North Carolina 911 Board Meeting MINUTES Cole Auditorium Richmond Community College 1042 W Hamlet Ave, Hamlet, NC January 26, 2018 10:00 AM – 12:00 PM

Members Present	Staff Present	<u>Guests</u>
David Bone (NCACC) Martin County	Niki Barnes (DIT)	Ron Adams, Southern Software
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT)	Randy Beeman, CCES
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	Dawn Belk, RCES
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Andrew Grant (NCLM) Town of Cornelius (WebEx and phone)	Pokey Harris, (DIT)	Alicia Butler, RCC
Chuck Greene (LEC) AT&T	Danette Jernigan (DIT)	Nikki Carswell, Iredell 911
Len Hagaman (Sheriff) Watauga County	Gerry Means (DIT)	Stephanie Conner, Surry Co 911 (and guest Kevin Conner)
Greg Hauser (NCSFA) Charlotte Fire Department	Marsha Tapler (DIT)	Allen Cress, Rowan Co 911 (and wife Bonnie Cress)
Jeff Ledford (NCACP) City of Shelby PD (WebEx and phone)	Richard Taylor (DIT)	Susan Davis, Mooresville PD
John Moore (VoIP) Spectrum Communications (WebEx and phone)		Samantha Dutch, Scotland Co 911
Niraj Patel (CMRS) Verizon (WebEx and phone)		Mike Edge, Scotland Co 911
Mike Reitz (APCO) Chatham Co 911		Bill Gibbs, Lincoln Co
Jeff Shipp (LEC) Star Telephone		Del Hall, Stokes Co 911
Jimmy Stewart (NCAREMS) Hoke Co 911		Kevin Hardy, Boone PD 911
Slayton Stewart (CMRS) Carolina West Wireless		Monica Howard, Hendersonville PD
Amy Ward (LEC) CenturyLink		Bridget Kleine, Boone PD 911
Donna Wright (NENA) Richmond Co Emergency Services		Scott Lambert, Gaston Co PD
		Brian Land, Richmond Co
		Tricia McKnight
		Allen Moore, Rocky Mount
		Christine Moore, Guilford Metro 911
		Tammy Myers, Davie Co 911
		Melanie Neal, Guilford Metro 911
Members Absent	Staff Absent	Rodney Pierce, Davie Co 911
		Laurie Piché, OCES
		Valecia Pike, Columbus Co 911
		David Poston, CMPD

Lisa Reid, Fayetteville 911
Ronnie Rombs, Lincoln Co 911
Holly Russell, RCC
Myron Shelor, Gaston Co PD
Bob Smith, RCES (and guest Crystal Smith)
Brian Smith, AT&T
Jerry Spruill, Mooresville PD
Candy Strezinski, Iredell 911
Misty Tabor, Swain Co 911
Robbie Taylor, RCC
Travis Wilkerson, RCES
WebEx Guests
Byron Burns, CRS
Robert Davie, Warren Co
David Dodd, DIT retired
Brian Drum, Catawba Co 911
Mary Duncan, Halifax Co
Greg Ellenberg, AT&T
Brad Fraser, Shelby PD
David Gay, Durham EC
Terry Grayson, Shelby PD
Cynthia Hines, Hines Trucking
Beth Jones, Iredell Co
Heather Joyner, Halifax Co 911
Jim Lockard, FE
James McGuinn, Polk Co Comm
Jonathan Nixon, Perquimans Co
Christy Shearin, Franklin Co 911
Linda Smith, RCC Graduation guest
Corinne Walser, MEDIC 911
Doug Workman, Town of Cary 911
Buddy Wrenn, Halifax Co EM

Call to Order—Chairman Boyette called the meeting to order at 10:00 AM, thanking everyone for attending and thanking Richmond Community College (RCC) for its hospitality. He then recognized Richmond County Manager Brian Land for some welcoming remarks. On behalf of the employees, staff, and Board of Commissioners of Richmond County, Mr. Land congratulated the graduates of the first PSAP Executive Management Program class at RCC. He thanked the 911 Board for providing the grant funding which has enabled Richmond County to construct a new, state of the art emergency management complex facility and to consolidate the dispatch centers of the Sheriff's Office, Rockingham PD, Hamlet PD, and the county's E911

Primary PSAP into one location. Mr. Land also extended the sincere appreciation and gratitude of the citizens of Richmond County to both the graduates and the members of the 911 Board for all they do.

Roll Call—Mr. Taylor called the roll of participants expected to be participating on the phone. Board members Andrew Grant, Niraj Patel, and John Moore all responded verbally, and although Jeff Ledford did not, Mr. Taylor observed he was currently logged into the WebEx portal. Mr. Taylor also asked non-board members James McQuinn, of Polk County, Jonathan Nixon, of Perquimans County, and Jim Lockard, of Federal Engineering if they had joined; all responded they had.

- 1. Chairman's Opening Remarks—Chairman Boyette related that he has been continuing his PSAP visitations and enjoying them very much. He thanked other Board members who have been able to attend those visitations with him, and encouraged all to participate whenever they can. He then introduced two new 911 Board staff members: Niki Barnes and Gerry Means. Mr. Taylor remarked that Ms. Barnes comes to the staff with eighteen years' customer service experience at the Department of Revenue, and whom the fiscal staff is happy to be training to learn her new duties. He said that he has been trying for years to get Gerry Means to join the staff, reminiscing that when Mr. Means first came to work for the state at ITS they had worked in adjacent cubicles, and he was instrumental in helping Mr. Taylor understand all the features of the then-new VoIP phones that had recently been introduced there. Noting that Mr. Means has also worked with AT&T, Mr. Taylor advised he will be working as a network engineer. Having been a part of the ESINet evaluation team throughout the NG911 project, Mr. Means had shared with Mr. Taylor that he would really like to "be a part of this", so Mr. Taylor was more than happy to oblige.
- 2. Ethics Awareness/Conflict of Interest Statement—Chairman Boyette read the Ethics Awareness/Conflict of Interest Statement printed in the agenda. Chuck Greene offered that he felt he would have a potential conflict with agenda item 8b, so he would be recusing himself from that funding reconsideration request.
- 3. Recognition of the First Graduating Class of the PSAP Executive Management Program—Mr. Taylor stepped to the podium and spoke to what an exciting day this is, not only for the graduates, but also for the 911 Board. He reviewed the history of both the conception and implementation of RCC's PSAP Executive Management Program, not just a generic approach to PSAP management, but a program deliberately focused on 911 PSAP management in North Carolina. He specifically credited Education Committee Chair Jimmy Stewart and Standards Committee Chair, Richmond County's own Donna Wright, for recognizing and promoting RCC as the perfect partner for such an ambitious endeavor. Mr. Taylor stressed that the result is a genuine college-level class, not just a continuing education type of class demanding only an hour or two a week, speculating that probably every one of today's graduates discovered that as soon as they took the entrance exam they had to pass just to be able to enroll. He thanked RCC's Dr. Robbie Taylor and his team for the terrific job they did in building the course—and the "classy brochure" to go with it, which he displayed onscreen. He reiterated kudos to all who contributed to putting together such an awesome program.

Mr. Taylor invited Dr. Taylor to the podium to offer remarks. Dr. Taylor reflected upon how challenging it had all seemed at the outset, going across the state with surveys to look at what people wanted or needed, but it all came together. He recalled that he told everyone at the beginning that there would be an academic rigor; it would be difficult; it would be evaluated; it became 270 hours of work, reading and writing papers, doing research, truly college-level training. He thanked his staff, as well as Tina Bone from the 911 Board staff and Donna Wright and Jimmy Stewart from the 911 Board, for the great job they did putting everything together. He also thanked everyone for allowing RCC to provide this training, adding that they should not hesitate to contact RCC to provide additional similar training in the future.

After thanking Dr. Taylor for his remarks, Mr. Taylor added that he felt it was important to point out that this training was provided at no financial cost to the students, which speaks volumes about the cooperation and collaboration between the 911 Board and RCC; that it is a great partnership between two great agencies that everyone should be proud of. He then asked Secretary of the Department of Information Technology (and 911 Board Chair) Eric Boyette and Dr. Dale McGinnis, President of Richmond Community College, to come to the podium to present the graduates with their certificates of completion.

Secretary Boyette observed that when he first started with the 911 Board he noticed that there was a lot of effort being put into this topic which was becoming more and more focused, and now we can see the results. He personally thanked everyone who played a role in making this day happen, observing that within the 911 community, partnership is what it's all about. Dr. McGinnis said he was honored that RCC was chosen to host this program, praising the great team led by Dr. Taylor that made it happen. He added that he looks forward to the day when every county in the state enjoys the prepared, trained expertise that this program provides. He also said that he wanted to thank the members of the 911 community for the work they do every day, keeping people from harm, and thanked the graduates for all of the time they have invested in this. Dr. McGinnis also reflected that RCC looks forward to building upon this inaugural class on an annual basis and across the state, and that RCC is in it for the long haul.

Mr. Taylor first displayed a sample blank certificate of completion onscreen, and as Secretary Boyette began calling graduates up by name and Dr. McGinnis presented them with their certificates, Mr. Taylor displayed a copy of that individual graduate's certificate onscreen. The graduates who were able to be present for the ceremony were:

Stephanie Conner – Surry County Allen Cress – Rowan County William Gibbs – Lincoln County Ronald Hall – Stokes County Kevin Hardy – Town of Boone Monica Howard – City of Henderson Bridget Kleine – Town of Boone James Lambert – Gaston County Tricia McKnight – Hoke County Allen Moore – City of Rocky Mount Tammy Myers – Davie County Laura Piché – Orange County Rodney Pierce – Davie County Valecia Pike – Columbus County Ronald Rombs – Lincoln County Myron Shelor - Gaston County William Smith – Richmond County Misty Tabor – Swain County

The graduates who were unable to attend the ceremony were:

Christi Colbert – Yadkin County
Wanda Hall – Jackson County
James McGuinn – Polk County
Marty McGuinn – Polk County
Tobie McPherson – Pasquotank County
Chanda Morgan – Haywood County
Teresa Ogle – Madison County
Mark Von Behren – City of New Bern
Nancy Williams – City of High Point

Mr. Taylor pointed out that, as evidenced by this list, folks just about "from Murphy to Manteo" participated, and congratulated everyone once again. At approximately 10:30 Chairman Boyette called for a break to allow the graduates to assemble for a photo session. At approximately 10:45 he reconvened the meeting, observing it was great to see the number of graduates, and, as they were discussing in the hall, how he hopes to increase those numbers going forward.

4. Public Comment—Chairman Boyette read the invitation to public comment printed in the agenda, and Captain David Poston, Communications Division Commander, Charlotte-Mecklenburg Police Department (CMPD), stepped to the podium and introduced himself. He began by thanking the 911 Board, its staff, and all of

the 911 PSAP managers from across the state for what they do. He related that CMPD experienced a very serious incident on January 11th at 10:49 in the evening: a homicide suspect showed up at their headquarters, where their communications center is located, and engaged one of their tactical units in a firefight right outside the windows where the communications center folks were working. He advised it was, obviously, an extremely stressful event, and many of the people present here today reached out to make sure the communications center staff members were okay, following up on stress the incident involved. He continued that the communications center staff had hardly had a chance to catch their breath when that weekend four York County, SC, Sheriff's deputies were shot, one fatally, and CMPD's people had to turn around and assist with that incident, providing an aviation unit for medical evacuation to Carolinas Medical Center. He observed his team has had a very difficult time, but the family of folks in communications centers across the state has been wonderful. He added that he wanted to take a moment to thank everyone for that and to ask for a moment of silence for the York County Sheriff's Office. Before observing the moment of silence, he noted he wanted to especially thank Greg Hauser, who can attest to the fact that it was quite a firefight, as his own staff people were leaving the building just around the corner when the firefight erupted. Capt. Poston also observed that CMPD roll call had happened at 10:45 PM. so if the ambush had been ten minutes earlier or ten minutes later, his arriving or departing staff would have been caught in the ambush, so it really affected them. Chairman Boyette called for a moment of silence. Once it had been observed, Chairman Boyette pointed out this brings back the importance of what all of us do, and the people that we try to help and support, and thanked Capt. Poston for those comments.

- **5. Consent Agenda—**Mr. Taylor reported he had distributed the minutes of the December 2017 911 Board meeting earlier in the week, as well as a summary of the 911 Board work session event the preceding day, and has not received any comments or requests for corrections, so he is accepting them as presented. He then moved to the financial report on the Grant Fund, the NG911 Fund, the CMRS Fund, and the PSAP Fund (please see https://files.nc.gov/ncdit/documents/files/01262018%20Agenda%20Book-1.pdf pages 73-76 for amount details). Some discussion followed regarding PrePaid income consistency, then Jeff Shipp made a motion to approve the Consent Agenda as presented, Donna Wright seconded, and the motion carried unanimously.
- 6. Election of 911 Board Vice Chair for 2018—Donna Wright nominated David Bone to serve as the 911 Board Vice Chair for 2018, and Slayton Stewart (and several others, simultaneously) seconded the nomination. Chairman Boyette asked if there were any other nominations or comments, and Mr. Bone shared that he has been honored to serve for the last year and is very humbled to be nominated for next year. He stated he is very proud of the work this Board has done, as well as the PSAP and TC communities and all the work they do on a daily basis. Hearing no further comments, Chairman Boyette asked for a motion to close the nominations. Donna Wright so moved, Heather Campbell seconded, and the motion carried unanimously, effectively giving Mr. Bone the job.

7. Executive Director report

- a) 911 Board Staff Org Chart—In response to a request made at the December 911 Board meeting, Mr. Taylor presented onscreen an Organizational Chart relative to 911 Board staff. As he moved through the flowchart style graphic onscreen he verbally stepped through the chain of command, detailing every 911 Board staff person's position (please see https://files.nc.gov/ncdit/documents/files/01262018%20Agenda%20Book-1.pdf pages 84-88) within it, as well as currently vacant positions.
- b) 911 Fee National Discussion—Reflecting upon his many years' involvement with NASNA, the National Association of State 911 Administrators, Mr. Taylor related that his counterpart in Michigan, Harriet Miller-Brown, had asked several members to provide her with their annual 911 expense numbers drawn from this year's FCC Net 911 report to help her supply figures to her state legislators regarding debate going on there concerning Michigan's 911 costs. Mr. Taylor displayed her emailed request onscreen, followed by tables from that FCC report (please see https://files.nc.gov/ncdit/documents/files/01262018%20Agenda%20Book-1.pdf pages 89-94), then explained how every state has its own laws regarding 911, which vary widely, and how the numbers associated with each state can mislead if those differences aren't accounted for. Taking into account 911 related costs which are not eligible for payment using 911 funds, as well as eligible costs, he reported that in 2015 North Carolina's total cost exceeded \$109M, adding that the bulk of that is in personnel costs. He also added that it breaks down to \$11.47 per capita, which is pretty close to the national average of \$10.97.

Mr. Taylor reiterated how some states use 911 funds for expenses that other states do not allow, and Mr. Bradford spoke to how the tables Mr. Taylor displayed onscreen can be very misleading without considering those distinctions.

- **c) Board member orientation—**Mr. Taylor announced that Board member orientation will take place on Wednesday, February 21st at Phillips Building. He noted that Amy Ward and Mike Reitz will participate as new Board members, and Niki Barnes and Gerry Means will participate as new staff members.
- **d)** Rowan County grant extension request—Mr. Taylor reported that Rowan County has requested a grant extension until March 31, 2018. He briefly reviewed the request, then announced that the staff recommendation is to approve it. Donna Wright made a motion to approve the request, Heather Campbell seconded, and the motion carried unanimously.
- e) Request for appeal from Randolph County—Mr. Taylor reported that Randolph County has filed an appeal contesting the 911 Board's overflow position policy. He stated that the staff recommendation is to send the appeal to the Funding Committee so that it may hear directly from requestor Keena Heaton and formulate a recommendation to bring back to the full Board.

8. 911 Funding Committee report

- a) Perquimans County funding reconsideration request—Funding Committee Chair David Bone explained the request from Perquimans County for funding reconsideration, then advised that the committee recommendation is to increase the county's 2018 funding to \$332,853.59. He opened the floor to questions, advising that a county representative was available to answer any, as well as staff. Hearing none, he reminded everyone that a committee recommendation comes before the Board as a motion requiring no second. Chairman Boyette called the vote, and the recommendation carried unanimously.
- **b)** Polk County funding reconsideration request—Mr. Bone explained the request from Polk County for funding reconsideration, then advised that the committee recommendation is to increase the county's 2018 funding to \$368,606.23. Again advising a county representative was available to answer questions, as well as staff, he opened the floor to questions. Hearing none, Chairman Boyette called the vote, which passed unanimously.

Before closing his report, Mr. Bone commented on other initiatives the Funding Committee is working on, including development of a funding reconsideration policy to provide PSAPs with better direction about this process. He added the committee continues to work on simplifying funding policies for implemental functions, addressing, and information technology, presently focusing on the addressing portion of that.

Mr. Taylor interjected that he had just been made aware that the Department of Corrections provides telecommunicator chairs at a substantial discount—around \$900 each—and they are 24/7 chairs rated up to 450 lbs capacity. He added that they may be purchased in bulk and delivered as needed without incurring delivery charges. He has been provided with a sample chair, which he intends to offer to a PSAP for testing. Donna Wright immediately volunteered to test it, observing she has some very opinionated TCs who will not hesitate to say whether they like it or not, and if not, why not. Mr. Taylor noted that he believed such chairs normally cost in the range of \$1200-\$1400, and was quickly corrected that the price usually runs \$1800-\$2200 these days. He then observed that underscores the fact that this represents a considerable savings, and since they can be purchased in large quantity, warehoused, and delivered at no charge, the Funding Committee will be looking at this closely as a way to save PSAPs money.

Mike Reitz asked if they were upholstered in fabric or leather, observing that fabric typically doesn't hold up as well, retaining not only dirt, but also odors; Ms. Wright immediately concurred. Mr. Taylor observed the sample chair is upholstered in fabric, but he thinks that modification could be made, and Mr. Wright speculated that even "fake leather" would likely be better than cloth. Mr. Bradford added that the chairs have a 10-year warranty. Jimmy Stewart asked if they come in different sizes, noting that some seats are narrower than others, and Mr. Taylor assured him these are well proportioned. Chairman Boyette offered that DIT has bought many for its staff and is

very pleased with them, observing they are, indeed, good quality chairs. He also added that since they come from DOC, warranty claims are easy to process, since they possess all the necessary records.

- **9. Grant Committee report**—Grant Committee Chair Slayton Stewart reported that the committee met on January 19th with all committee members present, as well as Mr. Taylor, Mr. Bradford, and Marsha Tapler, whereupon they reviewed the seven applications which had been received during the 2018B cycle representing a total of \$20,681,675 in requests. He observed that while some of the applications did not follow the priorities established by the 911 Board, the committee still considered all that were submitted, while focusing on the two main priorities: PSAP consolidations and regional back-up initiatives. Recalling prior Board discussions about applications lacking sufficient detail, he noted that these were no exception, containing in whole or in part: poor explanation of funding priorities; lack of planning for future expenses, including many recurring costs; lacking or limited long-term technology plans; limited or no detail regarding project evaluation plans; lack of clarity on agreements of responsibility between agencies that often don't match the application details. Mr. Taylor then displayed onscreen the committee recommendations to the 911 Board for its consideration in awarding grants for the 2018B cycle, as Mr. Stewart spoke briefly about the determination of each:
 - Beaufort County Mr. Stewart explained that Beaufort County's request for approximately \$4.2M was to pay for Viper radio implementation and reinforcement of a tower for VHF paging. He observed that while the committee thinks it a worthwhile project, none of the expenses represent eligible use of 911 funds, the county is not investing any resources towards the project, and the project does not enhance the state 911 system, therefore the committee does not recommend awarding the grant.
 - Franklin County Halifax County Warren County Mr. Stewart explained that these three counties submitted individual grant requests in coordination with each other. He pointed out that although Halifax County received a \$2M grant in 2017 to build a regional back-up center, no funds have been expended on that grant to date and progress reporting has been sporadic, indicating there is little to no progress on that original grant project, yet the county is requesting another \$9.6M during this cycle for a regional backup center to serve Warren and Franklin counties as well. He added that Warren County has requested approximately \$780K to purchase equipment to locate at that proposed regional back-up center, and Franklin County has asked for approximately \$1.2M for a radio upgrade expansion while acknowledging receipt of a funding reconsideration related to this grant application. He observed that in reviewing the three applicants' applications together, it appears that coordination among them has been minimal and the committee questions the level of participation of each as demonstrated by the limited specificity and generic wording in the memorandums of understanding (MOUs). Therefore, the committee recommends that the 911 Board Executive Director meet collectively with the county managers and the PSAP managers of the three entities to facilitate a better detailed plan to create a regional back-up center. The committee recommends retaining \$3M in the grant fund in anticipation of awarding funding for these three grants if discussion with the counties is successful.
 - Iredell County Mr. Stewart advised that Iredell County is requesting approximately \$4.3M towards relocating the primary PSAP and regional back-up center to a newly constructed public safety complex. He added that Iredell County provides regional back-up for Wilkes and Alexander counties, and its funding request is for partial construction costs and technology needs for the PSAP and the Emergency Operations Center (EOC). He observed that request includes equipment related to twelve telecommunicator positions, although the current staffing authorization is for only nine positions based upon the 911 Board Overflow Position Policy. With that in mind, the committee modified the grant award to be based upon nine positions, and coupled with other adjustments (listed in detail in a table onscreen), recommends awarding \$2,360,825 to fund specifically identified items. Additionally, he noted that contingency fees on the construction cost of \$966,000, the technology costs of \$2,071,363 and back-up costs of \$4,050 are not included for the consultant fee calculation. He then stated that the committee's total recommended grant award to Iredell County is \$2,360,835.
 - Robeson County Mr. Stewart reported that Robeson County requested approximately \$339K to fund non-eligible radio expenses for their back-up PSAP, with a total project cost of nearly \$1.5M, including eligible 911 fund expenses paid from fund balance. He said the committee recommends awarding \$339,065.
 - Wilson County Mr. Stewart related that Wilson County requested approximately \$158K to fund non-911
 eligible expenses to upgrade its radio consoles at the primary and back-up PSAPs to the Viper radio
 master site. The committee recommends awarding \$157,913.

Speaking to the areas where most of the applications were weak, Mr. Taylor noted that the Standards Committee is already looking at providing technology plan development guidance for the PSAPs, one of the most glaring weak spots. As another example, he also observed that the intention of questions about recurring costs in the applications, frequently answered with something like, "Recurring costs will come out of the 911 fund," is to have the recurring costs identified and quantified so that the PSAP can budget for them, not just to say where the money will come from. He added that another weak spot is MOUs; that the MOUs between agencies tend to be very vague, but instead, need to be very detailed, describing who bears what responsibilities, what the expectations are for each of the parties, etc. He expressed his intention to encourage applicants during the next grant cycle to be aware of these weak points; to contact staff for help in understanding what the Grant Committee needs to see in each application in order for it to receive a favorable review. He noted it is not the number or words used to complete the application, but rather the amount of specific, detailed information those words convey, that results in a grant award.

Discussion among Board members followed regarding the determinations the Grant Committee had made. Mike Reitz asked if the reduction in funding offered to Iredell County, based upon the 911 Board policy regarding allowable overflow position funding, could be reversed if the Board revised that policy pursuant to Randolph County's outstanding appeal of that policy, i.e. would the Grant Committee reconsider that reduction and possibly reinstate that amount in a revised award recommendation. Mr. Stewart expressed confidence that the committee would reconsider. Donna Wright suggested compiling successful grant applications in one easily accessible location to cite as examples of what information is being sought; perhaps offering a course on the topic rather than just directions; maybe having successful applicants serve as mentors to guide new applicants through the process. Chairman Boyette mentioned that he sees many MOUs and agrees that many leave room for improvement, wondering aloud if creating a standard form to be used in conjunction with the grant applications would be helpful. Mr. Bradford interjected that the correct term is actually Interlocal Agreements, noting that they are governed by statutes which are unique to the local governments and the province of the local governments, hence not easily made uniform among them. He observed that what he felt the Grant Committee struggled with in regard to such agreements was not uniformity of format, but rather the fact that the agreements frequently bore little resemblance to the actual subject matter of the grant application; it almost appeared that a form was simply filled out instead of including the necessary detail to show exactly how these things would work together, e.g. what one PSAP would do for another, who would have which responsibilities, etc. Mr. Bone suggested that possibly providing a list of details that need to be covered rather than expecting a uniform format would be a good approach.

Mr. Stewart interjected that he had forgotten to mention another part of the recommendation the Grant Committee is bringing before the Board today, which is to transfer \$3M from the remaining grant fund balance to the NG911 Fund. Mr. Taylor explained that the reasoning behind that recommendation is to help support ESINet deployment, which is set to begin within the next couple of months; more specifically, to hire additional staff and purchase equipment to provision the NMAC. He pointed out that it would provide a statewide benefit to all of the PSAPs as they migrate to NG911, replacing future CPE costs, etc., through the ESINet service.

Chairman Boyette asked Mr. Taylor to reiterate the committee recommendation on the floor, which Mr. Taylor did, including the grant application award recommendations and the transfer of \$3M to the NG911 fund. Observing that's a lot of information to digest, Chairman Boyette asked if there were any further comments or questions before calling the vote. Chuck Greene asked if the \$3M transfer to the NG911 fund were approved, would enough money remain in the Grant Fund to have awarded all of the grants had the applications been acceptable. Mr. Stewart replied no, there was never enough money in the grant fund to have awarded grants to all of the applicants had the applications been acceptable; Mr. Taylor added that the total "grant ask" was a little over \$20M, but there was not that much money in the fund.

Referring to the Funding Committee's rejection of Beaufort County's application, due in part to funding priorities, Mike Reitz recalled the Board's discussion at its December work session about possibly offering a second grant cycle every year for "...anything else...", i.e. expenses outside of that given year's grant cycle priorities, and asked if the Grant Committee had further discussed that topic during its deliberations. Mr. Stewart responded that the committee's decision wasn't based exclusively on the funding priorities, but also the fact that the county wasn't contributing any of its own resources to make purchases outside of the purview of normal 911 fund use.

Regarding Mr. Reitz's question about the committee having further discussed implementing a second grant cycle every year, as alluded to at the Board work session, Mr. Stewart replied the committee did not discuss that at its award determination meeting, acknowledging, however, that he thinks that would be a worthwhile discussion for the Board to have going forward.

Chairman Boyette once again opened the floor to further discussion, and hearing none, called the vote on the committee recommendation(s), which carried unanimously.

- **10. Standards Committee update—**Standard Committee Chair Donna Wright reported that peer reviews continue to be ongoing, and are still going well, becoming more and more fluid each time. Referring to Mr. Taylor's earlier comment, she added that the committee is working on a template for a technology review plan, which she hopes will help the Grant Committee in the future.
- a) Back-up PSAP testing discussion—Ms. Wright reviewed the experience she and her PSAP recently had in attempting to fail-over to its back-up center as part of its very first evacuation exercise. In a nutshell, she reported it was both very scary and very instructive, noting how you should never assume anything, especially when it comes to rerouting 911 trunks. Despite intensive planning for the exercise from April to September 2017 regarding where trunks get routed, how they overflow, what's the backup for that, etc., she learned the hard way on the day of the exercise, January 10, 2018, that none of the planning had resulted in the correct procedures being programmed into the back database. When asked to reroute the trunks, the NOC wanted to reroute them to the PSAPs admin lines. When told that wasn't acceptable, they wanted to reroute them to the new PSAP still under construction. Finally, twenty-four minutes and three seconds after the initial request, the correct rerouting took place. Ms. Wright complimented the LEC staff on its willingness to do the necessary programming on the fly, while observing, however, that had the incident been a real emergency, her center would have been dark for the four minutes and three seconds beyond the twenty minutes after which the UPS batteries would have died.

Ms. Wright observed that the point in sharing this is not to point fingers or call it a failure, because it provided great information, not only for her and her center, but also any other PSAP going down this same path. An example of something she learned was that in rerouting her trunks she should have used her back-up PSAP's PSAP ID, something she wasn't even aware existed, let alone something she was expected to know.

Ms. Wright underscored that the Standards Committee, as this example well illustrates, needs to be ensuring that PSAPs exercise their back-up PSAP failover plans so that when the real thing does come down the pike, they're not having to face problems that should have been solved in advance. Noting that she will be writing an afteraction report (already 24 pages), she related that she has identified lots of action items on both sides. She hypothesized that bringing the LECs and PSAPs together to discuss these scenarios will result in a conversation that really needs to take place. Greg Hauser remarked he strongly agrees with that, speculating that it might be a good idea to propose some sort of a format for a "PSAP bail-out exercise" because it is a very scary situation "...when you decide to pull the trigger...", but an absolutely necessary one. He pointed out that "We need to take the scare factor out of it." Mike Reitz added that his center had to fail-over two days ago due to a hard-drive failure, so he understands how scary that is. Chairman Boyette observed that DIT exercises frequently because, as a young agency, it had experienced those moments, those "four minutes of downtime", that resulted from a lack of exercise. He added that it is far better to experience those moments when you are aware of the environment, when you can control it, rather than when a true emergency exists, and commended Ms. Wright for her efforts.

11. Education Committee report—Education Committee Chair Jimmy Stewart reported that the committee is still in the midst of creating a mandatory certification for telecommunicators (TCs) in North Carolina, and will be hosting a stakeholders' meeting on April 12th in Greensboro at the Embassy Suites where the Annual PSAP Manger Conference was held last fall. He noted they will be using a facilitator to conduct the meeting, although they are yet awaiting confirmation from the person selected. He added that the subcommittee working on the requirements of the certification is finalizing what it believes to be the outline and partial curriculum for meeting those requirements, which will hopefully be completed by the conclusion of next week's committee meeting so that it may be presented to the Board for approval prior to the stakeholders' meeting.

Mr. Stewart advised the committee has created a list of organizations it considers to be stakeholders in this endeavor which now numbers something more than thirty. He said they will all be receiving a "save the date" email inviting them to participate in this four-hour meeting, 10:00 AM – 2:00 PM with lunch served, to begin looking at what the committee has accomplished to date, including identifying perceived barriers or roadblocks pre-emptively so that they may be addressed and corrected up front. He reminded everyone that there will be a legislative process to go through which is likely to take a significant amount of time, as all things legislative tend to do, and the committee wants to discuss that topic with the stakeholder organizations as well: anything which might "...prevent the only (public safety) organization in the state which doesn't require mandatory certification..." from achieving that goal. He emphatically reiterated that TCs are "the first first responders", so it is definitely time to start this conversation. Greg Hauser asked Mr. Stewart to share that list of organizations with him so that he may share it with members of his organization in order to give them a heads up to ensure they don't overlook the invitation when it arrives and understand its importance.

12. Technology Committee report—Technology Committee Chair Jeff Shipp began his report by reminding everyone that the committee will meet next week on Tuesday, January 30th at 2:00 PM at the Phillips Building, encouraging all who can to participate. He also commented once again on the "ESINet Road Shows" that have recently taken place, saying he was very impressed with all the participation from the PSAPs and staff, AT&T and West, observing there was a lot of excitement generated. He reported that fifty-five PSAPs have already been approved for ESINet migration and are at some point in the on-boarding/staging process, and that the hosted call handling project is on schedule, with equipment being installed, etc., so the entire project as a whole remains on schedule as well.

Mr. Shipp told Gerry Means how very, very grateful both he and Mr. Taylor are to have him on staff, relating how many conversations the two of them have had over the past several months to ensure that happened. He told the Board how he and Mr. Means have had the opportunity to work together on the NG911 project, and how impressed he is, not only with Mr. Means' intellect and experience, but also his reasoning skills, throughout the entire PSAP evaluation process. Mr. Shipp reiterated how pleased he is that Mr. Means has joined the team, and asked him to offer a few updates on a couple of the different projects going on at this time.

Mr. Means thanked Mr. Shipp and the Board for this opportunity, observing that this entire process has "sort of turned on a light bulb for me," engaging him and allowing him to utilize some of his past experiences at DIT when he was faced with similar operational process demands. Among those experiences was his involvement in the state's conversion to the SIP protocol for its enterprise services, from which he observed it's amazing the kinds of things that can now be done to facilitate agencies in unshackling their business processes from the limitations of their communications systems, instead allowing the communications systems to facilitate their business processes—a pretty big role reversal—noting that he sees lots of opportunity for that to happen here as well. He spoke to how different the world of IP routing will be from the legacy routing of 911 calls to PSAPs, how conditions are built into networks to automatically do things for you, such as eliminating the need to know a back-up PSAP ID number that Ms. Wright referred to earlier, and allowing the PSAP to focus more on its primary objective of taking and responding to the 911 call.

Mr. Means observed a lot of work remains ahead of the team, noting that you really can't just respond to issues occurring during the ESINet roll-out as they come up—you really must plan ahead. To that end, he announced that everyone will soon be seeing an "ESINet Questionnaire," a scaled down version of the vendor's requirements, in order to establish some frameworks for each type of PSAP, with generalized requirements and capabilities, so the team can have a better plan for how to prioritize the ESINet roll-out. He advised he's also been working pretty hard to get the NMAC caught up with that, so he has a framework document that they just finished crafting that will give them the outliers of what kind of service management rules they need to have. He observed the team is going to need the Board's support, and he is asking it for it now, because the team has to drive this thing pretty hard to get the NMAC where it needs to be to stay in step with the roll-out of the ESINet. He said there are some things they are working to do now to try to leverage state assets where they exist to have some fundamental capability around the NMAC's processes and tools, although the staffing and location issues need to gel first, so that is his number one priority. He added they will be getting knee-deep in that at next week's Technology Committee meeting.

Mr. Shipp added that the team is excited to announce that the first ESINet go-live is scheduled to take place March 14th at Raleigh-Wake ECC.

Other Items—Chairman Boyette drew attention to the schedule of upcoming committee meetings in the agenda. He also said he wanted to thank the Board for the great conversations it has been having, observing that when he first started with the Board he did not feel that had been the case. He thanked Board members for their participation, stating that it really means a lot to him as well as to the people the Board serves.

Chairman Boyette then relinquished the floor to Mr. Taylor, who announced that after much soul searching and deliberation he has decided to retire from the Executive Director's position effective April 30th. He further explained that during the last sixteen weeks he has experienced some of life's greatest moments and some of life's worst moments, some of life's scariest moments and some of life's most enjoyable moments. He reflected back on his history with this Board since 1998, including visiting the White House and testifying before Congress, as well as the fact that when he first began there were still five counties in North Carolina that still didn't have 911. He observed that the recent events in his life have led him to refocus his priorities; that he had always thought he would work until he was at least sixty-six, maybe sixty-seven, but this refocusing, including upon the three new grandsons he is dying to play with, has led him to make the move to retirement after he turns sixty-five in April so he can be a grand-dad. The room erupted into a prolonged standing ovation, and once it quieted down he assured everyone that he has informed Chairman Boyette, Vice Chair Bone, and his incredible staff that he is committed to remaining fully engaged and active in his role until April 30th. He added that even after that, he won't be far away—he'll be "in the 'Quay" and easy to call if ever he can help, especially during the transition to a new Executive Director. He said he is excited about this Board and its continued effort to move 911 forward, adding that he is leaving the best group of people as staff that any Board could ever wish for—a great bunch of folks that he is truly going to miss seeing every day.

Adjourn—Chairman Boyette thanked Mr. Taylor for his willingness to do whatever it takes to get the job done, and for being a partner. He observed that we all talk about partnerships a lot—you have to have a partner—and Richard Taylor is really a partner that 911 can always count on. Donna Wright took a moment to reminisce about Mr. Taylor's habitual signoff of emails back in the early days—the "Tireless Wireless Guy"—adding that she completely understands his decision. Greg Hauser asked how long he had been working on behalf of PSAPs, and when Mr. Taylor replied it had been twenty-eight years, Mr. Hauser observed he deserved to take a little time for himself and congratulated him. Noting that as he had told Chairman Boyette, it's a hard thing to do, Mr. Taylor said he knows he's leaving everything in good hands.

After reminding everyone that the next Board meeting is February 23rd at Bush Street, Chairman Boyette adjourned the meeting at 12:06 PM.