

**North Carolina 911 Board Meeting**  
**MINUTES**  
**Banner Elk Room**  
**3514 Bush Street, Raleigh, NC**  
**April 20, 2018**  
**10:00 AM – 12:00 PM**

<u><b>Members Present</b></u>	<u><b>Staff Present</b></u>	<u><b>Guests</b></u>
David Bone (NCACC) Martin County	Niki Barnes (DIT) - WebEx	Ron Adams, Southern Software
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT) - WebEx	Jeryl Anderson, Orange Co
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	Randy Beaman, CCES
Chuck Greene (LEC) AT&T	Ronnie Cashwell (DIT)	Rachel Bello, Wake Co
Jeff Ledford (NCACP) City of Shelby PD	Pokey Harris (DIT)	Larry Bickford, SCA
Niraj Patel (CMRS) Verizon	Danette Jernigan (DIT)	Daniel Bignall, CMPD 911
Mike Reitz (APCO) Chatham Co 911	Gerry Means (DIT)	Wendy Bignall, CMPD 911
Jeff Shipp (LEC) Star Telephone	Marsha Tapler (DIT)	Thomas Brake, Medic 911
Jimmy Stewart (NCAREMS) Hoke Co 911	Richard Taylor (DIT)	Nikki Carswell, Iredell 911
Slayton Stewart (CMRS) Carolina West Wireless		Tiffany Chambers, ECATS
Donna Wright (NENA) Richmond Co Em. Services		Greg Foster, Alex Co 911
Amy Ward (LEC) CenturyLink		Vern Grindstaff, Mitchell County
		Greg Hauser (NCSFA) Charlotte FD
<u><b>Members Absent</b></u>	<u><b>Staff Absent</b></u>	Jesus Lopez, DIT
Eric Cramer (LEC) Wilkes Communication		Tim Lorello, SecuLore Solutions
Andrew Grant (NCLM) Town of Cornelius		Ricky Mann, Tarboro PD
Len Hagaman (Sheriff) Watauga County		Tim McCurry, AT&T
John Moore (VoIP) Spectrum Communications		P. Mitchell McKinney, Apex PD
		Melanie Neal, Guilford Metro 911
		Dominick Nutter, Raleigh-Wake 911
		Phil Penny, MCP
		David Poston, CMPD
		Marc Pruitt, Iredell 911
		Craig Schulz, MCP
		Brian Smith, AT&T
		Jason Steward, Martin 911
		Candy Strezinski, Iredell 911
		James Stumbo, SCA
		Rick Thomas, Apex PD
		Corinne Walser, MEDIC
		Jacob Willis, Mitchell Co 911

		Stephanie Wiseman, Mitchell Co 911
		Kathy Young, Mitchell Co 911

**Call to order**—Chairman Boyette called the meeting to order at 10:06 AM, welcoming everyone and thanking them for participating. Chairman Boyette asked Mr. Taylor to call the roll of attendees.

**1. Chairman's opening remarks**—Chairman Boyette asked Mr. Taylor to proceed with the telecommunicator recognition. Mr. Taylor announced that Greg Hauser had resigned from the Board to accept a job with the State. Mr. Hauser has previously served on the Technology and Standards Committees, and has been an asset to both groups, also acting as representative of the Firefighters Association. On behalf of the NC 911 Board, Mr. Taylor thanked Mr. Hauser for his service and presented him with an appreciation award followed by photos and a round of applause throughout the room. Mr. Hauser thanked the Board and stated his desire to continue working with the NC 911 Board in the future.

Mr. Taylor played an audio/video clip of a February 2, 2018 incident in Mecklenburg County. A man had been walking around a parking lot with an object in his hand, identified by investigators as a knife. The man's mother had called 911, and firefighters and medics had arrived to assist him. They asked police to come as well. The telecommunicator stayed on the line with the woman as officers arrived. Per sources, the man had been agitated and was waving the knife. Once police arrived he began charging at the officers in a threatening manner until he was shot by them. Mr. Taylor asked Operations Manager at Mecklenburg EMS Agency Corinne Walser, to come up and share some of the backstory. The telecommunicator who took the call was a 19-year-old trainee, who then passed the call to a more experienced telecommunicator. Both did their best to calm the mother during the incident. Wendy Bignall of the Charlotte-Mecklenburg Police Department peer support team talked through the 911 call and helped the MEDIC Telecommunicators process the incident. Mr. Taylor noted how important it is to recognize telecommunicators for the work they do, not just for their communities but also for their colleagues. It's easy to forget that they can be impacted by the calls they receive. Mr. Taylor presented a plaque to Ms. Bignall which was followed by a round of applause.

**2. Ethics Awareness/Conflict of Interest Statement**—Chairman Boyette read the Ethics Awareness/Conflict of interest statement printed in the agenda. David Bone advised he had a conflict with agenda item 6b so he would be abstaining from that vote.

**3. Public Comment**—Chairman Boyette read the invitation to public comment printed in the agenda, but no one had pre-registered to speak and no one present or on the phone asked to.

**4. Consent Agenda**—Chairman Boyette asked Mr. Taylor to proceed with the consent agenda.

**a)** Mr. Taylor reported he has not received any comments or corrections since sending the draft March 23<sup>rd</sup>, 2018 minutes out for review earlier in the week, so they will be posted as accepted.

**b)** Mr. Taylor observed the grant fund balance stands at \$11,400,150 unencumbered and \$24,597,080 encumbered. He noted that the NG911 fund currently contains \$21,797,925 after disbursements amounting to \$1,870, observing that deployments would start in May and expenditures would be apparent at that time. He reported the CMRS fund balance is \$5,759,658 after disbursements of \$135,245, while the PSAP fund received \$1,132,038 in pre-paid revenue for the month, which, when coupled with normal expenditures, yields a current balance of \$12,521,427. Donna Wright offered a motion to accept the consent agenda as presented, Chuck Greene seconded, the motion carried unanimously.

**5. Executive Director Report—**

**a) Update on State Plan Project**—Mr. Taylor reports this is still in procurement. They are continuing to work through the procurement process. He introduced Jesus Lopez, the Project Manager, and thanked him for working on the project. He hopes to have some progress to report at the next Board Meeting.

**b) Chairman Boyette's Roadshow to Davidson Co 911 & Harnett Co 911**—Mr. Taylor shared the pleasant experience they had at Davidson County 911 center, where they make their own road signs. Jeff Shipp, Pokey Harris, the Sheriff of Harnett County, the 911 Director, and the County Manager all attended the Harnett County tour. They had very productive conversation about issues and got helpful input. Chairman Boyette shared his thoughts that these visits are providing valuable insight both to him and to the Board members that attend. Mr. Taylor stated the next Roadshow visit should be to Franklin County.

**c) National Telecommunicator Week Activities**—April 8 – 14, 2018 is National Public Safety Telecommunicators Week. Mr. Taylor noted that the NC 911 Board Facebook page recognized telecommunicators for their service and professionalism while DIT tweeted their thanks. Governor Cooper proclaimed this National Telecommunicators Week for 2018.

**d) Request from Lincoln County for Grant Extension**—Lincoln Co had received a grant to construct a new building and ran into delays in that construction. Mr. Taylor explained that they are asking for a 12-month extension until November 30, 2019 to complete the project but are not asking for any additional funding. Staff's recommendation is to grant Lincoln County a 12-month extension on their grant. David Bone put forth the motion to accept Staff's recommendation, Donna Wright seconded the motion and it carried unanimously.

## **6. Grant Committee Report—**

**a) Update on Franklin-Halifax-Warren County Grants**—Slayton Stewart said the Grant Committee met the day before to discuss several topics, the first of which being the Board's request from the January 26<sup>th</sup> board meeting for the committee to reach out to the Franklin/Halifax/Warren Counties asking them to provide additional information to their grant applications. A meeting was held February 26, 2018 where Halifax County requested termination of their existing grant, 2017-4, and asked that their 2018-B grant be withdrawn. The Grant Committee recommends that the Board accept the termination of 2017-4 grant. Warren County did not respond, but their grant application was for equipment to be installed in the proposed Halifax County facility. Their grant application would therefore be moot. Staff informed the committee that Halifax County is expected to complete another grant application that will address the issue of the withdrawal of grant 2018B and advised that Franklin/Halifax/Warren Counties expect to continue their efforts towards a regional 911 backup center. Franklin County provided additional information regarding their 2018B grant application for the enhancement of their radio system. This project provides backup PSAP communication capability and the county has already invested funds into the project. The grant funds would complete the project. The Grant Committee recommends approving the \$1.2 million grant to Franklin County. Mike Reitz made a motion for the Board to accept the termination of the 2017-4 grant application for Halifax County. Donna Wright seconded the motion and the motion passed. Mr. Reitz made a motion for the Board to approve the \$1,204,482 grant to Franklin County. Ms. Wright seconded the motion and the motion passed.

**b) Martin County/Mitchell County Request for Additional Funding**—Mr. Taylor introduced representatives from Martin and Mitchell Counties attending the meeting. Vern Grindstaff, Chairman of the Board of Commissioners in Mitchell County, explained to the Board that both construction projects had bids over the grants they received. He reminded the Board that Mitchell County has been operating out of a FEMA mobile home since 2000 and they desperately need this grant to build a facility.

Larry Bickford of Schrader Group Architecture and Jim Stumbo of Stewart Cooper Newell Architects gave presentations to explain why additional funds were needed. They stated that the costs of building construction are on the rise and that these types of facilities are difficult to find bidders/suppliers for since the projects are small but challenging and therefore less profitable for builders. Martin County had estimated building costs for a 7284 sq. ft. facility at \$5,753,000 with a construction budget of \$2,549,000 with an estimated cost of \$350/sq. ft. In May 2016, they were awarded a grant of \$4,472,937 and had to reduce the square footage to 5170 with an estimated cost of \$462/sq. ft. Total construction budget now estimated at \$2,391,487 and the lowest bid was \$3,272,365. They are requesting an additional \$880,878.

Mitchell County reduced their planned facility from 4838 sq. ft. to a smaller 3105 sq. ft. They have pared the building down as much as possible. They are requesting an additional \$1,163,000 funding. Mr. Bickford pointed out that if the Board does not grant these additional funds and these projects are delayed the costs will only rise, they will not decrease. These projects are both in remote counties and must meet compliance codes; contractors are not as interested in them as in other, more profitable projects.

Mr. Stewart stated that the Grant Committee recommends that these requests and any such requests in the future must be reviewed within a grant cycle. Mr. Reitz commented that this would require Martin/Mitchell Counties to re-bid for these projects. Phil Penny of Mission Critical Partners reminded the Board that if these requests are not approved any progress made on these projects would stop, new bids would have to be made and costs would more than likely rise. Chairman Boyette asked if there was a motion to approve the recommendation of the Grant Committee, Jeff Shipp put forth the motion and was seconded by Chuck Greene. The motion failed with 3 votes in favor and 4 against. Mike Reitz made a motion to approve the additional funding for both Martin and Mitchell County. Donna Wright seconded the motion. The motion passed with 4 votes in favor and 2 against.

**7. Defining PSAP Consolidation and Colocation—**Richard Taylor said that discussion on this topic had occurred at the committee level. He and the Chairman believe more discussion is needed. Mr. Taylor recommends the topic be tabled until the May meeting to get additional committee input before creating a policy for consolidation and colocation.

**8. 911 Funding Committee report—**

**a) FY 2018-2019 Budget Approval—**David Bone reminded the Board they had seen a draft budget at last month's meeting. The Funding Committee reviewed minor changes made and unanimously recommends approval of this budget. Marsha Tapler said the only changes made were to the receipts reflecting the 65¢ increase in surcharge fee, each line item under receipts represents the new rate for revenues received. David Bone made a motion to accept the Funding Committee's recommendation and Amy Ward seconded. The motion passed unanimously.

**b) Pitt County Funding Reconsideration—**David Bone reported that Pitt County is asking for a funding reconsideration for its backup PSAP implementation. They are asking for the funding reconsideration to cover contracts for their phone system and equipment. The previous reconsideration request was based on a lower estimate that was approved by the Board in FY2017. Pitt County was unable to complete the project due to contractor scheduling issue as relayed to the 911 Board in an April 17, 2017 letter. Pitt County's approved funding for FY2018 is \$531,000.33. The Funding Committee unanimously recommends approval of the Pitt County reconsideration request and recommends to increase the current funding for FY2018 to \$941,835.10 which includes capital purchases and maintenance needs for \$410,834.77. Marsha Tapler added that the past reconsideration was lower, the cost has increased since they did not meet their deadline. David Bone put forth the motion and was seconded by Donna Wright. The motion passed unanimously.

**9. Education Committee Report—**

**a) Update on Telecommunicator Certification Summit—**Education Committee Chair Jimmy Stewart reported that the educational summit on April 12<sup>th</sup> in Greensboro was very successful. The event was very well attended and there were many suggestions made that the subcommittee will go through. The two main topics brought up were who is this certification going to reside with and a task analysis for position vs. the state requirements for certification program. That will be discussed at the next subcommittee meeting and hopefully will be brought to the next Board meeting. Richard Taylor thanked the Board members who attended for their participation and for their interest in the process. Pokey Harris commented that many key stakeholders attended and that it contributes to the validity of this project. She also mentioned that a vote occurred asking if the same stakeholders should attend a future meeting with a 96 percent response in the affirmative. She hopes to have the next meeting in June for further discussion on the topics suggested.

**10. Technology Committee report—**

**a) Update on ESINet deployment—**Gerry Means reported that their commitments are solid for the remainder of this year and they are adding more. Project plans have been written out for 9 or 10 and they expect another couple to be added for the 2018 window. So far, they have slotted preliminary project plans for 38 different primary sites. They are working on a project plan of mapping all the tasks necessary as they are quite extensive. AT&T has assigned a program manager, and he and 911 Board staff speak twice a week. As PSAPs are added to the project list they are assigned their own project manager by AT&T which gives each PSAP a local entity to work with them. The project plan is specified through 2020 and is targeted to be complete in August of that year. Mr. Means indicated that it is becoming apparent after meeting with many PSAP managers that it may be prudent to develop some form of “offer” to explain the NG911 conversion process. The document would explain what NG911 is and what it does differently from the existing legacy services. The document should also contain an explanation of features in addition to the conversion process. Lastly Mr. Means indicated that the document must show a financial comparison between existing services and what would be utilized with a next gen system. He also spoke about the security issues that have arisen at PSAPs and that they need to adhere to minimum levels of security once on the ESINet. He is working with Richard Bradford on a document that looks at available services for security assessments on state contract and they have created a draft they plan to circulate. Part of the draft is the suggestion that certain elements of these assessments be considered by the Board as an eligible expense for funding consideration. They hope to have this draft document ready to submit to the Board at next month’s meeting.

**b) GIS RFP update—**Pokey Harris reported that the evaluation team created a short list of vendors to ask additional questions. They anticipate responses within the next 5 days. The evaluation team will then select vendors to make presentations to the team. The team has also had conversations with Tim Johnson with CGIA who will become the Project Manager for this initiative. They are looking at other states for successful models. They plan to have a vendor selected by the end of May or the beginning of June.

**c) NMAC update—**Gerry Means spoke to network monitoring people at AT&T and they reviewed in depth the framework document he has been working on. There will be changes made to interfaces and level of permissions and what profiles would look like. Mr. Means may take a trip to their center in Kansas to see their live ESINet in action. He also met with HR at DIT to start the process to build positions in the State Personnel system which will take some time. He has developed a NMAC Supervisor profile and is working with a staffing company to find Tier 1 and Tier 2 contract-to-hire arrangements. Initial reports for their pool of talent who have previous experience with public safety type environments was around 600 candidates in the central NC area.

Mr. Means mentioned that they want to host the NMAC in the DIT Data Center and the Finance department is researching to see how financially this could work since it is not funded by a budget allocated by State funds but instead is funded by fee collections. They have identified a space and are working on negotiations for that space. Greg Hauser commented that he briefed the State Emergency Response Commission on the State Communications Interoperability Plan. It is a strategic outlook for interoperability in North Carolina for upcoming years. In the document, they made sure to brief on the ESINet and the Statewide Interoperability Executive Committee support of the ESINet and the importance of cyber security. ESINet has the support of the State Emergency Response Commission. Pokey Harris mentioned that 911 Board staff had been invited to participate in statewide GIS Summit in May.

## **11. Standards Committee report—**

**a) Technology Plan Template—**Previously the Standards Committee had brought before the Board a document that was approved. It was a refresh standard approach to the technology of 911 equipment. Donna Wright reported that from the approved document a subcommittee began putting together a technology plan template that could be given to PSAPs so they could build a long-term technology refresh plan to help them establish their goals and help with budgeting for both them and the Board. The Standards Committee recommends the Board approve this document for the PSAPs use. Mike Reitz asked if the template was mandatory and was told it was only for those who need a fundamental start. Chairman Boyette called the vote on the committee recommendation, and with no further discussion it passed unanimously.

**12. Farewell Comments—**Richard Taylor, the current Executive Director, is retiring at the end of April and took a few moments to share photos through the years providing a whimsical narrative. Richard also imparted

words of wisdom known to many from Dr. Seuss' *Oh, the Places You'll Go!* He noted this is frequently shared at graduations, but found it befitting for his departure into retirement and the future endeavors of the 911 Board and staff. Richard was then recognized for his many years of service to the State of North Carolina being presented with a certificate from John Correllus and Chairman Boyette. Melanie Neal, the current President of North Carolina APCO presented Richard a gift on behalf of APCO, and spoke of his commitment and dedication through the years. Rachel Bello, current President of North Carolina NENA also presented Richard a parting gift and shared comments about his years of service.

**Other items**—No other items.

**Adjourn**—Chairman Boyette adjourned the meeting at 12:10 PM.