

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Banner Elk Room**  
**3514 Bush Street, Raleigh, NC**  
**October 20, 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)	Jeryl Anderson, OCES
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT)	Randy Beaman, CCES
Heather Campbell (CMRS) Sprint	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Eric Cramer (LEC) Wilkes Communication	Danette Jernigan (DIT)	Maureen Connolly, MPD
Chuck Greene (LEC) AT&T	Marsha Tapler (DIT)	Susan Davis, MPD
Len Hagaman (Sheriff) Watauga County	Richard Taylor (DIT)	Mary Gainey, RCES
Greg Hauser (NCSFA) Charlotte Fire Department		Pokey Harris, RWECC
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)		Jeff Holshouser, ADSC
Mike Reitz (APCO) Chatham Co 911 (pending)		Tim McCurry, AT&T
Jeff Shipp (LEC) Star Telephone		Dominick Nutter, RWECC
Jimmy Stewart (NCAREMS) Hoke Co 911		Phil Penny, MCP
Slayton Stewart (CMRS) Carolina West Wireless		David Poston, CMPD
Amy Ward (LEC) CenturyLink (WebEx and phone)		Lisa Reid, Fayetteville 911
Donna Wright (NENA) Richmond Co Emergency Services		Jean-Claude Rizk, AT&T
		Brian Smith, AT&T
		Calvin Smith, RCES
<b><u>Members Absent</u></b>	<b><u>Staff Absent</u></b>	<b><u>WebEx Guests</u></b>
Andrew Grant (NCLM) Town of Cornelius		Ron Adams, Southern Software
John Moore (VoIP) Spectrum Communications		Von Beals, Motorola
Niraj Patel (CMRS) Verizon		Joshua Briggs, AT&T
		Lee Canipe, Frontier
		Brian Drum, Catawba Co 911
		Greg Ellenberg, AT&T
		Jim Lockard, Federal Engineering
		Melanie Neal, Guilford Metro 911
		Candy Strezinski, Iredell Co
		Corrine Walser, MEDIC

**Call to Order**—Noting how suddenly the room became quiet as soon as everyone perceived he was planning to call the meeting to order, Chairman Boyette reminisced how this silence had immediately reminded him of when he was in elementary school, where a traffic signal had been placed in the cafeteria, and as the noise in the room increased it went from green to yellow to red, at which point everybody had to be quiet. He laughingly added he was still looking for the signal!

Chairman Boyette then recognized Sheriff Hagaman, who related that he had been unable to attend either the viewing or funeral of Richard Taylor's mom, and asked if everyone could stand for a moment of silence in honor of her. Chairman Boyette thanked the Sheriff for that suggestion, then naming her by her full name, Marion Irene Taylor, asked all to stand for a moment of silence, which everyone did. He then recognized Mr. Taylor.

Mr. Taylor thanked everyone for that moment of silence, as well as all the thoughts, prayers, and cards that had come his way during that time, then related how he had shared with Chairman Boyette that this month has been an emotional roller coaster for him. It began with moving from New Bern, after living there 64 years, to Fuquay-Varina; having a family reunion followed only a couple of days later by his mother's passing; having his wife be unable to attend his mom's funeral in New Bern because she was at Rex Hospital in Raleigh with their oldest daughter for the birth of their first grandson; and how that good-looking grandson, who really looks just like his grandfather, despite having red hair like his father, was already wearing it brushed just like his grandfather! Reiterating how crazy a month it had been, he observed how thankful he was to have the support of friends and co-workers during that time.

Chairman Boyette thanked Mr. Taylor for all that he does, and with that, called the meeting to order at ~10:05 AM. He asked Mr. Taylor to proceed with the roll call.

**Roll Call**—After calling out the names of everyone physically present, Mr. Taylor related that Andrew Grant would not be able to join today, either in person or remotely. He noted that he had expected John Moore to be in attendance, speculating that he might just be running late. He then polled members he expected to be on the phone bridge: Jeff Ledford advised he was present, Niraj Patel did not respond, Amy Ward responded that she was present.

**1. Chairman's Opening Remarks**—Apologizing for not having been able to attend last month's meeting, Chairman Boyette mentioned how he has been going out to visit PSAPs, first at Raleigh-Wake, as reported at last month's meeting, and more recently at Wilson County, where Amy Ward joined them. Reminding everyone that all Board members are encouraged to join those visits, he advised he will try to make sure all those visits are scheduled in advance so everyone will know when he's headed where. He offered that it has been great, not only for him, but for the PSAP staffs as well. He said it was good to hear feedback from them, to hear their questions underscoring how important he thinks it is for the Board to be visible and accessible to them. He encouraged all to share anything they learn, any questions they may receive from the field, so that we can be aware and respond. He thanked the Board for what it does, noting that becoming the Board chair has been a very smooth transition for him because of both the Board's and the PSAPs' efforts.

Chairman Boyette announced, for the benefit of those who may not know, that October is Cybersecurity Month. He observed his Chief Risk Officer is a retired Marine who would probably be standing outside the door today, if she didn't have another commitment, to *make sure* he broached the subject today. He encouraged everyone to remind their communities, their friends, to be vigilant—"Think before you click"—to make sure they talk about the importance of cybersecurity and the steps to take to ensure it.

Chairman Boyette also reminded and encouraged everyone to thank their local first responders at every opportunity they can, noting that many are presently deployed away from home responding to natural disasters. He then recognized new Board member Mike Reitz, Chatham County's Communications Director, appointed by Representative Tim Moore, Speaker of the House, to replace Dinah Jeffries as the APCO representative on the Board, and welcomed him aboard. He then asked Mr. Taylor to proceed with telecommunicator recognitions.

Mr. Taylor also welcomed Mr. Reitz, clarifying that he is from Chatham County, but by way of Orange County. He also pointed out that Mr. Reitz is still a "pending" Board member, so he can participate in discussions with the Board, but may not vote until he is sworn in.

Mr. Taylor described today's telecommunicator recognition as being something out of the ordinary, then played audio of a news broadcast from a year ago reporting on a charter bus crash near Hamlet in Richmond County. The bus had "...blown a tire and slammed into the median on Hwy 77 [sic], killing the driver, a ten-year-old child, and two others." The audio clip further related that the bus was traveling from Rock Hill, South Carolina, carrying high-school football players from Ramah Academy to a game in Fayetteville. A team spokesman said the team suffered 34 injuries, ending that season for them. Mr. Taylor explained that was just a small audio clip from a special production that was done to mark the one-year anniversary of the accident, then asked Donna Wright to come to the podium to provide some backstory as he displayed photos onscreen. The first was a photo of the bus at the accident scene, and the second was a photo of the Richmond County Emergency Services (RCES) Communications team taken to commemorate something they did for the Ramah football team one year later.

Ms. Wright related that on September 17, 2016, a beautiful fall day took a very dark turn at about 2:30 in the afternoon, when telecommunicator (TC) Calvin Smith received a 911 call reporting a bus wreck on the Hwy 74 bypass (not Hwy 77, as the news broadcast had reported) with the caller saying, "There are kids lying everywhere on the ground!" The center was immediately inundated with 911 calls, and TC Mary Gainey jumped in to help Calvin. Every phone line in the building was tied up; they could not even call Ms. Wright to tell her what had happened. Ms. Wright said the first she learned of it was when Mary called her from her personal cell phone. The team immediately dispatched Hamlet Fire & Rescue, then received an urgent radio request for that response team to send every ambulance they had available. The total number of ambulances assigned to Richmond County was eight, so the TCs began requesting mutual aid response from Montgomery County, Moore County, Scotland County, and Marlboro County SC. Within the first eight minutes following receipt of the first 911 call, the three TCs on duty fielded over 30 telephone calls, in addition to dispatching responders and monitoring 14 radio frequencies. Ms. Wright pointed out that in a normal twenty-four-hour period the center receives an average of 130 calls, but in the nine hours following that accident they handled over 180. She summarized, "It was inundation."

Ms. Wright reflected upon how powerful the human voice can be, saying that on this day the human voice shone through. She related that with all the mutual aid requests and notifying six different surrounding hospitals so that they could implement their mass casualty plans and be ready, the voices of the TC team exuded professionalism and confidence. She said one paramedic explained to her, "When I thought I was overwhelmed and couldn't handle it, their voices would bring me back to normalcy and reality; they were okay, so we knew we were going to be okay." The TC team members' voices provided the solid rock that the responders knew they could rely on.

Ms. Wright reminded everyone that, as any first responder knows, they impact only a very small moment in these peoples' lives. She observed, "We don't know anything about the people we serve except that they have a need, we have the resources, and we send them, which is typically the end of the story." She continued, however, such was not the case in this instance. She and her Deputy Director responded to the scene in their OEM roles, only to be aghast at the unreality of the debris field. She saw first one body, then another, then contacted the PSAP to update them as to what was going on and ensure resources were still coming. After a few moments, they realized that much of the debris was football helmets, shoulder pads, uniforms, and other equipment, only to discover that this team's very first programmed game was that day, in Raeford. Because of the injuries team members sustained, they had to forfeit every game that year; their season was over before it began.

Ms. Wright related that one year later, Calvin Smith posted a video link to the PSAP's Facebook page reflecting on the bus wreck and its aftermath. At first she didn't want to revisit it, but then Mary tagged her name in the post, so she decided to go ahead and watch it, only to discover that it was a short documentary that tells the rest of the story. The Ramah football team members and their coaches had struggled to gather enough equipment to go to the game that day; the coaches had taken money from their own pockets to pay for what they didn't have, including the charter bus that wrecked that day—they were struggling. When the RCES team learned about that, they wanted to do more, they wanted to support those kids, to show them that Richmond County's first responder community had more to offer them than just emergency services and a bad day. They wanted to offer support that would help Ramah's team grow.

Rockingham's Fire Chief and Ms. Wright decided to go support the team at its first game this year. They also decided everyone needed a tee shirt to let Ramah's team members know they were there for them, so they sold

tee shirts. Then they decided to do a raffle to raise some money for the team, and in less than two weeks they raised \$5,000 that they took to Ramah so they could buy football cleats that they didn't have. On September 30<sup>th</sup>, a group of twenty from Rockingham went to Fort Mill unannounced; Ramah Academy didn't know they were coming, so this time, they became part of Ramah's story. There she met Max Brooks of Raycom Sports, who had produced the video they had seen. He told her "I want to be a part of this," so now he's producing a documentary of this year's entire season to tell the story of this community and what it did. He told Ms. Wright he wanted Rockingham's responders to be part of that story, so the documentary begins with Mary Gainey telling what happened that day from the 911 perspective. Ms. Wright observed that for the first time, they got to see the beginning, the middle, and some of the end of this story of people that they helped.

Ms. Wright characterized Mary Gainey, Christine Collins, and Calvin Smith as the people that "led the charge" that day by keeping everything to a level of normalcy. Saying she's proud of them every day, she related how she is even more proud of them because they were part of this from the 911 call all the way through raising the money to support that football team. People there asked them why they did this, and she said it was really simple: it provided closure for all of the first responders to see the people they helped, and secondly, because community helps community. She explained that Ramah came into their community and "became part of their village", so they felt it was their responsibility to support them.

Mr. Taylor called Mary Gainey and Calvin Smith to the podium, with Ms. Wright explaining that Christine Collins was working today "because she didn't want to talk in front of people," and Chairman Boyette joined them. Mr. Taylor read the inscription on the plaque presented to "The A-Shift Day Team" (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page 9), and Chairman Boyette offered the A-Shift team members his personal thanks as well. After the obligatory photo-op, Mr. Taylor asked Mary Gainey to speak. She observed that as they were driving up today they were talking about how, although they were both humbled and honored, it felt weird to be recognized in this way since they were only doing what they do every day when they go to work. She said it makes her feel very emotional, and she was trying not to cry, but revisiting the story just brings back all those memories of something that was so upsetting, although she does feel good that they were able to help in what they did that day and were able to continue helping a year later. Saying "I appreciate everything," she concluded her remarks with "Thank you."

Calvin Smith took the podium next, admitting, "I don't know what to say, honestly." He offered that like Ms. Gainey, he appreciates the award, but "...we were just doing our job." As Ms. Gainey did, he concluded his remarks with "Thank you," followed by a round of applause throughout the room.

**2. Ethics Awareness/Conflict of Interest Statement**—Chairman Boyette reiterated his thanks to the Richmond County team for all they do, then read the ethics statement printed in the agenda (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page 11). No one responded that they had any conflicts, so he asked Mr. Taylor to proceed with the next agenda item.

**3. Consent Agenda**—Before launching into the Consent Agenda, Mr. Taylor offered that he just can't say enough about that particular story, observing that when Ms. Wright showed it to him, he was impressed by the video put together about the football team, but then when he did a little digging and got to the actual news story, he was amazed at how horrific the accident had been. Addressing the room, he said, "That's the kind of folks we have out there, and it's really awesome to have such telecommunications that we can depend on."

He continued by noting the minutes of the last meeting had been distributed earlier in the week, and that David Bone had discovered in section 6c that the word 'year' had been omitted in a reference to the fiscal year, so that word has been inserted. He asked if anyone had any other corrections or additions to offer, and hearing none, concluded that the minutes would be accepted as corrected. He then moved onto the 911 Fund review (please see <https://files.nc.gov/ncdit/documents/files/10202017%20%20DRAFT%20Agenda.pdf> for amount details). Regarding the Grant Fund, he observed that the FY14 grants are, for the most part, closed. Although a few minor issues are still being settled up with Hertford County, he reported that the Hertford and Henderson County grants have basically ended, and that the focus was turning to FY17, where most are for back-up PSAP projects. Mr. Taylor noted that funds from the NG911 Fund have been used to pay Federal Engineering, the only expenditures we have had so far from that fund. He said he found it very interesting that no disbursements were made last month from the CMRS Fund, so he went back to double-check that, and such was, indeed, the case. He added



that he believes only four carriers continue to collect from that cost recovery fund, and nobody filed anything this past month. Lastly, Mr. Taylor noted that the PSAP fund balance does not take into account the transfer of the grant allocation, which he expects will happen within a couple of days. He then opened the floor to questions. Hearing none, Donna Wright made a motion to accept the Consent Agenda with the one correction to the minutes, and Chuck Greene seconded. Chairman Boyette asked for further discussion, and hearing none, called the motion, which carried unanimously.

**4. Public Comment**—Chairman Boyette read the invitation to public comment printed in the agenda. No one had pre-registered to speak, so he extended the invitation to anyone currently present. No one responded, so he asked Mr. Taylor to proceed with the next agenda item.

## **5. Executive Director Report**

**a) 911 Board Staff Update**—Mr. Taylor reported that he had both good news and some maybe-not-quite-as-good news on the staffing front. He introduced Ms. Pokey Harris as the new PSAP Liaison, filling David Dodd's former position, adding that he has known her for at least twenty years, if not longer. He explained that she has served in a very similar capacity in Virginia, so she is very well qualified for this, and that her first day on staff will be Monday, October 30<sup>th</sup>. He added that he describes her as the "Eveready Bunny" because she is full of energy, and he's not sure his heart can keep up with her, but he's very excited she's on-board and is confident she will be an excellent replacement for Mr. Dodd in interacting with the PSAPs, and will bring a lot to them.

Mr. Taylor reminded all that he has been going through HR to gain approval for two new positions, commenting that DIT has a new Director of Human Resources coming on board next Monday, so he hopes things will start moving more quickly. The positions are for a network engineer to oversee the ESINet project, and another network analyst to assist Tina Bone. He related that we still haven't found the right person for the Financial Analyst position, but he is in receipt of 253 applications which he is going through right now, so hopefully one of them will be the perfect fit.

**b) Chairman's PSAP Visit**—Observing that Chairman Boyette had already spoken about his PSAP visits earlier, Mr. Taylor reported that both Dominick Nutter with RWEC and Brenda Womble at Wilson County were both very appreciative of Chairman Boyette's willingness to spend time with them and their people, as well as other Board members who attended those events. Mr. Taylor related that Amy Ward was fascinated with it—didn't want to leave—including watching a very talented telecommunicator handle an EMD call as if it were no more difficult than falling off a log. Chairman Boyette chimed in that he actually knows Glen Parnell, one of the Wilson County staff members, which made it even more special to him. Mr. Taylor said that the next visit will be in Johnston County, and he will share all the details as they become available.

### **c) Grant Extension Requests**

**i) Chowan County**—Noting that this is the third request he's received from Chowan and Perquimans Counties regarding their interconnected grants, Mr. Taylor explained that the back-up plan for Perquimans County hinges upon being able to locate equipment on a tower being built at Chowan County, so anything that delays that tower delays both grant projects. He related that Chowan County has just received permission to construct the tower within the city limits of Edenton, and they are requesting an extension of the grant contract through February 28, 2018.

Mr. Taylor further observed, however, there is yet another twist to the story. As of yesterday, he had another discussion with the folks at Chowan County, wherein they explained they had decided to change the tower location from the middle of the parcel to a back corner, both to meet the Town of Edenton's fall radius requirements and to remove it from a busy part of the parking area. He noted that a soil study was performed on the new location as they were awaiting Edenton's final approval, which determined that the work necessary to erect the tower at the new location would increase the cost by \$200,592.19 to accommodate those soil conditions and extra expenses incurred in modifying the electrical run. Mr. Taylor added that apparently the new site was over a landfill type area, because they found all kinds of waste materials in the soil, so much work will be necessary to meet the foundation requirements for the tower.

Mr. Taylor reported that the total cost of the project has risen to \$676,530.25, although the grant award was somewhere in the vicinity of ~\$279K, so they are enquiring to see if that award can be increased by ~\$162K. He added that they said they would pick up the cost for changing the electrical run—that this ~\$162K would only be applied to the increased construction costs incurred through the new site's foundation requirements.

Mr. Taylor admitted he is struggling with this; this is a good project, and the delays have all hinged on getting the tower done. Noting that he understands the difficulties they are encountering, having constructed a tower in New Bern during his tenure there, he offered that Board members who work for wireless companies are probably intimately familiar with those difficulties themselves. He observed, therefore, he can appreciate what Cordell Palmer and the others at Chowan County are going through, but, on the flip side of that coin, the 911 Board has never increased the amount of a grant award to anyone in the past. He added that he has been made aware in the last two weeks of another grant project that is running short on funds, and he is concerned about setting a precedent, even if there is a good, legitimate reason for the additional funding request. He pointed out that it could open a door for other grant recipients to come back to the Board with similar requests, and he really feels that if we do that, it could create a problem down the road. He then posited that, if asked for his recommendation, it would be not to extend any additional funding to Chowan County, but, instead, to extend the grant contract to June 30, 2018, so they will have time to go back through the permitting process to move the tower back to its original site, which would fit the original budget.

Chuck Greene asked how the tower fits into the back-up plan. Mr. Taylor explained that Perquimans County was going to place radio equipment on that tower so that Perquimans responders could be dispatched from Chowan County during a back-up activation. Mr. Taylor added that right now both counties have a temporary back-up plan in place with which they met the July 1 deadline, but this has always been their ultimate plan. Recalling that Mr. Taylor had said no additional funding has ever been added to a grant award in the past, David Bone asked if it might be more appropriate to have the Grant Committee work on this rather than the full Board, at this time. Mr. Taylor replied he and Mr. Bradford had actually discussed that yesterday, and felt that although the Grant Committee could meet before the next full Board meeting in December, since that meeting is fully six weeks out, the project would necessarily not be able to move forward for at least that time period, because they would not have any direction to move until the Board made a determination. That said, Mr. Taylor observed he has no problem with that if it is the will of the Board today to do that, but he feels we would need to extend the grant contract deadline to at least April to accommodate that delay. Mr. Bone said he thought Mr. Taylor's original recommendation was to extend the deadline to June 30<sup>th</sup>, but Mr. Taylor reminded him that was only to allow time to proceed without additional funding from this Board, underscoring that was just *his* recommendation; the Board can do whatever it wants to do.

Slayton Stewart asked if, were the Board to extend the deadline until June 30<sup>th</sup> without providing additional grant funds, would it not be likely, were they unable to come up with additional funding from other sources, that they would abandon the project. Mr. Taylor replied that as he understood their explanation when talking with them, the only reason the tower site was moved was for aesthetics. He speculated that nobody there initially gave it much thought, not until more people became involved in the project and expressed concern that the tower would become the focal point of the three-acre campus, which houses not only the public safety building, but also the DHHS building. Mr. Greene then drew attention to the fact that the email Mr. Palmer sent Mr. Taylor on October 19<sup>th</sup> (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page70) cited concern about the Town of Edenton's fall radius requirements, noting that is something his company deals with on a regular basis—observing set-backs for safety reasons that are not an option. Mr. Taylor acknowledged that he saw that reference to fall radius as well, but in his discussion yesterday with Chowan County's project representatives, that was never mentioned—*only* aesthetics. Heather Campbell asked if another corner of the property could work, rather than the one with the compromised soil conditions, noting that just like Mr. Greene, her company builds a lot of towers, but in the many years she has been involved in that process, she has never seen one that expensive. She observed that if the fall radius was a concern with the original site being centered within the campus, perhaps a different corner could meet both needs. Donna Wright interjected that her understanding is that most of the time Public Safety does not have to meet fall radius requirements, so that's not even an issue; commercially it would be, but with a government agency it would not. She added that to her, the biggest issue here is the price.

Slayton Stewart agreed with Ms. Campbell, saying that in the wireless industry they have multiple search rings to cover a certain area, and when they find that siting a tower is too expensive in one search ring, they go to another. He said his question, just as Ms. Campbell's, is whether there may not be an adequate alternative spot that is not going to require additional funding. Ms. Wright asked Mr. Taylor if he knows whether it is a UHF, VHF, or 800 MHz tower, as prices might vary a little bit depending upon that. Mr. Taylor replied he doesn't think it's 800 MHz, but he would have to go back to the grant contract to be sure. Greg Hauser observed that he thinks Chowan County does use 800 MHz, which Mr. Taylor acknowledged, but he pointed out that Perquimans does not. Mr. Hauser asked if this would affect the operability of Perquimans County; would it affect their ability to dispatch fire trucks to calls? Mr. Taylor replied no, it would not. Mr. Bone asked if Chowan County's existing tower is still at its original location and still in use, to which Mr. Taylor replied, "Yes, and yes." Mr. Taylor added that his understanding is that its location and height would not provide a feasible solution to reaching all of Perquimans County. Mr. Hauser remarked that he has many questions that he doesn't think can be answered today. Mr. Bone offered that if the reason is, indeed, purely aesthetics, he would have a hard time supporting that. Mr. Hauser replied that he thinks we have an obligation to look at it, to see if we can get them what they need. He also admitted he doesn't know if there is an alternative we can offer that still meets the grant requirements, but is worried that they may not be able to finish the project. Ms. Campbell asked if it would be appropriate to extend the deadline thirty days to allow them to assess alternate locations. Mr. Taylor responded that's the Board's decision. Ms. Wright asked if they could ask for an additional grant, since this year's grant process is still open. Slayton Stewart observed that coming up with an alternate location would probably extend the process even beyond the June time frame. Mr. Taylor interjected that the tower is a 150' self-supporting tower.

Mr. Bone offered a motion to extend the deadline until June 30<sup>th</sup>, as Mr. Taylor suggested, but to let them know that we need more information about the tower site, and if they have some other needs, encourage them to apply for more funding using the current grant application cycle. Donna Wright seconded the motion. Chairman Boyette solicited further discussion, and Slayton Stewart said he had a further question about the process. He pointed out that if they were awarded a grant during this cycle, that money wouldn't become available to them until after June 30<sup>th</sup>, 2018, so it could not help them meet the existing grant's deadline. Mr. Taylor opined that in order to receive a second grant, they would have to end the first one. Mr. Hauser asked if they would suffer penalties for doing that, and Mr. Taylor speculated there would be no reason to penalize them. He then asked Board Counsel Richard Bradford to offer his take on the situation.

Mr. Bradford pointed out that the Board has yet to establish priorities for the current grant cycle, and there is no guarantee that any applicant will be awarded a grant. He offered that, in effect, what is being discussed today would essentially require both counties to wager on whether or not they could receive a new grant award, noting that thinking of it in that context, the Board may or may not want to promote that. He surmised that what he would instead, perhaps, encourage the Board to think about is to look at the letter, which concedes they could return the tower to the site they originally proposed. Mr. Bradford proposed that if they want to move it simply for aesthetics, that's certainly an issue. He added, however, if it's an issue of performance, and there are certainly a number of questions that Board members have acknowledged either in whole or in part, what he would suggest considering is following Mr. Taylor's recommendation to extend the grant through June 30<sup>th</sup>. He postulated that if Board members can identify two or three questions today, and follow that up within the next week or so with written questions they would like answered, then perhaps Mr. Taylor can relay those back to the applicants, both of them, obtain those answers prior to the next Board meeting, and at that time the Board can make this decision. He suggested doing that would obtain information that a number of Board members have asked for, also observing that a number of them have a fair amount of experience regarding towers, as does he, himself. He offered that he thinks it premature to make any final decision today without having answers to those questions. He also noted that he is not trying to pre-empt what the Board does, but rather just suggesting a direction that allows Board members to make, perhaps, a more informed decision.

Chairman Boyette asked if we were able to get the answers to those questions, could an emergency Board meeting be called sooner than the next scheduled one. Mr. Bradford assured him that could certainly be done, possibly by teleconference, if the Board so chooses. Saying he appreciates Mr. Bradford's comments and direction, Mr. Bone offered that his concern is once we get those answers, and the Board provides both counties with direction, will they still have time to seek a new grant award before the December 15<sup>th</sup> grant application deadline? He then said that if an emergency called meeting can take place quickly enough to allow them that time, he would be willing to withdraw his motion and offer a substitute motion that the grant deadline be extended



to June 30<sup>th</sup>. Ms. Wright said she would agree to second the amended motion. Chairman Boyette asked Mr. Bone to restate the amended motion so everybody is clear on it. Mr. Bone replied the amended motion is simply to extend the current grant's deadline to June 30<sup>th</sup>, 2018. Mr. Hauser asked what reply would we expect from Perquimans and Chowan Counties—he wouldn't want them to push ahead and possibly "write a check" thinking they were going to receive more funding. Mr. Taylor suggested that if anyone has questions or needs further information about this project, they should shoot him those questions and he will compile them and send them to Chowan County. He said that as soon as he receives answers from them, he will look at calling the emergency meeting.

Saying he knows this is something that's come up only recently with this Board, Mr. Bone observed it certainly would have been helpful to have had representatives from Chowan County here today, and encouraged staff to ask folks to either be here or at least be accessible over the phone to answer the Board's questions when similar circumstances present themselves in the future, particularly when they are making an unusual request like this. Mr. Taylor concurred, as did Jeff Shipp, who noted this is the second month in a row where the Board has been presented with grant requests with no representation from the requestors. He postulated that if it is important enough for them to ask, and worthy of being on the agenda, then they need to provide representation. Chairman Boyette agreed, saying he was sure all Board members would be in favor of that; when questions can be asked and answered in real time, it certainly helps clear up the confusion. He then asked for further discussion on the question, and hearing none, called the motion, which carried unanimously. Chairman Boyette thanked everyone further, saying it had been a great discussion.

**ii) Perquimans County—See above.**

**6. Statewide PSAP Managers Meeting Report—**David Bone reviewed the Statewide PSAP Managers Meeting which took place on October 4-6, reminding everyone that Mr. Taylor's mother's passing away on October 3<sup>rd</sup> prevented him from attending, also observing that Mr. Taylor was where he needed to be: with his family. Mr. Bone commended staff for doing a great job leading the conference in Mr. Taylor's absence, adding he can't say enough to thank them for having risen so well to that occasion. He noted that Tina Bone had become terribly ill the day before the conference opened, and was forced to leave, playfully scolding her for having been there even the first day. Mr. Bone also thanked the several Board members—Heather Campbell, Chuck Greene, Greg Hauser, Jeff Shipp, Jimmy Stewart, Amy Ward, Donna Wright—and PSAP managers who stepped in to help, including a surprise visit from David Dodd, so it was truly a great team effort. He added, "Trust me—the PSAP managers appreciated that, acknowledged that, and greatly respected that."

Mr. Bone also noted that Sheriff Hagaman and Heather Campbell had attended the North Carolina APCO/NENA Annual Conference immediately prior to this one, reporting that he had heard comments from several PSAP managers about how much they appreciated that, and were really thankful for both the time and the interest shown by the Board. For anyone who did not know, he explained that the APCO/NENA conference had originally been scheduled in early September, but had to be rescheduled due to the threat posed by Hurricane Irma. He pointed out that having both of these conferences the same week was a challenge for PSAP folks who wanted to attend both but also had to keep their PSAPs running. That said, he thought only about ten attendees had to change their plans at the last minute.

Mr. Bone touched briefly upon the highlights of the conference. He reported:

- There was a lot of good discussion about the PSAP peer review process, saying he thinks a lot of folks have been very concerned about it, but throughout the discussion PSAP managers became more comfortable with it as they were reassured it is a learning process for all—NOT a punitive process—that it will be a good resource for them as well as the Board.
- AT&T provided a detailed presentation about the ESINet implementation process, which was actually extended into the next day. He said there were a lot of questions and a lot of positive feedback from the PSAP community.
- Marsha Tapler and Danette Jernigan provided a good presentation about revenue-expenditure reporting and the funding reconsideration process.
- Kim Clark, communications manager from Maricopa, AZ., offered a presentation about staffing needs assessments, staff development and scheduling, and staff retention.



- CWO Keith Moore, USCG, had a great presentation about how 911 communications and the Coast Guard's emergency radio communications interact. Now that everyone has a cell phone, boaters reach for that rather than their boat radios, which has completely changed the face of emergency communications for the Coast Guard, so communications between PSAPs and the Coast Guard is more crucial than ever. He very graciously offered to be a resource for PSAP managers, and has attended several 911 Board meetings and/or regional PSAP Managers meetings to that end.
- PSAP managers did offer many comments of appreciation about the conference itself, saying these conferences are one of the best investments the 911 Board has ever made. They say they get a lot out of it; it's a time for interaction and professional discourse, as well as information sharing between the PSAP community and the 911 Board and its staff. Mr. Bone speculated that, as a Board member, he feels like he gets more information and more value out these conferences than the PSAP managers do; he learns a lot every time he goes. He encouraged Board members to attend in future years.

Mr. Bone added there were also some sidebar discussions, including one about possibly having a Board meeting at the next conference. He then opened the floor to any further comments. Mr. Taylor said he wanted to personally thank Marsha Tapler—all the staff, really—for how well she rose to the occasion. He related, for those who did not know, that she has always had a fear of public speaking, and over the last couple of years he has really been encouraging her to participate more in these meetings. She has done so, and has taken a couple of public speaking courses at night, and he feels she has really come a long way from where she was. She has told him she is more comfortable if she is well prepared, has all her notes, etc., but this situation came up so suddenly there wasn't even any time for preparation. Her only consolation was that, the afternoon before the conference, he pointed out she couldn't fail—he was not there, so anything she did was right! He said he is so thankful everything went well for her, noting that he received great feedback about the job she and Danette and Ronnie did, but Marsha really rose to the top. David Bone interjected that she appeared to be very comfortable, and he heard a lot of people say they got to see a different side of her at the conference. He added she was very confident and capable and did a great job. Heather Campbell agreed wholeheartedly, saying it was really good to watch. Donna Wright offered that it really was a team effort. Mr. Taylor concurred, and thanked *her* for carrying Tina Bone to urgent care while she was there. Chairman Boyette said that he hated the fact that he couldn't attend due to a conflict he could not shuffle, but he made a note on next year's calendar so whatever other conflict arises will be what gets shuffled.

**7. 911 Grant Transfer Follow-Up**—Marsha Tapler reviewed that at last month's meeting the Board had been able to meet the deadline of allowing the PSAP Fund balance to be transferred to the Grant Fund, but she did not have the actual final numbers at that time. Since then she has worked with the accounting manager for DIT and staff, and drew attention to the summary sheet displayed onscreen (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page73). She pointed out that she did move the money this month, so it will show up in next month's report. She took a moment to go over each of the entries on that sheet, noting that since less than \$4M was moved from the CMRS Fund balance, the requirement that the Board must consider changing the 911 fee did not kick in.

**8. Request by City of Rocky Mount for Grant Extension**—Mr. Taylor advised this is the follow-up from last month's discussion, and that since then he has met twice with representatives from Rocky Mount, as well as a third time when they participated in a Funding Committee meeting to discuss their financial reconsideration request. He commended Philip Penny from MCP, whom Rocky Mount had retained as a consultant, for diligently working with both 911 Board staff and City of Rocky Mount staff to try to resolve this problem. Mr. Taylor reminded everyone that since a temporary back-up plan between the City of Rocky Mount and Nash County has been in effect since the July 1<sup>st</sup> deadline, it had been said that takes some of the pressure off of resolving this issue. Regarding that, he advised that City of Rocky Mount had submitted a copy of a letter they had received from Nash County stating that Nash had never intended for the temporary agreement to become a permanent one, which he displayed onscreen (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page 75). He reiterated that he and the folks at Rocky Mount have discussed a lot of options, emphasizing a *lot*, over the past several weeks, and that at the end of the day, they would like to continue on with their project, but they also understand that the grant has ended. He displayed a copy of their letter (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page76), explaining their determination of that. Mr. Taylor advised they have indicated they are okay with that, and have yet to submit a few

invoices for purchases made prior to the end date of the grant contract, which he assured them would be honored. They indicated they plan to continue the project using other sources for funding, including the financial reconsideration request process, for their back-up center. Mr. Taylor concluded by stating this grant contract has ended, and it is no longer necessary for any type of grant deadline extension to be considered; staff will perform the final settling up, and that will be the end of it.

David Bone asked Richard Bradford if, since this extension request was tabled at the last meeting, does the Board need to take any action on that, i.e. can it simply expire without a vote. Mr. Bradford replied that since the request has been withdrawn, no further action is necessary. Mr. Bone then asked, "Has it been withdrawn?" Mr. Taylor replied that based upon what the letter states, they have agreed that the contract has ended. "Mr. Bone pressed, "That wording is in the letter?" Mr. Taylor began scanning the letter, which Mr. Bradford said he had not seen—it had not been in the online agenda book yesterday morning when he looked at it. Mr. Taylor apologized for that, explaining that he, himself, had not received copies of both letters until yesterday afternoon. Mr. Bradford then opined that given what the letter does *not* say, then, he would suggest that the recommendation from Mr. Taylor is that the extension request has been withdrawn based upon his understanding from communications with the stakeholders, and the Board can act to withdraw the matter from its agenda, not extend the grant, and it ends of its own accord. He reiterated that the contract expired several months ago, and when a contract ends, it ends.

Mr. Bone said that point was not as clear in his mind at the last meeting, because the extension request was tabled, then asked, if the contract had already expired, why was the request tabled? Mr. Bradford replied it was because there was additional information that the Board wanted, and there was an ongoing conversation between the staff and the applicants, who were not present to answer the Board's questions. Mr. Bone then stated that his understanding of the letter from City of Rocky Mount was not necessarily to withdraw the extension request, which he doesn't believe was explicitly stated, adding that he just wants to make it clear in the proceedings of this Board that if no action is the answer, then that would be appropriate, but he doesn't know if it's clear that they are actually withdrawing their request.

Donna Wright said she wanted to add a little bit to that, too, because one of the things she has noticed from this letter is that they have had a complete shake-up of the people involved in this project. She observed that, to her, that was the biggest problem with the project; it appeared the people running the project were not doing their job. Looking at it from that perspective, she asked if there is a change in leadership that can potentially make the project successful, is this going to make the PSAP successful, which she believes is ultimately the goal of this Board. She added that she completely gets holding them accountable, but it seems to her that finally someone there has stepped up and accepted responsibility for the failure; what can we do to make them successful?

Mr. Taylor asked her to look at the last line of the first paragraph of the letter, which states: "Rocky Mount would ask that the 911 Board support this project by providing funding from our fund balance and through a reconsideration request that will be forthcoming." He said he thinks they agree that this has been a management issue. He related that the folks he spoke with at the first meeting about three or four weeks ago had different leadership than that which attended the Funding Committee meeting and with whom he met earlier this week. He speculated that when you stop and look at all the different pieces and parts of what is taking place, it is evident that they want to continue the project—and that we want to continue supporting it. He observed that the amount of funding in play is small in relation to some other grant requests, around \$166K, adding that as he recalls, we did originally ask that this be done through a funding reconsideration request, but when some grant funding remained available after the first round of grant awards, decided to fund this during the second round. He summarized that he thinks, as he told them, that this particular project up to this point has been a mess...a *real* mess...and suggested to them that perhaps the best thing to do would be to just let it die, adding he thinks they were in agreement with that. He then invited Philip Penny to the podium to offer remarks, since he has been in the middle of all this as well, and while he was making his way there continued by saying they have worked all kinds of possible solutions trying to make this thing successful.

Mr. Penny said he would echo that, having been present at four meetings with Mr. Taylor and his staff since the last Board meeting, while adding that representatives from Rocky Mount are not here today out of respect for this Board because they understand what transpired at last month's very lengthy meeting. He said they agree that this has not been handled properly; the project was not managed in accordance with the requirements of the contract, and they realized that. He said they also realized, through speaking with Mr. Taylor, that there was not even a

nugget of information they could give him that he could present to the Board in a positive light. Mr. Penny added that is not to say that they are giving up on the project, but rather that they are not going to pursue extending the grant contract deadline anymore; that they, himself included, do not expect the Board to extend it. Mr. Taylor noted for the benefit of those who do not know Mr. Penny, that he is the same Philip Penny mentioned in the final paragraph of Rocky Mount's letter. He added that MCP had not been involved with the project until five months ago.

Slayton Stewart enquired if this project is, indeed, eligible for a funding reconsideration request. Mr. Taylor assured him that parts of it are, speculating that what has been accomplished so far—the design work—would not be, and Mr. Penny interjected that is coming out of capital funds. Mr. Taylor further explained that this project involves more than just the back-up center, so many funding sources are being used. He advised that the telephone system has been purchased, and Mr. Penny confirmed that, saying it was purchased from the city's 911 fund balance. Mr. Bone offered that, to further answer Mr. Stewart's question, Rocky Mount brought a financial reconsideration request before the Funding Committee at its last meeting, but action on that item was tabled pending the outcome of today's meeting and also if they had made any adjustments to the scope of their project.

Heather Campbell asked Mr. Penny if, as it appears to her, they do not intend to pursue the same back-up plan that was outlined in their grant request, and they have engaged MCP to come up with an alternate plan. Mr. Penny said no, they are continuing the plan to use Fire Station NO. 7, which has been their intent since 2014. He explained that even though they don't have the grant dollars to complete the project, they are still committed to doing this as a means to provide their long-term back-up 911 center. Mr. Bone offered, by way of clarification, that it has been an evolving situation, and so, when they left the Funding Committee meeting, there was some discussion about whether or not their temporary solution with Nash County could be a permanent one, but since that time they have firmed up their commitment to completing this project. Mr. Penny acknowledged they talked about that at both the Funding Committee meeting and a following meeting with Mr. Taylor and his staff, and about not only a Nash County scenario, but possibly one with Wilson County, or even expanding Martin County's regional back-up center footprint to include Rocky Mount.

Noting that he would like to be sure where we are procedurally, Chairman Boyette offered that we were at a stay at the last meeting, so as he reads it, procedurally, no vote is required; we, as a Board, are accepting the fact that the contract has expired; and we'll move forward with any further requests as they are presented to the Board. Mr. Bradford confirmed that, and Chairman Boyette thanked Mr. Penny for his insights.

**9. NG911 Project Update ESINet/Hosted CPE Timeline—**Technology Committee Chair Jeff Shipp began his update by noting that the next Technology Committee meeting will be held on Wednesday, November 1<sup>st</sup> at 2:00 PM, and all are welcome to attend. He observed that he thinks everyone realized at the PSAP Managers meeting that NextGen is a reality now, and it's upon us. He thanked Brian Smith, and all who were with him there from AT&T, in regards to that. He said their presentation stimulated a lot of attention and many good questions came out of it. He then asked Mr. Smith to come forward to provide an update as part of the committee report in regards to the timeline.

Mr. Smith took the podium and thanked the Board for allowing him to provide this update. He introduced his Director, Tim McCurry, who is over all of the State of North Carolina, and Jean Claude Rizk, who serves a multi-state jurisdiction within AT&T's public safety team, specifically focused on these services, that is directly in line with the State of North Carolina and this project. Mr. Smith said he wanted to offer a very high level feel for the team, because this is a complex statewide procurement, in which multiple teams are involved, but it all comes together in unison and now they are approaching the PSAPs, approaching staff, and working together to accomplish the end goal of getting everyone on the ESINet, and hopefully providing hosted call handling solutions as well.

Turning to his PowerPoint presentation's bullet points, Mr. Smith advised he leads weekly status meetings with the 911 Board staff, observing that actually he's usually at the 911 Board office two or three times a week, staying in touch. He said the intent of those weekly status calls are more working level: what do you need from us, what do we need from you, to keep this project moving forward in the right direction at the right speed. He observed that most of the activities they have built target creating the mechanisms which enable this to scale; there's a lot



of activity now, but we don't see much public evidence of it because we're not at PSAPs today engaged in data gathering. He pointed out that's because we're preparing what we need to do so when that starts to ramp we're ready.

Mr. Smith observed that the PSAP onboarding and approval process is very important to them, so at the PSAP Managers meeting they decided to make it very easy for PSAPs: "Anyone that's interested, raise your hand and say, 'I'm in'—send me an email, send the team an email, send staff an email, and you're on the list, so to speak." He admitted, however, that there really needs to be a check and balance between "You're on the list" versus what's really going to happen in the field, so as the names have come in—they're up to 24 approved names so far, or roughly 20% of the state's PSAPs, which he considers a great number out of the gate—the joint team will discuss them, and if they meet the requirements that the Board and staff have set, they will be green lighted and the team will start the communication process. He speculated that the communication process with those 24 will get hot and heavy beginning next week; reaching out and starting the groundwork with site visits, data collection, etc. He said they want to be sure they get lots of data and understand what a PSAP needs before they move to ordering and implementation.

Turning to the process of communication, Mr. Smith relayed that they have been describing the solution at both NENA and APCO meetings, as well as the PSAP Managers meeting, and have worked together with staff to develop a 'road show' schedule. Spring of 2018 was initially considered as a target time, but they decided that would be a little too late for them to circle back out in the field and talk to the PSAPs that haven't as yet committed, so right now they are looking at the first and second weeks of December to launch that.

Website development was next on the list, and Mr. Smith reported that the joint team decided it would be nice to centrally locate some of these documents that the Board may want to review, that the PSAPs will definitely need, and that the joint team will need. So rather than email, they propose looking at a SharePoint type exercise, maybe—someplace where they can post documents. Some will be public, but others will be private, secured behind a login that will allow PSAP managers to retrieve, populate, and return documents back to the team. He cited as an example the draft data collection document, twenty-four pages of very granular information gathering, noting that allows the team to be prepped and ready when it goes onsite in terms of what equipment the PSAP uses, how is it designed, call volumes, and who it is backing up. He allowed as how that is data the PSAP managers should have access to, but if they don't, then they need to reach out to their incumbent providers, whether it be on the circuit side or the hardware side—AT&T included—to collect some of that data so the team can size and assess what they need to move forward to NextGen.

Mr. Smith displayed a potential Dashboard Report onscreen, observing that it's not glamorous right now, but it is designed to, for example, when they do Technology Committee subcommittee meetings, show at a high level where the project is at the moment. He added that this data pulls from an overall project plan over which AT&T's program manager, Josh Briggs, is riding herd—across AT&T organizations from its public safety team to the joint team, on who needs to be doing what to meet the milestones. Mr. Smith apologized for not introducing Mr. Briggs earlier, whom he knew was participating on line, further explaining that Mr. Briggs will be handling the overall project plan, pulling data into that dashboard view so that they will be able to share, at a high level, where the project stands.

Mr. Smith next addressed timelines and acceleration plans, which he characterized as being "...what everybody's really interested in." He said that based upon the data they have right now they expect the first PSAP to be onboard the ESINet in April of 2018; hosted call handling available beginning August of 2018. He suggested that the obvious question there is, "Why the difference?" To that end, he explained that the ESINet solution is a national AT&T offer that was being built long before North Carolina's RFP was ever released, so they had been building solution and getting process ready, and as it happened, when the RFP was released, they had a 'fully baked' solution and offer that they could put in the bid and explain. He observed that we're getting the benefit of all the work they've done in the past to get that market ready, so to speak.

He noted that hosted call handling, however, was built from scratch—is being built from scratch—and is a custom offer for the State of North Carolina. He added that by design, what they settled on with the evaluation committee, was that it will be in two of their central offices, which are geo-redundant—one in Raleigh and one in Columbia SC. He observed that since they are central offices, they are secure by nature, but they've got to reserve space,



they've got to cage it, they want card access—i.e. it will be locked down tight. Mr. Smith added that dual circuits and networks have to be built, not only for those to default to, but to talk to the ESINet as well, noting that there are lots of “network feet on the street” right now getting that work done—and that's why that date is August. He admitted that initially that date was further out, to be honest, but Mr. Taylor and Mr. Bradford had very politely asked them to accelerate it if at all possible, so they took it to heart, and they were able to move it up.

Mr. Smith opined that the biggest hurdle at the moment is the time of the year, because, as his Telco brethren would probably agree, as you hit November and December, there are typically a lot of blackout periods, a lot of network grooming; new orders cease as maintenance and other activities take place at a network level. He speculated that had the bid been wrapped up earlier and awarded earlier, and we were in the summer months, he thinks we would see a much better date because we would have had a long lead time this year in which to get a lot of work done. He advised that in their commitment to this project, however, they are still looking at ways to consolidate the timeline between now and when all those blackout periods start, to try to pull August in as fast as they can. Observing that because they don't want to leave PSAPs who are in dire need of hosted CPE services hanging until August, he relayed that they have worked with their partners West and Airbus to offer up their solutions to those PSAPs; it is not a general solution—if someone can wait, then they will wait until they are onboarded in the normal process for a hosted solution. He added they will work with staff to identify which PSAPs are in such dire need, and will approach them with this interim solution, which is basically CPE-based today but with the ability to easily migrate to the ESINet solution in the future. He observed that where technology is at the moment it's not a total rip and replace and start over; blade servers, basically, can be reconfigured to function in a hosted environment rather than a local CPE environment. Mr. Smith speculated that there may be a few PSAPs that want to take advantage of that to get their aging equipment decommissioned and get onto a solid platform. He then opened the floor to questions.

David Bone asked what are the lessons AT&T has learned in other states, in how many states they have implemented such projects, and where do they stand on the timelines with those other states—have they been able to meet the deadlines in those other states? Jean Claude Rizk responded, asserting they have done this in a number of different states, with a tremendous amount of lessons learned, whether it be migrations from originating service providers to terminating directly into the ESINet to engagements with PSAPs—PSAP readiness, data gathering and discovery, etc. Regarding that, he explained that meeting the milestones they have put in front of North Carolina is very much dependent upon how quickly they get in front of PSAPs, how quickly they can gather the data, and how quickly they can ensure the data gathered is accurate and complete. He stated he thinks that is a very large trigger in terms of being able to ultimately deliver a service to a given PSAP. He added that, as Mr. Smith had mentioned, one of the lessons learned is that custom ESINets that have been built in the past were good, but came with unique challenges in terms of long term management, which is why AT&T has invested so heavily in developing this national infrastructure. Elaborating upon that, he observed the ability to standardize and give a consistent and reliable approach to operations and delivery really helps you meet your milestones.

Returning to his earlier question, Mr. Bone again asked if they have met their deadlines or suffered delays in other states that we need to be aware of. Mr. Rizk replied that both have taken place, quite candidly, but each one was unique in terms of their own deployment. Mr. Bone offered that he thinks one of the crucial things with this is developing a relationship with each individual PSAP, and as a Board member he would like to hear, down the road at the appropriated time, some feedback from a PSAP or two at a Board meeting about how that process is working for them.

Mr. Taylor responded that is one of the biggest concerns the state team has talked about, but before elaborating on it, said he wanted to offer kudos and thanks to Mr. Rizk for responding, as Mr. Smith alluded to earlier, to his and Mr. Bradford's concerns about timelines, stressing how thankful he is for that response. Returning to the state team's discussions, he advised one of the things they talked about was having a location where PSAP managers could access forms, access documents, or simply access information, as Mr. Smith mentioned. He said he and Tina Bone and Mr. Smith met with the web development folks at DIT about configuring a part of our web page to that end, and will be meeting with some additional folks this coming week to help them with the development part. He speculated the result will allow PSAP managers to complete information documents online, and once they hit the submit button, those documents would be delivered to both he and Mr. Smith so they're not exchanging emails and stuff—a very automated process. He added that, like Mr. Bone, he wants to hear anything that's *not*

positive so it can be taken care of, and if something can be done better, he wants to do better, and he thinks the folks from AT&T are committed to that as well. Saying he's looking forward to the process, he remarked that to date, the teams on both sides of the table have worked well together, and the third leg of the three legged stool here is the PSAPs, and that's what's going to make this work.

Mr. Rizk, in turn, commended staff for being very receptive as AT&T's team has talked about best practices that they've seen, establishing the 'road shows' in December, etc., underscoring how communication is really the key to the success of these types of projects because they all realize that the types of data being requested may be very easy to gather for some, but may be a challenge for others. Mr. Bone asked if the 'road shows' are going to be done regionally or with individual PSAPs. Mr. Rizk replied they will be done regionally, with the intent right now to establish at least four locations spread across the state and advertise those to *all* PSAPs, noting that any PSAP is welcome to attend one, two, three, or all four of them. He suggested that as valuable as the presentation materials will be, they find that often the question and answer process and peer discussion is of at least equal value.

Mr. Bone asked Mr. Taylor to make Board members aware of the dates for the 'road shows' so they can attend. Mr. Taylor advised they will be using the same regional areas they have already established for the regional PSAP Managers meetings. Donna Wright speculated that another thought might be to have one or more of them coincide with an APCO/NENA meeting. Heather Campbell suggested one could also be consolidated with one of Chairman Boyette's PSAP visits.

Chairman Boyette asked if there were any further comments. Jeff Shipp noted that we pressed AT&T pretty hard on speeding up the timeline and commended AT&T for coming up with alternatives during the interim in regards to that. He reminded everyone that, as they may recall from the selection process, other providers' proposed solutions involved a huge capital outlay up front, in advance, but AT&T is not being compensated until we start putting in PSAPs, so he's sure they're just as excited and eager to bring PSAPs onboard the network as we are. Chairman Boyette recognized Tim McCurry, AT&T's Director for the State of North Carolina on the sales communication side, and as he was making his way to the podium, Chairman Boyette observed that he has received outreach from AT&T's executive staff about this project and their commitment to it, and thanked Mr. McCurry for that.

Upon reaching the podium, Mr. McCurry introduced himself and assured all that this effort is in very capable hands with Mr. Smith leading the charge from a meeting standpoint and Mr. Rizk leading it from a technical infrastructure standpoint. He added, however, that this project has visibility within AT&T all the way up to their recently named CEO of AT&T Communications, John Donovan. He advised they also have an executive officer, in addition to Mr. Donovan, assigned to North Carolina—Randy Cook—who will ensure that roadblocks, whenever they appear, will be removed or expedited as quickly as possible.

**10. Education Committee Report 911 TC Training Summit Update**—Education Committee Chair Jimmy Stewart recalled that everyone on the Board was sent an email from Ryan Chambers of the Denise Amber Lee Foundation to appeal an Education Committee ruling, based upon the committee's understanding of the North Carolina 911 statute [NCGS 143B-1400], concerning a class for which the foundation was seeking funding (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page79-80). Mr. Stewart then pointed out that since the foundation is not a PSAP, it has no standing to make an appeal to the committee, as explained by Board Counsel Richard Bradford; it takes someone from a PSAP to appeal to the Board. Mr. Stewart advised that Mr. Chambers understood that once it was explained to him. Mr. Stewart added that the committee does not discount the value of the class Mr. Chambers was asking the 911 Board to fund, and also allowed that perhaps in the past some classes may have been approved for funding that shouldn't have been approved under the statute. He related that the committee is going to re-examine the list of approved classes to determine if any fit that description, and if so, remove them from the list.

Mr. Stewart next reported that a good part of the open forum on the last day of the PSAP Managers Conference concerned stress management and critical incident stress debriefing (CISD). He observed that CISD is a resource that in North Carolina fell under the purview of EMS for a long time—from the late 1970s through the early 1990s—headed mostly by Councils of Government under the EMS project planning system. He advised that those funds, however, dried up, as did many of the CISD teams, because a lot of the project planner positions

went away; the ones that still have project planners still have CISD teams. He pointed out that a lot of areas are saturated with those resources, but conversely, a lot of areas have absolutely nothing. Mr. Stewart said he promised the attendees that he would start looking at those resources to see where they lie, no matter where they lie, because communications personnel suffer critical incident stress just as much as anyone else does, adding that he personally knows of several instances where that has happened to people he works with. Mr. Stewart offered that although local resources may have gone away, he understands that resources exist in other arenas, such as some federal resources that Greg Hauser is familiar with, so they're going to collate these resources into a single list where PSAPs can access this help when they need it, and are going to get started on that very soon.

Mr. Hauser noted that this week there was a meeting of the Statewide Interoperability Executive Committee (SIEC) in Greensboro at which the same topic came up under a regional initiative through the western part of the state. He related that they also are seeing the need for CISD in their PSAPs, and that there were some good resources at that meeting such as NCSHP and the Fire Chief's Association who are all engaged and are looking for someone to step up and lead the charge on that. He advised that the recommendation which came out of that meeting was to get representatives from each program together and "...take the best out of that situation," noting there was a lot of good feedback through that. He related that SIEC is engaged and is willing to work with this Board or the Education Committee or whomever wants to step up.

Mr. Taylor interjected that one of the things he and Mr. Stewart, who both were early adopters and proponents of CISD back when it was started by Dr. Bray, talked about at the last Education Committee was this issue and how it is such a shame that it has fallen by the wayside in some areas. He said that got him thinking about it, and it is one of the items he plans to include in the upcoming Board work session. He hypothesized that maybe it could be another statewide project that the Board could underwrite and help fund, but he doesn't know yet; he thinks it's maybe something this Board could get behind and really make a difference. Mr. Hauser concurred, noting that there is some crossover there, such as between this year's goal of improving telecommunicator retention and the role stress plays in that; that part of the reason they suffer stress is having to work three different jobs to support themselves.

Mr. Stewart mentioned that the Community College System has always been a great resource for training on these systems, and he's thinking maybe we can turn to them to offer training in critical incident stress management that is more thorough and detailed than can be offered in a 4-hour class, perhaps something more like 16 or 24 hours' worth. Adding that they are able to put it online for every telecommunicator to access, Mr. Stewart speculated that we have people on the Board, such as Donna Wright, who know their way around that. Ms. Wright commented that after the bus wreck she talked about at the top of the meeting the first step she took for her county as a whole was to bring in a team from the Red Cross, which has a deployable CISD team, and they were there for everyone within 48 hours of the incident. She recommended that as an excellent resource already out there—and free.

**11. Proposed 2018 Meeting Dates**—Mr. Taylor displayed a list of the proposed meeting dates for 2018 onscreen, (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page 82) along with their locations, advising they will be voted on at the December Board meeting. He encouraged everyone to check their calendars to identify any potential conflicts. He also asked everyone to take note of the September 11 meeting, which is on a Tuesday so it can be held at the annual NC APCO/NENA conference in Cherokee.

**12. Standards Committee Recommendation for Life Cycle Best Practices**—Standards Committee Chair Donna Wright drew everyone's attention to a draft document displayed onscreen (please see <https://files.nc.gov/ncdit/documents/files/10202017%20Agenda%20Book-1.pdf> page84-85) which was actually started under Laura Sykora when she was the Standards Committee Chair. Ms. Wright explained they broke up the allowable expenditures list and tried to determine best practices for PSAPs to follow when replacing these pieces of equipment. She offered it will allow PSAPs to build a true technology plan, as this Board has discussed in the past, as well as laying a foundation for the PSAPs to use in their financial planning, and it is being brought before the Board as a committee recommendation for adoption. Chairman Boyette opened the floor to discussion, and hearing none, called the vote. The recommendation carried unanimously.

Mr. Taylor interjected that before getting off of the topic of standards, he wanted to touch upon the difficulties some PSAPs are having meeting the diverse routing requirement for 911 trunks during their peer reviews. He offered that in some areas it's no problem, but in others it's a real challenge—in fact, the ESINet team has discovered that similar challenges are going to face some PSAPs with the ESINet implementation. He speculated that construction costs to meet that requirement could easily exceed \$200K, and he thinks this Board should implement a waiver request for PSAPs to use in such a case, because of the high costs involved. He said he's of the opinion that if the cost is over \$100K that would be cost prohibitive enough to qualify for a waiver. Ms. Wright agreed, saying she is presently waiting for a quote for diverse routing to her PSAP and has been told it could be anywhere from \$2K to \$200K. Ms. Wright made a motion to accept Mr. Taylor's recommendation of \$100K as the amount above which a PSAP could be eligible to apply for a waiver; Sheriff Hagaman seconded. Chairman Boyette opened the floor to discussion, and Chuck Greene mentioned that the committee had actually considered accepting main routing over fiber and diverse routing over copper, but discarded that idea because any copper would have to be over-built with fiber once connection was made to the ESINet.

Chairman Boyette called the motion, which carried unanimously.

**Other Items**—Chairman Boyette reminded everyone of the upcoming committee meetings on the last page of the agenda, and said that as soon as everyone receives the information regarding the grant extensions from Mr. Taylor he will call an emergency meeting.

Mr. Taylor reminded everyone of the upcoming work session and Board meeting in December in Wilmington, advising that Ronnie Cashwell will be contacting everyone about hotel reservations, etc.

**Adjourn**—Chairman Boyette adjourned the meeting at 12:09