

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Banner Elk Room**  
**3514 Bush Street, Raleigh, NC**  
**June 23, 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
Heather Campbell (CMRS) Sprint (WebEx and phone)	Tina Bone (DIT)	Nate Denny, DIT
Eric Cramer (LEC) Wilkes Communication (WebEx)	Ronnie Cashwell (DIT)	Linda Draughn-Woloski, Akimeka LLC
Andrew Grant (NCLM) Town of Cornelius (WebEx & phone)	Dave Corn (DIT)	Greg Ellenberg, AT&T
Len Hagaman (Sheriff) Watauga County	Marsha Tapler (DIT)	Macon Grissom, AT&T
Greg Hauser (NCSFA) Charlotte Fire Department	Richard Taylor (DIT)	Bill Holmes, DIT
Dinah Jeffries (NCAPCO) Orange Co Emergency Services (WebEx and phone)		Jeff Holshouser, Airbus
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Amanda Honeycutt, High Point 911
John Moore (VoIP) Spectrum Communications		Adam Johnson, CCES
Niraj Patel (CMRS) Verizon (WebEx)		Matthew Key, Appalachian State Univ
Jeff Shipp (LEC) Star Telephone		Steve Lingerfelt, High Point 911
Jimmy Stewart (NCAREMS) Hoke Co 911		Jim Lockard, Federal Engineering
Donna Wright (NENA) Richmond Co Emergency Services		Jesus Lopez, DIT
		Tim Mitchell, CCES
		Brandon Steele, High Point 911
		Candy Strezinski, Iredell Co 911
		Nancy Williams, High Point 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>
Secretary Eric Boyette (NC CIO) Board Chair		Amy Akin, New Hanover Co
Chuck Greene (LEC) AT&T		Jason Barbour, Johnston Co 911
Slayton Stewart (CMRS) Carolina West Wireless		David Boggs, Apex PD
		Cliff Brown, Federal Engineering
		Byron Burns, CRS
		Brian Drum, Catawba Co 911
		Mike Edge, Scotland Co 911

		Brad Fraser, Shelby PD
		Jon Greene, GeoComm
		Chris Knights, Motorola
		Melanie Neal, Guilford Metro 911
		Jean-Claude Rizk, AT&T
		Oscar Rouse, AT&T
		Wade Sanstra, Synergem
		Frank Thomason, Rowan Co EM
		Corrine Walser, MEDIC
		Bruce Williams, Wireless Comm

**Call to Order**—Vice Chair David Bone called the meeting to order at 10:02 and asked Executive Director Richard Taylor to call the roll

**Roll Call**—Mr. Taylor prefaced the roll-call by advising everyone that Chairman Boyette had intended to chair the meeting but had been called away for other duties literally this morning and sends his apologies. Mr. Taylor also related that audio problems with the WebEx interface had surfaced this morning which required both Board Members and guests participating through WebEx to use a phone-in audio bridge.

Mr. Taylor then called the roll of Board members he expected to attend using the phone bridge. Heather Campbell, Andrew Grant, and Dinah Jeffries all responded to the roll, but Niraj Patel did not. Mr. Taylor advised Chuck Greene had contacted him to say he was down with a bug, Jeff Ledford had let him know he would be joining late, and Slayton Stewart would not be attending. Lastly, he noted that Eric Cramer was expected to arrive later as well. He advised Vice Chair Bone that a quorum was present.

**1. Chairman's Opening Remarks**—Observing that there was a lot on the agenda today, Vice Chair Bone said that he would try to keep the meeting moving forward. He asked Mr. Taylor to share details of Josh Brown's resignation from the Board. Mr. Taylor replied Mr. Brown was transferred by CenturyLink to a position in Florida effective June 15, 2017. He added that Amy Ward has been designated to replace Mr. Brown upon her confirmation in the appointments bill, which will be one of the last bills of the session.

Vice Chair Bone turned next to a telecommunicator recognition for Amanda Honeycutt from the City of High Point 911 center, asking Mr. Taylor to provide background. Mr. Taylor related that the 911 call had been placed by Tiffany Barnes, a young mother who had just returned to her house from dropping her children off at school and heard someone breaking in. She immediately hid in a closet and called 911. Amanda Honeycutt took the call, and more importantly, immediately took control of the call as well. Ms. Barnes was able to verbally communicate what noises she was hearing, but had to go silent when she sensed someone in the room containing the closet she was in. Ms. Honeycutt continually monitored the line, advising Ms. Barnes to just touch a key on her phone if she felt she was in immediate danger while at the same time offering reassurance that help was already on the way, doing all she could to help Ms. Barnes remain calm.

Mr. Taylor shared a recording of the first two minutes or so of the eleven minute 911 call, then related that once help did arrive, the intruder was caught. He then invited Ms. Honeycutt and her supervisors to the podium, reiterating how impressed he was with how well she handled the call. He read the inscription on the recognition plaque, presenting it to her as the room erupted in a standing ovation. After the applause subsided, he asked if she would like to share any remarks, to which she replied, "Sure!"

She told of how she had wanted to be a dispatcher since she was seven years old, listening to her grandfather's scanner as fire trucks responded to calls. She said she loves her job, noting that she works with a great team and under great leadership and management who are all very supportive. Mr. Taylor asked how long she has been working as a telecommunicator; her response was thirteen years. He once again congratulated her, then

announced to the room that she had also been selected as the City of High Point's Telecommunicator of the Year and commended the City on the excellent training it had provided her.

Vice Chair Bone added his congratulations, observing it was great to hear that she wanted to become a telecommunicator from a young age and expressed the hope that there are others like her out there who will follow in her path.

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

**3 Consent Agenda**—Vice Chair Bone told Mr. Taylor he had received several messages about folks online not receiving audio. Mr. Taylor acknowledged that, advising that the phone bridge telephone number is posted on the website for people to utilize instead.

Mr. Taylor reported he had received no requests for changes or additions to the draft minutes of the April 28<sup>th</sup> 911 Board meeting or May 31<sup>st</sup> 911 Board teleconference he had circulated earlier in the week. He asked if anyone wished to do so now, and hearing no response, said the minutes would be accepted as presented. He then moved to a roll-up of the various fund balances within the 911 Fund as printed on the agenda (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/06232017%20%20Agenda.pdf> for details). He also reported that this year's grant application window has closed and that seven grant applications were received, saying the Grant Committee will hopefully be able to meet over the next several weeks to determine grant awards for FY 2018. Jeff Shipp offered a motion to approve the Consent Agenda as presented, Donna Wright seconded, and without further discussion the motion carried unanimously.

**4. Public Comment**—Vice Chair Bone summarized the invitation to public comment printed in the agenda, asking if anyone wished to make any comments at this time. Hearing no such requests, he observed that one of the reasons the Board holds meetings at locations across the state is to allow people in those regions to have the opportunity to interact with the Board, noting that the next 911 Board meeting will be in Woodfin.

## **5. Executive Director Report**

**a) 911 Board Staff Update**—Mr. Taylor reported that a new financial employee named Danette Jernigan has been hired to assist Marsha Tapler, coming to the 911 Board with over 18 years of 911 telecommunicator experience in Johnston County. He said she still works there one or two times a month to "keep her toes wet," but has spent the past six years pretty much heading up the Century Farm Family program for the Dept. of Agriculture. He added that she will begin work for the 911 Board next Friday, June 30<sup>th</sup>. Saying he was very much looking forward to her coming on board, he speculated that due to her experience with 911 the learning curve for her will be very small.

Mr. Taylor next reported that Karen Mason has left the staff, so he will be advertising her position next week to find a replacement. Noting that several members of the group of interviewees from which Ms. Jernigan was selected also interviewed very well, he said he's hoping some of them can be persuaded to try again. Vice Chair Bone asked if the position had to be re-advertised, and Mr. Taylor replied yes.

Mr. Taylor concluded his staff update by saying he hopes to begin scheduling next week for interviews with applicants to become "the new David Dodd," or PSAP Liaison. He also advised that staff has moved to new quarters in the Phillips Building on the corner of E North St and Wilmington St right across from the Education Building. He noted that parking is a challenge; street parking, when available, is free, and paid parking is available off of Polk and Wilmington Streets directly behind Phillips Building.

**b) Legislative Update (H418, H476, H565, H582, H835, S257)**—Mr. Taylor observed that not a lot has gone on legislatively that has impacted the 911 Board directly other than S257, the budget bill. H418, the Save Our Street Signs bill, was changed to remove 911 Board involvement; H476, the Required Training Police Telecommunicators bill did not make crossover; H565, which proposed changing 911 Board composition while adding three new members to the Board was completely gutted and has now become the Charlotte Firefighters'

Retirement Changes bill instead. Speaking to the Board membership topic, Vice Chair Bone recalled earlier conversations about providing a seat for a member representing OEM and asked Mr. Taylor where he sees that going moving forward.

Mr. Taylor replied that he personally does not believe the size of the Board needs to be increased; it is already large as it is, and he thinks it offers good representation for OEM insofar as both the NC NENA and NC APCO representatives on the Board are Emergency Managers. He said that while there is a need to have OEM represented on this Board, he thinks that to formally accomplish that we would need to realign one of the other public members of the Board, perhaps by combining two existing related positions into one. He added that the addition of three members originally proposed in H565 brought Board membership up to twenty (including the Chair), removing the balance between the number of public sector and private sector members—one group would necessarily be one member larger than the other.

Mr. Taylor next spoke to the concerns some people have voiced about having Telecomm members on the Board, saying that from the very beginning up to this day he has been greatly appreciative of their contributions to the success of the Board. He added, as well, that after all it is the Telecomm companies which provide the network that 911 runs on, and there has never been any problem over the years attributable to any Public Sector versus Private Sector interests being served by 911 Board actions. He emphasized he has seen nothing but positive benefits to having Telecomm representation on the Board; we need them to help the Board, especially as we move into NG911, closing his remarks on the topic by saying that he believes it is vital for them to be on the Board.

Mr. Taylor advised he thinks the 911 Board does have a role to play in H835, the Chain of Survival Task Force bill, saying that both he and Donna Wright strongly feel the 911 Board should have representation on that task force. Noting that there is no such representation now, he said that when the Standards Committee next meets one of the topics it will discuss is how to gain representation there.

S257 did not change, despite the concerns expressed by the 911 Board to legislators. As he stated at the last Board meeting, Mr. Taylor related that the legislators he heard from saw no reason for alarm because it does not really give SHP any 911 funds, but instead gives the 911 Board the control over whether or not to award SHP a grant. Greg Hauser asked if SHP takes 911 calls at any of its communications centers; Mr. Taylor replied it does not. He added they cannot receive transferred 911 calls with voice and data, either, and hypothesized that could, however, be a great potential ESINet connection when that time comes.

**c) Grant Extension Request**—Mr. Taylor advised that Perquimans County and Chowan County are partnering to back each other up as a part of each of their grant projects. He said Perquimans County needs to use a tower being built by Chowan County through its grant for their mutual backup capabilities to be realized, but the permitting and siting of the tower has dragged on far longer than anyone expected it to. They are both confident all will be complete by September 30<sup>th</sup>, however, and Mr. Taylor noted that they do have an interim back-up plan in place until then; the staff recommendation is to approve the request. Donna Wright made a motion to approve the extension request, Sheriff Hagaman seconded, and with no further discussion the motion carried unanimously.

**d) FCC Update**—Mr. Taylor related that he had hoped to provide the completed annual FCC report on revenues and expenditures at this meeting, but he has not completed it yet due to other pressing demands upon his time. He added that he can report, however, that North Carolina has not misused 911 funds, which is what the report is attempting to determine, so we are in good shape that way.

**6. 911 Data Research Report**—Vice Chair Bone asked Mr. Taylor to remind everyone about why Matthew Kaye is making a presentation to the Board today. Mr. Taylor explained that Mr. Kaye was making this presentation in response to a request from the 911 Board at its February 2017 meeting, recalling the discussion at that meeting about Mr. Taylor having been approached by a professor at ASU to allow one of his grad students access to some ECATS data for a student project. The Board had approved that request, but with one stipulation suggested by Donna Wright: that the student present his findings to the Board upon completion of his project. Mr. Taylor invited Mr. Kaye to move to the podium to present his report.

Mr. Kaye introduced himself as having just completed his senior year at ASU earning his degree in economics. He related that as part of his senior seminar students were tasked with assembling a research paper using either a dataset of their own creation or an existing dataset, analyzing the dataset using the skills they had learned through their years of study. He observed that many students chose to create surveys, administer them to friends, then analyze the results, and others chose to analyze readily available sports data, but he really wanted to analyze a real dataset that has implications for real people's lives which has particular relevance to North Carolina. With all that in mind, he said he really wanted to work on demographic data, and found impressive datasets on a number of websites, including census data and NCDOJ data. He thought it would be interesting to compare that with 911 data to see what correlations exist, but then encountered a roadblock. He explained the roadblock was the fact that 911 data was not readily available for download from the web, which led his professor to contact Mr. Taylor to seek the 911 Board's permission for Mr. Kaye to access ECaTS data, as related above.

Once he began his work with the data, he realized that all the other demographic data he had access to was based on the county, whereas PSAPs may represent municipalities as well as counties and sometimes may overlap county lines, so he had to make adjustments to compensate for those differences. His next step was to select variables to use in predicting the per capita 911 call volume of counties in North Carolina. He wondered if a certain age group might be more criminal than another, and using Bureau of Labor Statistics data found that the age group of 15-19 year olds held that distinction. He compared per capita data regarding that group with 911 call volume and found no significant correlation.

The next variable he decided to examine was whether a correlation between per capita income and 911 call volume existed. Once again, however, he found no significant correlation. He then decided to investigate correlations between minority populations/ethnicity and 911 call volume. He reviewed the Bureau of Labor Statistics data once again and selected African American population per capita to examine. This time he did find a correlation between that dataset and 911 call volume per county.

Mr. Kaye next turned to his summary statistics among the three variables he investigated, noting that there was a correlation between the number of crimes per capita (irrespective of age group) and 911 call volume as well. The conclusions he arrived at after analysis were that a county's percentage of African American residents is strongly correlated with the per capita utilization of the 911 emergency calling system and that investigating crime rate data and correlations between the two would be a good topic for future research. He observed that it is always interesting to establish a point source causation for why people are doing something such as using 911 emergency calling services when studying demographic data, speculating that going out into identified communities to understand how problems could be addressed might help in the effort to identify problems before they occur. He also said there are so many datasets available that he would be intrigued to delve deeper into these correlations than the scope of his project allowed.

Vice Chair Bone thanked Mr. Kaye very much for coming today to share his report with the Board. He also congratulated him on his graduation, and asked what his future plans might be. Mr. Kaye replied that for the last few years he has been doing digital marketing consulting work for a few small business clients in the Raleigh area, where he is from, but has been looking at job offers contemplating getting a "full-time" job. He noted, however, that when he "does the numbers" it becomes evident to him, as he told his father the other day, that he may have to become a "reluctant entrepreneur". He then encouraged anyone, tongue-in-cheek, who thinks they might be able to use his services to give him a call, prompting laughter throughout the room.

Vice Chair Bone asked if anyone had questions for Mr. Kaye. Observing to Mr. Kaye "I think you're onto something here," Greg Hauser said he would like to see the correlations between the Spanish speaking population and deaf and hard of hearing community and 911 call volumes, speculating there would be valuable information there which the 911 system could utilize and benefit from regarding issues such as outreach and education. Mr. Kaye replied that he had actually won an award from the department for this work, so he hopes it will serve as an example for future students, perhaps encouraging them to go further with it over the next couple of years. Mr. Taylor said he would share that idea with Professor Dickens, and Mr. Hauser added he would even like to see it go deeper into things such as call typing, e.g. residential fires in Spanish speaking households, noting that promoting fire safety in such households is a major concern within the fire service, e.g. helping that population understand that something like bringing a generator inside to heat your house is not safe. Mr. Taylor reiterated Mr. Hauser's earlier comment regarding the deaf and hard of hearing community, noting that many in

that community actually have a fear of dialing 911. Vice Chair Bone offered that he would also like to learn more about the correlation between emergency medical calls and income and poverty rates as well. He once again thanked Mr. Kaye for his presentation, and for bringing his sense of humor with it as well.

**7. Funding Committee Report**—Speaking in his role as Funding Committee Chair, Mr. Bone noted there are several topics to be discussed today, but he would try to move along as quickly as possible.

**a) Funding Reconsideration Requests**

**i. Guilford-Metro 911**—Mr. Bone advised this request is for FY2018 and involves equipment replacement per the PSAP's Strategic Technology Replacement Plan as well as maintenance costs and hosted storage. He noted that based upon the 5-year rolling average, Guilford-Metro's 911 fund distribution has not caught up with the costs of meeting its equipment replacement and maintenance needs. Guilford Metro's approved FY 2018 distribution stands at \$2,311,254.62 and it is asking for an additional \$859,167.72 to meet its annual/monthly recurring costs, increasing the total to \$3,170,422.34. Mr. Bone advised the Funding Committee unanimously recommends approval of the request, then solicited any questions. Hearing none, and since the committee recommendation comes to the Board as a motion requiring no second, Mr. Bone called the motion, which carried unanimously.

**ii. New Hanover Co 911**—Mr. Bone advised this request is also for FY2018, noting that New Hanover county is using most of its fund balance on its back-up center and is making this request to further assist in that undertaking, as well as replacement of radio equipment and telecommunicator furniture at its primary PSAP. They also wish to use the funds for additional maintenance costs related to their voice logging recorder, various software items, and consolettes. Mr. Bone stated the county's approved FY2018 distribution is \$401,152.93 and the requested increase is \$243,322.09, bringing the proposed FY2018 total to \$644,475.02. Mr. Bone advised the Funding Committee unanimously recommends approval of the request, then solicited any questions. Hearing none, and since the committee recommendation comes to the Board as a motion requiring no second, Mr. Bone called the motion, which carried unanimously.

**iii. Pender Co 911**—Mr. Bone advised this request is for the *current* fiscal year, FY2017. He noted a similar situation arose last year due to confusion related to staff turnover about the amount of funds Pender County had in its fund balance, as well as the amount of funds that it was to receive in its distribution. He said this request involves capital purchases and recurring software costs. He noted that the county's approved FY2017 funding distribution is \$348,831.02 and it is requesting an additional \$98,399.81, yielding a revised total distribution of \$447,230.83. Mr. Bone advised the Funding Committee unanimously recommends approval of the request, then solicited any questions. Hearing none, and since the committee recommendation comes to the Board as a motion requiring no second, Mr. Bone called the motion, which carried unanimously.

**b) Approval of ECaTS Funding for FY18**—Mr. Bone advised this was discussed at the June 21<sup>st</sup> Funding Committee meeting due to some timing issues, and the committee unanimously recommends approval of this item. He asked Marsha Tapler to provide some detail. Ms. Tapler explained this is an ongoing ECaTS monthly service contract for both back-up and primary PSAPs, adding, however, that approximately 70 back-ups do not yet have the RDDMs in place, so this also includes the cost for those, as well as technician travel costs for installation of the new RDDMs or repair of existing ones. She advised the total cost, beginning July 1<sup>st</sup>, is \$1,282,880.00. She summed up her remarks by stating this simply continues our service with ECaTS. Mr. Bone asked if anyone had questions for Ms. Tapler, and hearing none, called a vote on the committee recommendation, which carried unanimously.

**c) Approval of FY18 Budget**—Mr. Bone reminded everyone that the draft budget was reviewed by the Funding Committee at its April 19<sup>th</sup> meeting and presented to the Board for review at its April 28<sup>th</sup> meeting, noting there was good discussion about it at that meeting. He asked Ms. Tapler to review the key details, and she asked Mr. Taylor to project the roll-up onscreen (please see <https://ncit.s3.amazonaws.com/s3fs-public/documents/files/06232017%20Agenda%20Book.pdf> page 359-361). She noted there had been some changes to investments from the Treasury since the April meeting, due to an increase in interest rates applied to the NG911 Fund balance for FY18, resulting in an increased revenue projection for the NG911 Fund in FY18 to \$522K. She also pointed out that \$741,627 from fund balance would be applied to the Admin Fund 1% line to

bring the total up to \$1,471,050. She noted that expenses for CMRS reimbursement have dropped approximately \$500K, and the PSAP distribution line was increased to \$55M to assist with future reconsideration requests, noting that about ten of those are still in the pipeline. She advised that the Grant Encumbered Fund Balance will most likely change to reflect the exact amount remaining on June 30<sup>th</sup>. She related that expenses for the NG911 fund are expected to be about \$10M, and reminded everyone that the TRS Fund stays the same, as it is completely a pass-thru account. Mr. Bone then advised that although the proposed budget was reviewed by the Funding Committee, it was not voted upon, so a motion and second are necessary. Sheriff Hagaman made a motion to accept the proposed FY18 budget, and Jeff Shipp seconded. Asking for and hearing no further discussion, Mr. Bone called the motion, which carried unanimously. Mr. Shipp interjected that he would like the minutes to reflect that the Board really thanks Ms. Tapler and the staff for the incredible work they have done on this, saying he's reviewed it several times and is intimately aware of how much work goes into it. Mr. Bone thanked Mr. Shipp for those comments, echoing them himself.

**d) Update on PSAP Funding Model Task**—Mr. Bone reviewed that we have faced challenges in acquiring the services of a consultant to assist with the development of a new funding model, so in the spring the Funding Committee decided to take another stab at it in-house. He observed they had much good discussion about it at the March and April committee meetings, then shortly thereafter Professor Corley from ASU contacted Mr. Taylor saying he was very interested in taking up this project with his MBA students this summer, which was subsequently discussed by the Board at its April meeting. Mr. Bone reported the students were provided with a great deal of data, requested even more, and now the Applied Data Analytics Team assigned to the project is scheduled to deliver its findings on Friday, June 30<sup>th</sup>. He advised they have reached out to the Board and staff, inviting them to attend that presentation, adding that several Funding Committee members are already planning to attend, and staff is trying to determine if a web conference can be set up for the presentation as well. The presentation is scheduled for 10:00 AM next Friday, and Mr. Taylor stated that Ronnie Cashwell will be going up there next Tuesday to visit the site and ensure it will be large enough to suit our needs. Mr. Taylor added that as soon as he gets the details he will send the information out, while encouraging Board members to participate, if not in person, then at least using WebEx. He also noted that Dave Corn has already met with the team up there, reporting they have amassed “a ton of data”.

Mr. Bone asked Mr. Corn if he had anything he wished to bring to the table regarding his discussions with the students. Mr. Corn replied they had talked about the ECATS information he had provided, as well as many other reports, how that information related to the operations of a PSAP, and how a PSAP works. He said the discussion was mostly about very general things, but he's excited to see what they come up with. Mr. Bone said he shared that excitement, hoping good things will come of it very soon.

## **8. Standards Committee Report**

**a) Update on Peer Review**—Standards Committee Chair Donna Wright reported the committee has continued its work on peer reviews, having met on the 25<sup>th</sup> of May in Cumberland County. She thanked Cumberland County for being so gracious, observing it was a great experience. She said the day was focused on two purposes, the first being to perform a peer review of Cumberland County's PSAP, the second being to gather as many peer reviewers as possible to provide them with updates and lessons learned as the process moves forward. She noted that Cumberland did have a couple of known deficiencies going in, but was very well prepared for the review. She added that such preparation makes a huge difference in how well the review process goes, often requiring only a couple of hours from start to finish.

Ms. Wright also reported that since visiting Cumberland County, the team has visited Hertford County, Swain County, and Madison County as well. She observed that as the process evolves, things are smoothing out and everything appears to be going very well, but they continue to try to improve it with each site they visit. Mr. Bone asked how many reviews have been completed to date, and Ms. Wright replied nine. She added that the single most consistent problem they keep encountering is with diverse routing, speculating that it will become a topic at the next Standards Committee meeting and that the Board will probably be hearing more about it in the future.

## **9. NG911 Project Update**

**a) Discussion on NG-911 RFP**—Technology Committee Chair Jeff Shipp advised that everything being discussed today will require a closed session. Using language specific to moving into a closed session, he made

the motion pursuant to NCGS 143-318.11(a)(1). Donna Wright seconded the motion. Vice Chair Bone asked for further discussion. Mr. Taylor advised audience members that a room had been prepared in which they could wait until the meeting goes back into open session, if they wish to do so. Addressing WebEx attendees, he advised the meeting WebEx portal will remain open during the closed session, but the public phone bridge will be taken down and the closed session presentations will not appear on WebEx, but rather on a secure Skype connection for Board members only. He also advised attending Board members to dial in on the private phone bridge number he had provided them via email. Mr. Bone called the motion to move into closed session at 11:06am, which carried unanimously.

**b) Award ESINet Contract Discussion CLOSED SESSION**—Once the motion to move into closed session had passed, Mr. Taylor checked the roll of Board members who had joined online and/or over the Board-members-only phone bridge. Heather Campbell, Andrew Grant, Dinah Jeffries, and Jeff Ledford verbally responded to the roll call; Niraj Patel did not. Technology Committee Chair Jeff Shipp then opened the discussion with a brief review of what appears in the agenda. He noted that each agenda item stands alone, i.e. there will be two discrete discussions and determinations made, one for each separate agenda item: first, to award the ESINet contract, and second, to discuss, and hopefully release, the GIS RFP.

Mr. Shipp advised he wanted to make one more comment before giving the floor to Dave Corn for a review. He said the Technology Committee does recommend to the 911 Board an award of the ESINet/CPE contract, subject to finalizing details, to AT&T, then asked Mr. Corn to review the committee's findings and the evaluation team's findings resulting in this recommendation.

Mr. Corn reported eleven proposals to the RFP were received. All were evaluated based upon best value and substantial conformity to the technical specifications in a two-part process. The first part of the process was the technical evaluation; the second part of the process, for the short list of proposals that were favorably evaluated in the first part, was a financial evaluation. Mr. Corn reported that seven vendors did not pass the substantial conformity portion of the review; four did appear to substantially conform to the specifications. Representatives from those four proposals were invited to meet with the evaluation team, were asked questions regarding their proposals, then were evaluated on the basis of implementation, testing, and conformity to the specifications in the RFP, their strategies, etc. The best two of that four moved on to the next phase of the process, the financial phase. AT&T proposed a managed service solution wherein the 911 Board is not required to own, maintain, or upgrade/update infrastructure, allowing better control of costs, which the evaluation team felt was the preferable solution. Additionally, no costs would be incurred until PSAPs began connecting to the ESINet. Mr. Corn also shared that many Board members were involved in this process, as well as the subject matter experts on the evaluation team.

Mr. Corn related that AT&T had also proposed a dual hosted CPE solution using West Viper or Airbus Vesta, noting that nearly three quarters of the CPEs in use in North Carolina right now are one or the other of those, and that this would smooth the transition for PSAPs moving from onsite CPE from those vendors to a hosted solution, requiring either very little or no change for the PSAP itself.

Mr. Corn observed that the second parallel track of the approval process will be securing the approval of OSBM and other organizations with State government primarily because this will involve such a large amount of money, noting he's very thankful that Jesus Lopez will be our guide through that process. He then opened the floor to questions.

Jimmy Stewart asked if AT&T has done statewide systems in any other states; Mr. Corn replied yes, in Indiana and Tennessee, adding that was another of the reasons the team made this selection. Greg Hauser observed that AT&T has also been awarded the national FirstNet contract and said he wanted to be sure our customers understand that the two are separate. He speculated there might be some confusion and worry about that, and Mr. Corn assured him the two are in no way related. Mr. Hauser said he just wanted to be sure that we do a good job of educating folks about that, offering that perhaps that should be spelled out in the contract, admitting, however, he didn't know if that was even legitimate or necessary.

Mr. Bradford replied that the point is well taken, and the issue was considered by the evaluation team and the committee on several occasions. He said he thinks the point to be made there is that the FirstNet decision is the



Governor's decision, not the decision of this Board. He readily conceded, however, that the two may be related at some time in the future. Mr. Hauser said he completely understands that, but his worry is more about PSAP buy-in or perceptions. Mr. Bradford offered that another thing he would share with Board members is that among the thousands of pages, there were no representations, to his recollection, by AT&T of any relationship between this contract and FirstNet.

Referring to the projection that we would go into the red sometime within the fourth year, Andrew Grant asked Mr. Corn to speak to how that can be addressed. Acknowledging a lot can change within four years, he added that as he understands what Mr. Corn has said, at the current rate we're looking at a shortfall beginning in the fourth year that will continue year after year well beyond year seven. Mr. Corn replied there have been many conversations and discussions about that, and Mr. Taylor added that initial thoughts are related to the conversation the Board had at its March meeting in Wilson about needing sufficient data to justify requesting an increase in the 911 fee, observing that this information will provide plenty of data with which to move forward in looking at what the fee should be in years to come. Saying he doesn't like using the word 'squishy', he nonetheless used it to describe the concept of money being saved through the process of migrating PSAPs away from legacy 911 to the ESINet. He offered as an example the elimination of costs for CAMA trunk provisioning, observing that at this point we don't know if that will be a significant savings or just a wash—in other words, it's still 'squishy' at this point. He clarified that some existing costs today will be traded in against new costs, admitting that it is difficult to predict at this point, but once the first PSAPs begin using the ESINet, we will have a better idea of how that will work, adding that will be one of the areas we will have to focus on.

Mr. Corn said he would like to make the point that this is not a project that stops at the Technology Committee's door—it crosses all the committees; policy changes will have to be made to enable the project to work. He noted that one of the things that comes to mind is that we're going to have to maintain two networks concurrently and the speed with which we can get PSAPs to adopt the ESINet will impact the 911 Fund, which will obviously involve the Funding Committee. He added we will also have to contend with PSAPs having signed multi-year contracts, as well, so there will necessarily have to be a lot of cooperation and inter-committee work done to make the project successful. He observed we are currently paying a lot of money to selective routers to route 911 calls, yet when GIS routing comes along, those costs will go away. That said, however, as long as one PSAP still requires a legacy selective router service, we are still going to be paying for it. He summarized that there will still be many issues which will come before the Technology Committee; we have a lot of things to do in the upcoming months and years, but we do still have a little bit of time to think about it.

Mr. Corn admitted that there are still many variables which will have to be considered that we don't know about yet. He offered as an example that one of the first parts of the project will be performing PSAP assessments, i.e. a physical inventory of equipment within the PSAP, and one of the questions which will arise will be, "Can the existing CPE accept a SIP call?" If it can, great, but if not, how much is an upgrade going to cost? He said that recent figures in other states indicate it will cost about \$35K per seat, so a four seat PSAP will cost about \$140K to upgrade—wouldn't it be nice to convince the PSAP to move instead to a hosted solution? He added, however, we don't have the authority to mandate that, and he's not asking for it, but every such action is going to have a consequence, and each will ultimately have to be brought before the Technology Committee and the Board.

Vice Chair Bone asked Mr. Grant if those explanations answered his questions. Mr. Grant replied they did, noting he appreciates the conversation that's been going on, then asked how much the 911 fee would have to be increased to cover the shortfall in the fourth year. Mr. Taylor replied that the committee had run those numbers earlier in the week, and Mr. Corn said they had come up with ~\$16M if the fee were raised by 10¢ today. Donna Wright interjected that she thinks we missed the opportunity to do that earlier this year when the Board discussed raising the fee, observing that the only thing we didn't have at the time was these numbers—that we all saw this coming. Mr. Taylor's response was that we cannot carry this money forward under the current legislation: "That money would not go here, and that's the problem." Heather Campbell asked if we were to increase it that year, would it cover the shortfall. Mr. Taylor speculated if we were to do it the year ahead it might, but it would require a legislative change, pointing out that right now the legislation designates 10% of 911 revenue go into the NG911 Fund, which is a statewide fund. He also pointed out that if money does accumulate over three years, it becomes a target.

Greg Hauser asked if the new funding model meeting on the 30<sup>th</sup> will address any of this, and Mr. Taylor replied it will. Mr. Hauser offered that if the result of the meeting is favorable, then he thinks the Board should re-evaluate the eligible expenditure list, and asked at what point will the entire 911 fund be in the red. Mr. Taylor replied emphatically, “No...no...no. You’re talking just the cost for NG911.” He continued by stressing it is not the PSAP fund, and Mr. Hauser said he understands, but he was going off of input given at the meeting in Wilson using the circumstance of the fund not being in the red yet as part of the justification for not raising the fee. He then asked if there is money in the fund to cover the projected \$12M shortfall. Mr. Taylor replied, “Not in the Next Gen fund today,” reiterating that all we are looking at is the Next Gen fund. Mr. Taylor continued that if the fee had been raised effective July 1 of this year, it would not have changed money going to the PSAPs—it would not increase money going to PSAPs because the PSAP funding model is already established. It would, instead, create a large fund balance not designated to go anywhere, which would in turn become a target for legislative fund raids.

Reminding everyone of the slide Mr. Corn had displayed onscreen regarding conditional approval (negotiate and clarify deliverables and processes, receive NC state government approval), Mr. Bradford noted that while the AT&T BAFO projections covered a period of seven years, administrative rules limit state contracts to a term of three years, unless otherwise approved. He explained that the evaluation committee feels the seven-year term is appropriate, business case-wise and so forth, but that decision is one for the state CIO to make in conjunction with obtaining approval from OSBM. He said the expectation is that will be a topic of negotiation along with a number of others, but all of these relate to details surrounding implementation, how change is managed, service level agreement, commitments, etc.—how those are managed, what the metrics are for them, etc. He reiterated that we already have the commitment from AT&T to provide what the Board has asked for in its RFP, noting, however, this is a big contract that deserves close attention. He concluded that we will be working on that in a team approach.

Mr. Taylor added that when the Technology Committee discussed these types of negotiations and clarifications of deliverables the other day, they applied a sixty-day time frame to completing those tasks, so this conditional approval has a hard stop date; it is not open-ended.

**c) Release of GIS RFP Discussion CLOSED SESSION**—Jim Lockard observed that how we apply GIS to the data models and data that we need to route 911 calls is a critical component of NG911. He said that what has become known as the “GIS RFP” is really more than just providing GIS; it’s a GIS tool or management utility that’s often provided by a vendor to help consolidate, synchronize, and normalize all the data available today. He pointed out that all the required data that we use today in tabular form, such as ALI, MSAG, and supplemental information that is driven just by response areas and similar descriptors, can all be combined in this GIS tool in a mechanism that NG911 can use to route based on geo-location.

Mr. Lockard displayed a bullet-point outline of the GIS RFP onscreen, noting the similarity of the process to the other RFPs the Board has already seen for the ESINet/CPE proposals, with an RFP portion containing general guidelines and an attached technical specifications portion. He related that the RFP portion contains general instructions on how vendors will bid on this, what the rules and guidelines on them are, how the timeline is reflected, and high-level scope of work items, i.e. what we’re asking them to do. By way of example he said we’re asking them to collect all the relevant data; to perform a gap analysis on it; to identify errors which need correction; to identify what won’t fit or won’t route in NG911; and then we’re asking them for suggestions on how to resolve the problems. He observed that we’re asking the vendor to ultimately become a manager of this information for us—to teach us how we can manage it. He noted that over time that may go away, but initially we need to have their guidance and their expertise to say, “This is what you need to be prepared for to manage this through the GIS tool in an NG911 situation.”

Mr. Lockard continued with an overview of the RFP; scope of work items; the technical attachment; GIS layer specifications; managed services and ECRF/LVF integration; and alignment of managed services with the ESINet. Vice Chair Bone asked if anyone had any questions for Mr. Lockard. Jimmy Stewart said that he would like to offer a comment for people who don’t know how important this is becoming, relating that yesterday he previewed an update to their CAD system, and he asked to look at the back end, the administrative end, where he and his staff enter MSAG data and similar types of information. He said the CAD representative said you don’t enter MSAG data in this update, so Mr. Stewart asked her where it comes from. Her reply was that it comes from your maps—it’s embedded in your map information and draws from the lat/long. Joking that after he passed out

and came to, Mr. Stewart said he thought, “Okay—that’s next generation.” He then related that because his PSAP maintains map data for all adjacent counties, it recently was able to start response to a house fire in a neighboring PSAP’s jurisdiction before that PSAP was even aware of it, offering that as an example of how important the mapping part of E911 is.

Hearing no further discussion, Vice Chair Bone turned to Mr. Taylor to provide instructions on how to return to open session, which he then did. Vice Chair Bone subsequently announced the meeting was returning to open session at 12:04pm.

Once remote participants had been given enough time to reconnect to the open session WebEx portal and phone bridge, Mr. Taylor once again called the roll. Heather Campbell, Andrew Grant, and Dinah Jeffries responded to the roll call over the phone bridge; Jeff Ledford did not.

**b) Award ESINet Contract Discussion OPEN SESSION** Officially returning to open session, Vice Chair Bone indicated the meeting would pick up at agenda item 9b and asked Mr. Shipp to proceed. Mr. Shipp said the Technology Committee recommends to the 911 Board an award for the ESINet/CPE, subject to a completed contract within a time period of sixty days, to AT&T. Observing that a recommendation coming from committee required no second, Vice Chair Bone opened the floor to discussion, and hearing none, called the vote, which passed unanimously.

**c) Release of GIS RFP OPEN SESSION**, Vice Chair Bone again offered the floor to Mr. Shipp, who advised that the Technology Committee recommends the release of the GIS RFP. Once again observing that a recommendation coming from committee required no second, Vice Chair Bone opened the floor to discussion, and hearing none, called the vote, which passed unanimously.

**10. Status of Back-up PSAP Plan Compliance**—Mr. Taylor reported that all but three PSAPs will have their back-up PSAP plans implemented by the July 1 deadline. He related that staff has been working diligently to get everyone ready, saying he has to give kudos to Tina Bone for all her work, even while during her vacation. He added that in a brainstorming session on CAD interoperability with Southern Software a simple back-up solution for sharing call for service data was identified that would work regardless of CAD vendor, so while PSAPs are waiting for vendors to fulfill orders necessary to implement their formal back-up plans, they can use this work-around instead. He mentioned that of the three PSAPs he alluded to earlier, Currituck County is “working out the kinks” with Dare County, Rocky Mount PD is doing the same with Nash County, and Tina Bone advised that Sampson County is working through a power problem that they expect to have resolved in time.

With that news, Mr. Taylor said he didn’t think the need to reduce, suspend, or terminate funding for non-compliance will arise, and on July 5<sup>th</sup> he will be notifying the Joint Committee on IT of that. Vice Chair Bone declared he was sure that was very welcome news to everyone on the Board, and he was very excited to hear that. He also thanked Ms. Bone for all of her efforts throughout the process. She replied she couldn’t have done it without Marsha Tapler, and he expressed his thanks to her as well.

Vice Chair Bone then asked Mr. Taylor if the “little brainstorming fix” is only a temporary arrangement, and Mr. Taylor replied that it could be a permanent one, and is simple enough that every PSAP in the state has the ability to use it if necessary, explaining that this solution relies on the fact that CAD call data can be sent to a PSAP or a smart phone or a laptop utilizing CAD messaging (a feature of all CAD applications used in the state) without any additional connections, so all that remains to be done is for the recipient to be able to dispatch that CAD call information to the appropriate responders. He credited Vic Williams with planting the seed for that part of the solution in Beaufort County’s original back-up plan proposal, which suggested utilizing a fire station with radio capability to do provide dispatch should the PSAP go down.

Vice Chair Bone thanked Mr. Williams for his contribution to this solution, and thanked staff for taking the ball and running with it. Mr. Taylor observed that between radio and CAD interoperability he’s “about to have a fit”, reiterating that he had to give kudos to Southern Software for taking the time to sit down with staff to work this out, to provide a solution that works across all platforms.

**11. Regional PSAP Managers Meetings and July 911 Board Meeting Logistics—**Mr. Taylor related that July ushers in the next round of regional PSAP Managers meetings, as he reviewed the dates and locations of each. He offered that the ESINet award will certainly be one of the big topics of discussion, as will the peer review process. He also shared that this year's annual PSAP Managers meeting in October (4<sup>th</sup>-6<sup>th</sup>) will feature two awesome speakers: a professional in the field of employee retention will be coming from Arizona to spend the better part of a day with the PSAP managers, as will Jay English from Homeland Security, as he speaks to cybersecurity. He encouraged Board members to attend any of the upcoming regional PSAP Managers meetings if they possibly can, saying that it really means a lot to PSAP managers for Board members to interact with them.

Turning to the Board's next meeting in Woodfin, near Asheville, Mr. Taylor advised that Ronnie Cashwell has taken care of securing a hotel and will be contacting everyone, hopefully sometime next week, regarding reservations on a master bill.

**Other Items—**Vice Chair Bone asked Mr. Taylor to mention the fact that he is going to be presenting to the NCACC at its upcoming conference. Mr. Taylor confirmed that he will be doing that, adding that he plans to call on a couple of PSAP managers, such as Donna Wright and Greg Hauser, among others, to be part of a panel discussion that he has outlined which he feels will be of great benefit to county managers. He asked Vice Chair Bone to remind him of the date, which he said will be Thursday, August 10<sup>th</sup> at 2:45.

**Adjourn—**Vice Chair Bone asked if there was anything more to come before the Board today. Hearing no response, he observed this has been a very productive meeting, thanked everyone for all their efforts, noting there are a lot of exciting things moving forward, and adjourned the meeting at 12:21pm.