a little time—so if they're not going through the review process right now, it's a good time to start reviewing and understanding the rules in preparation for their own reviews.

Ms. Wright advised they will be meeting again May 25<sup>th</sup> to provide updates for existing peer reviewers who have not been able to attend the latest site reviews—things that have changed since their initial training. Mr. Taylor added that training will take place in Cumberland County, with Randy Beeman hosting.

## **8. NC911 Update**

Jeff Shipp began by recognizing the committee, and more specifically the evaluation team that has been reviewing the RFPs, including Jesus Lopez as well as others from DIT in the room today, personally thanking them and Secretary Boyette for that help. Mr. Shipp said he had attended a couple of the review/evaluation meetings this past week and was impressed with the questions asked and the involvement of the team members, especially after having had to read thousands and thousands of pages just to get to this point, observing they have really been dedicated to this. He said the committee hopes to see some action soon and asked Dave Corn to provide a brief update on what he is permitted to share publicly, also thanking him for all his dedication as well.

Mr. Corn reviewed there are three RFPs in the project, relating that the team started with the ESINet RFP in June of last year. He noted it was a two-part process, the first being evaluation of the technology proposed by the eleven bidders in ~12K-13K pages of documentation. Based upon answers to questions provided by the vendors, the team narrowed the scope to a select few bidders, which led to the second phase of the evaluation, the financial phase, which was begun in February and is still in process now. He related that when faced with projecting costs, some vendors modified their technology proposals, requiring the team to go through that process again for those vendors, but he judges that good progress is being made. He said there are many entities and people involved in this and Mr. Shipp is spot-on—he, too, feels lucky to be working with DIT and so many sharp folks. He reported the committee has been involved in the last three or four vendor meetings, and in talking with them—mostly explaining what we need and asking questions about what they provide and making sure the two match up—and he thinks he can say without getting into any trouble that we are very close to finishing this selection process. He conceded there is a final offer that needs to be done, adding that he is very concerned that everything is clearly spelled out in writing because once we implement this process, what the marketing people say may not coincide with what the operational people do. He added that the evaluation team's work is only one part of the process—there are legal issues and procurement issues, among others, that must be addressed, and as this phase is completed the process will move beyond his control and into other parts of DIT, but he will be ready to answer any questions and fill out any forms necessary to push this thing along.

Mr. Corn moved to the second RFP, for the NMAC (Network Management and Control), which he characterized as the NOC, SOC, and help desk which will oversee the NG911 infrastructure. He observed that since we will be using multiple technologies that are new to 911 as well as multiple new vendors, we will need a coordinating group to provide that service, noting that solution has worked well in other states. He reported that three proposals were received, then asked Mr. Bradford what he could say about them. Mr. Bradford replied that after they were received a decision was made not to pursue the evaluation at that time.

Mr. Corn then moved to the third, and final, RFP, for GIS, observing the team has finished the technical specifications. He observed that the GIS RFP consists mainly of marrying two documents together—one being for technical specs and the other for legal and procurement topics relevant to that—and sending that out. He said the team hopes to have that in front of the Technology Committee in the May meeting for its approval, hopefully allowing the Board to approve it at its June meeting.

## **9 Status of Back-up PSAP Compliance**

Mr. Taylor began by observing that the July 1<sup>st</sup> deadline for Back-up PSAP plans to be implemented is approaching quickly. He met with representatives of both Robeson County and City of Lumberton shortly after the last Board meeting, discussing some of the issues they were facing. They stated they have already applied for a grant, but Mr. Taylor reminded them that grants won't be awarded until after the deadline has passed, so other possibilities are being explored which, though possibly not their desired solution, may yet meet the deadline.



Mr. Taylor reported Pitt County has said its implementation will be delayed due to getting funding approval and the whole process of procurement, and Winston-Salem has reported its situation is much along the same lines. For the benefit of new members of the Board who were not at the work session last May in Charlotte he related that the Board discussed at length what would happen to PSAPs that did not meet the deadline, as the statute requires the Board to either reduce, suspend, or terminate funding to such PSAPs after July 1, 2017. He observed that in the event it was evident that a PSAP had made every effort it could to comply but was delayed due to something like a vendor not being able to supply a necessary item in time to meet the deadline, board members had speculated that a minimal fund reduction might be appropriate. On the other hand, he pointed out, in the event it was evident that a PSAP had *not* made any substantive attempt to comply, what should the penalty be? To that end, he said he needs direction from the Board; should that go to the Standards Committee, since compliance to the back-up PSAP plan mandate is in the rules, or should it go to the Funding Committee since it involves funding of a PSAP? He admitted this does not need to be decided today, but it does require some consideration before the time to decide is upon us, leaving it up to the Board what its pleasure is in that regard.

David Bone asked if the PSAPs Mr. Taylor has specifically mentioned are the only ones that have contacted him, noting he thought Washington County had been mentioned before. Mr. Taylor replied that Washington County has modified its plan, but in his last communication with them they said they believed they could still meet the deadline, although he's not sure how they plan to do that. Mr. Bone recalled that the Board sent out a letter to PSAPs and County/City Governments previously, and wondered if that should be done again. Mr. Taylor replied that staff had clearly stated the situation at every one of the recent regional PSAP Managers meetings, so the PSAP managers at least should be aware. He added that Tina Bone had provided him with a list of 41 PSAPs that appear to be close enough to completion to meet the deadline, which he displayed onscreen. Ms. Bone then speculated that possibly 10 more may now be added to that list, but Mr. Taylor observed that will still only put us in the range of 90-odd PSAPs complying with the statutory mandate. He assured Mr. Bone, however, that he certainly would not have any problem at all with sending out another letter, adding that any help Mr. Bone and Mr. Grant could provide through the County Manager and City Manager listservs would be welcomed. He stressed that while the Board certainly does not want to hurt any PSAP, he thinks some are still not taking this seriously and the Board has a responsibility to enforce the General Assembly's directive.

John Moore asked what the consequence would be for failure to comply. Mr. Taylor referred the question to Mr. Bradford, who advised he thinks the consequences are what Mr. Taylor is politely trying to get to. He explained that the statute says that the Board may reduce, suspend, or terminate distributions, and one might think that the word 'may' means we can do one of those, two of them, or none of them—but that's *not* the case, because in order to receive funds a PSAP must comply with all of the laws, the rules, and the policies. He further explained that when the statute was amended to include this 'may' sentence, it was prescribing what the Board can do in the event a PSAP does not meet those requirements. He added he would point out that termination is the greatest sanction, suspension is almost as bad, so reduction is probably the more likely path. He postulated the question is how do you determine what to do—how do you determine what amount you think is appropriate—and that, he thinks, is the issue that Mr. Taylor is addressing when he asks which committee should sort through the problem with the information that's provided to the Board. Mr. Bradford summed up by saying the Board *must act*.

Mr. Bone asked if the statute specifies the timing for this, i.e. is it something that must be addressed at the July meeting? Mr. Bradford replied that since this pertains to the back-up plan implementations, the timing deadline is July 1<sup>st</sup>, so if a PSAP does not have its plan up and running by July 1<sup>st</sup>, the Board must act. He hypothesized that part of the discussion the Board should have is what it should do in anticipation of that, and the second part of the discussion is what to do following the deadline, knowing that some of these issues cannot be addressed in the time remaining prior to the deadline. Mr. Moore asked if we have to be consistent, or can we look at individual circumstances; if they have a plan that's just not completed but is in action versus people who are just being not responsive? Mr. Bradford counseled that from his perspective the Board had better be consistent; it's necessary to be both consistent and clear in how the decisions are made. He observed the judgement to be applied is the judgement of the Board, probably with staff input "*...on each matter, on its own merits.*" By way of illustration, he offered that should you find two PSAPs are very similar in their circumstances, you should absolutely treat them the same way.

Sheriff Hagaman asked, that being said, would it be effective to send a letter and ask them to appear before this Board? Mr. Bradford replied that's something you could ask—to either meet with a committee or the Board—observing that having each of these PSAPs represented in a Board meeting may take up a fair amount of time and all of the Board members might not wish to do that at this stage, but perhaps meeting with a committee, a smaller group with more flexibility in meeting times, might provide a good segue.

Chuck Greene related that as he understands it we will have to act, probably at the July meeting, and asked if that would be the final action, or could we take an action at the July meeting and if there is a continued lack of response take a further action a few months later? Mr. Bradford replied he would discourage doing that; he thinks action must be taken at the July meeting. But, having said that, he continued that Mr. Greene's question begs another possibility, which is that the action is to say, perhaps, "Your funding will be reduced by this amount on October 1<sup>st</sup> if you do not act in the interim," or something of that nature. He suggested you can do something like that—there is a lot of flexibility here—the legislation provides that flexibility and the question is how you go about exercising that.

Mr. Moore then asked if we should notify them now that their funding is at risk, or have we already notified them? Mr. Bone responded we have notified them, which is why he suggested we might wish to send another letter just to remind them of that. Mr. Shipp observed that the Board's action on this will really set a precedent going forward, and offered that he really thinks the Board should have a work session about this in May to address this topic and make known in advance truly where we stand as a Board and what the consequence is. Mr. Bradford interjected that many times he thinks a lawyer is called upon to respond to "...can we do this or can we do that," and imagination is the only limitation on potential scenarios. So in order to be prepared for that, he would ask anyone who has any particular issues or a particular approach that they would like to talk about to share those thoughts with him. He pointed out it would be helpful for him to know that in advance so that he can prepare a reasonable response rather than appearing to be responding off the cuff. He also added that he thinks time is short, so if he doesn't hear from anyone, he will prepare something himself to bring to the May meeting. He encouraged people to feel free to send such thoughts to either him or Mr. Taylor or Chairman Boyette. Chairman Boyette agreed it is a short amount of time and a big decision, so we need to move on it.

Sheriff Hagaman asked Tina Bone how many PSAPs she thinks are likely to be at risk for things beyond their control such as slow vendor response or equipment unavailability or the like. Referring to the additional PSAPs she alluded to earlier in the meeting, Ms. Bone speculated that probably 7 of those may fit that scenario, and the remaining 20 didn't jump on as quick; they procrastinated so long that the vendors could not possibly meet the deadline. She observed that now they will probably say that they cannot meet the deadline because of the vendor, which may literally be true, but is in reality due to the PSAPs' procrastination rather than slow vendors. Mr. Taylor added that many PSAPs are using fiber to connect to their back-up PSAP, and staff has been trying to funnel all of those requests through DIT because of the pricing—there is a significant difference price-wise—and Ms. Tapler has been working very closely with that group at DIT, but again, it's a matter of the PSAP has to submit this information before it can go through the process. He observed you cannot wait until June 1<sup>st</sup> to order fiber and reasonably expect it to be in place by July 1<sup>st</sup>, and then blame it on the vendor.

Mr. Shipp noted that vendor issues aside, staff did have a 'cookie-cutter, push-cart' solution, if you will, to at least solve the problem at hand to meet the deadline we continue to discuss. Mr. Taylor affirmed that statement, sharing that the Raleigh-Wake PSAP has offered to be a back-up for any PSAP in the state, and if a PSAP is using the same A911 network used there, there is little to no expense involved, and 911 calls, whether from Murphy to Manteo or anyplace in between, can be answered at Raleigh-Wake. Observing that is a very 'doable' thing, he said the problem is the mindset that "You can't answer my 911 call in Raleigh," when the reality is that you can. Noting that the statewide Viper radio system is available in many instances for dispatch, he added that now the UNCTV tower network has also been made available to us. He summarized that we've got all types of solutions, adding that one of his favorite phrases is, "Technology is not the problem—people are the problem."

Mr. Greene stated he liked Mr. Shipp's suggestion for a work session and asked how that could be accomplished—does a motion need to come from the Board or can the Chair decide at his discretion or what? Chairman Boyette replied he would like a motion to come from the Board, and Mr. Greene made a motion that the back-up PSAP issue and all its ramifications should be the topic of a Board work session in May. Mr. Moore seconded. Mr. Bone asked if it will just be for the Board, not PSAP representatives. Mr. Taylor assured him it will

be just the Board, and staff will compile a complete list of every PSAP and its status as of that date, where they are in the process, so Board members can get a feel for what's going on. Mr. Bone asked if that will be the Thursday before the Board meeting on Friday, and Mr. Taylor replied he was thinking of having an abbreviated Board meeting followed by the work session, all on Friday. Mr. Shipp concurred, saying that his thoughts when he brought up the subject were for no more than an hour or two of work session in conjunction with the regular meeting. Hearing no further discussion, Chairman Boyette called the motion, which passed unanimously.

### **Other Items**

Mr. Bone mentioned that he and Mr. Taylor wished to provide a brief update on the funding model. Mr. Taylor related that the Funding Committee at its last meeting decided that since we have had so much trouble in trying to acquire some academic help in developing a new funding model that we would press on ourselves; we have the data, it's just a matter of how we can work that data and how it will look. He added that interestingly enough, however, after that decision was made, a professor from ASU contacted him, very much interested in taking up this project. Mr. Taylor said they talked at length, and the professor has spoken with several of his colleagues, and they are proposing doing this as a summer project for grad students. He noted that the summer semester is only five weeks long, and the professor feels like this is a real-world situation for them to work on and he would love to let them try. Mr. Taylor related their proposal is that if we are willing to let them work on this, and we like the result, we can make a donation to the program; if we don't like it, we're not obligated to do anything. He mentioned that he and Mr. Bone talked about it a little bit before the Board meeting, and although they think it would be good to let the Funding Committee continue working on it, it would be wise to also take advantage of this offer—as has been said many times, having a fresh set of eyes to look at these numbers and look at this problem would be ideal.

### **Adjourn**

Hearing no other items to come before the Board, Chairman Boyette thanked everyone for their time—and their volunteerism—reiterating that he knows this is an important Board, certainly important to him. He also thanked them for welcoming him in, and said he looks forward to working with them going forward. He adjourned the meeting at 11:40 AM.