

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5. Executive Director Report

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

8. Standards Committee Report

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

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

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

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

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

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

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

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

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

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