

North Carolina 911 Board Meeting
MINUTES
DIT Western Data Center
1371 Old Caroleen Road, Forest City, NC
May 18, 2018
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Niki Barnes (DIT) - WebEx	Nikki Carswell, Iredell 911
Heather Campbell (CMRS) Sprint	Tina Bone (DIT)	David Dodd
Eric Cramer (LEC) Wilkes Communication	Richard Bradford (DOJ)	Greg Dotson, Rutherford Co 911
Chuck Greene (LEC) AT&T	Ronnie Cashwell (DIT)	Greg Foster, Alex Co 911
Len Hagaman (Sheriff) Watauga County	Danette Jernigan (DIT)	Judy Jenkins, Cornelius 911
John Moore (VoIP) Spectrum Communications	Gerry Means (DIT)	Jen Johnson, DIT
Mike Reitz (APCO) Chatham Co 911	Marsha Tapler (DIT)	Tim McCurry, AT&T
Jeff Shipp (LEC) Star Telephone		David Poston, CMPD
Jimmy Stewart (NCAREMS) Hoke Co 911		Roman Scruggs
Slayton Stewart (CMRS) Carolina West Wireless		Jeff Sural, DIT
Amy Ward (LEC) CenturyLink		Bruce Williams, Wireless Connection
Donna Wright (NENA) Richmond Co Em. Services		Lisa Tucker
<u>Members Absent</u>	<u>Staff Absent</u>	
Secretary Eric Boyette (NC CIO) Board Chair		
Andrew Grant (NCLM) Town of Cornelius		
Jeff Ledford (NCACP) City of Shelby PD		
Niraj Patel (CMRS) Verizon		

Call to order—Vice Chairman David Bone called the meeting to order at 10:00 AM and asked Danette Jernigan to call the roll of attendees.

1. Chairman's opening remarks—Vice Chairman Bone welcomed everyone to the meeting and said it was a pleasure to visit other areas of the state. He also mentioned that this was the first meeting with Pokey Harris as the Executive Director and congratulated her on her new position. He thanked Ralph Tallent, manager of the Western Data Center, for hosting the Board and for their warm welcome. Mr. Tallent greeted the Board and thanked them for coming to the Data Center; he said he would be giving a tour after lunch. Vice Chairman Bone also thanked Greg Dotson of Rutherford County 911 for having the Board to visit. Mr. Dotson invited the group to tour their PSAP after the meeting. Vice Chairman Bone introduced Jeff Sural, DIT Director of the Broadband Infrastructure office. Mr. Sural works with the FirstNet group and is the new supervisor of the E911 group. He is looking to encourage, review and anticipate emerging technologies in the public safety and emergency management fields. He plans to coordinate with Staff on NextGen 911 and other initiatives in the public safety and emergency management spectrum to anticipate new technologies and make sure they are all integrated and work together. He thanked the Board for inviting him to the meeting.

2. Ethics Awareness/Conflict of Interest Statement—Vice Chairman Bone read the Ethics Awareness/Conflict of interest statement printed in the agenda. There were no conflicts.

3. Public Comment—Vice Chairman Bone 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—Vice Chairman Bone asked Ms. Harris to proceed with the consent agenda.

a) Ms. Harris reported she had not received any comments or corrections since sending the draft minutes out for review earlier in the week, so they will be posted as accepted.

b) Per the agenda, the grant fund balance stands at \$11,445,840 unencumbered and \$23,865,968 encumbered. The NG911 fund currently contains \$22,537,827 after disbursements amounting to \$4,420. The CMRS fund balance is \$5,851,304 after disbursements of \$463,926 while the PSAP fund received \$792,140 in pre-paid revenue for the month, which yields a current balance of \$13,981,477. Jeff Shipp offered a motion to accept the consent agenda as presented, John Moore seconded, the motion carried unanimously.

5. Executive Director Report—

a) Acknowledgement of Admin Staff Assistance—Ms. Harris spoke how the Staff had been traveling for the past several days attending multiple meetings with committee members and making conference calls to plan for future on-site meetings. She also thanked Jen Johnson, Admin Support Staff with DIT, for taking minutes at the last few meetings and for traveling to Forest City for the current meeting.

b) Update on State Plan Project—Ms. Harris shared that Jesus Lopez, the Project Manager for 911, has been moving the State Plan through the procurement process and she hopes to soon name the vendor for that project. Vice Chairman Bone said this project had been in the works for some time and Ms. Harris agreed; she reported there had been some movement in the last week and she hopes to identify the vendor shortly.

c) Current Grant Cycle Open Until June 15—Ms. Harris noted that the grant cycle is open until June 15th and Slayton Steward has a report coming up later in the meeting. She would like to thank Slayton and the rest of the Grant Committee for helping her get up to speed with the process and role of the Committee.

d) Request from Mitchell County for Grant Extension— Ms. Harris mentioned that Mitchell County had requested a grant extension until December 1, 2019; the Grant Committee is in favor of the reconsideration and voted unanimously for it. Slayton Stewart put forth the motion to accept their Mitchell County's grant extension, and it carried unanimously.

e) Chairman's Next PSAP Roadshow Visit — The location for the next visit is Franklin County on May 31st, Ms. Harris invites anyone who can attend to make that visit as well. She believes it helps everyone to experience different PSAPs.

f) Upcoming PSAP Manager's Meetings — Ronnie Cashwell said there would be 4 PSAP Manager's Meetings in July; Buncombe County on July 11th, then Roanoke Rapids at the Garden Inn Hilton on July 17th. Next will be Salisbury at the Rowan County Rescue Squad Center on July 19th and the last meeting of the month will be in Morehead City at the Crystal Coast Civic Center on July 26th. The Board Meeting will be held there the next day, July 27th. Registration will be handled via SurveyMonkey, Ronnie will be sending out information soon.

g) Western Data Center Tour — As mentioned earlier, Ralph Tallent will give a tour following the Board Meeting and lunch; everyone is invited to attend.

h) Rutherford County PSAP Tour — Greg Dotson will give a tour of the Rutherford County PSAP to anyone who wishes to attend.

6. Grant Committee Report—Slayton Stewart stated that the Grant Committee met on May 10th and the main topic was the grant extension request by Mitchell County, which the Board approved earlier. They also spoke about the process for the upcoming grant cycle that ends June 15th and they decided to have another meeting to discuss their previous process and try to identify ways to improve it for the future; they are in the process of scheduling that meeting. The Chairman had asked in the previous meeting to review the definitions of consolidation and colocation; they received the latest information from Richard Bradford and felt comfortable with the language and had no other comments. Ms. Harris thanked the committee for meeting with her to discuss topics they felt she needed to be aware of.

7. 911 Funding Committee report—

a) Approval of FY19 PSAP Distribution—David Bone stated the main topic of their meeting was to establish the PSAP Distribution for the next fiscal year. Marsha Tapler explained that the PSAP distribution is done each year, Staff gives out the estimated amount in December and follows with the final by the Legislative deadline on June 1 to let them know their funding for the next fiscal year. PSAPs can ask the committee for additional funding via a funding reconsideration which are done twice a year, July through September and January through March. There is a new policy for reconsiderations, which Ms. Tapler plans to send out with the form on July 1; it will also be posted on the website. Buncombe County failed to submit their FY2017 report as per legislation, therefore Ms. Tapler used their figures from the FY2016 report to get their 5-year rolling average to determine their funding. She also mentioned that Mooresville PD became a secondary PSAP at the end of February so they have been added to the distribution list. The total brought before the committee by Staff for the funding distribution to the PSAPs was \$51,151,404.32 for FY2019. The Funding Committee unanimously recommends the approval of the distribution as presented by Staff; David Bone made a motion to accept the Funding Committee's recommendation, the motion passed.

b) Other—David Bone reported that the committee is continuing to review implemental functions and a methodology for reviewing eligible expenses with the goal of making it as easy as possible for both PSAPs and Staff. They are researching replacing the current percentages model with caps when possible; the goal is to proceed systematically and do one or two each month, at least reviewing findings and having discussion about applicable methodologies and rationale.

The committee had been considering acquiring chairs for PSAPs through procurement from Correction Enterprises; the chairs have not received good reviews. The committee has decided to pursue setting a cap for chairs instead. They hope to bring that information to the next meeting for the Board's consideration.

There are additional reconsideration requests that need to be reviewed; they anticipate bringing them to the Board meeting next month.

Tina Bone acknowledged those viewing the Board Meeting via Facebook Live.

8. Defining PSAP Consolidation and Colocation—Richard Bradford presented a shorter version of the document seen in prior meetings; the document is the same but just had the background information removed to make it less wordy. The previous documents contained the information so that readers could see the basis of the policy. In the context of NextGen 911, consolidation is critical to have a clear understanding and consistent meaning. Donna Wright mentioned the Standards Committee had found additional definitions in a study from the University of Minnesota and wanted them to be included in the Board's discussion; the version Mr. Bradford wrote for committee's consideration relies on call-taking since that is defined in the current statute. He said it could be possible to have parsing of the definition as to partial consolidation, but that would be up to the Board to decide. Those definitions do not parse PSAP operations the same way that our law does; he suggested having the Standards Committee review those definitions in further detail. Gerry Means said procedural elements and policies are being illuminated and there are many holes; he thinks the committee and Board needs to look at the procedural elements of call taking and call transfers for PSAPs and backups because it changes in a NextGen environment. Ms. Wright said if it was sent back to the Standards Committee that the Technology Committee should also participate for a joint effort since it's the technology driving the need for this definition; however, if the Board decides to move forward with the definition as presented that was acceptable to her. Donna Wright made a motion to adopt the definition as presented, seconded by Len Hagaman. The motion carried unanimously.

Pokey Harris and David Bone discussed the need to merge the Standards Committee meetings with the Technology Committee meetings as their goals are starting to overlap. Ms. Harris said that every committee is going to be affected by the NextGen deployment and roll-out. Plans will be made in the future to arrange joint meetings between these two committees, and combine others as well when deemed appropriate.

9. Education Committee Report—Jimmy Stewart stated that the last Education Committee did not have a quorum and they were unable to conduct any official business. They are still moving forward with the telecommunicator certification efforts; they hope to have another summit meeting in late July or early August. The PSAP Manager's Program is going well with around 50 PSAPs managers participating, some have already requested a second level.

10. Technology Committee Report—

a) ESINet Deployment Update—Jeff Shipp reported they had an excellent meeting last month with a presentation from the ECATs group and lots of discussion about cybersecurity and the roll-out of the ESINet. The next meeting is scheduled for June 22nd. Gerry Means found the site visits are very effective; they recently visited Charlotte-Mecklenburg who formally accepted the ESINet and assigned someone in their organization to begin that process; they have a subsequent meeting planned to discuss their questions and concerns of network security. He also met with Guilford Metro who have agreed to go hosted and ESINet because of that meeting and is expecting their formal letter shortly. They are on schedule with most of the projects, and are up to eleven formal projects with due dates between now and January; there was one delay due to building readiness. They have technical reviews for ten more that would be added in the next month or two. Mr. Means has also been working on a glossary document for PSAPs which he hopes to have finished soon.

b) NMAC update—Gerry Means had a half day session with their consultant from AT&T to discuss their plans and other states who are doing similar things (Indiana, Maine, Vermont). They hope to plan some sessions with those people to discuss their management of an NMAC type function. Mr. Means also talked to AT&T about visiting their support center, which they agreed to; he is currently working out the details. When he goes to the NENA conference next month he plans to spend time with vendors and talk to other states that are deploying NextGen about their approach to NMAC. As for the staff for the NMAC, Mr. Means has been working on the paperwork for the HR process and has completed the job description for the manager. He also developed an ARCI Matrix for both staff and the vendor to cover their roles and responsibilities.

c) GIS RFP update—NC NENA recently hosted a NextGeneration 911 Summit, that garnered attendance of over 150 people. Members of the state's evaluation team for the current GIS proposal were there. Mr. Means, Tim Johnson (CGIA Director), and Jim Lockard (Federal Engineering) presented on this NG911 GIS initiative and the RFP process currently underway in North Carolina. Richard Kelly delivered a presentation on the NENA standards on GIS call routing from the 911 group out of Texas. They talked about what they were literally trying to do with the RFP and there was much interest in that.

Mr. Means left the seminar with the feeling that the PSAP managers are not talking to their GIS people. The PSAPs were interested in the decision criteria for the vendor that will help them reconcile their data in a format for a more standardized approach. He and Ms. Harris spoke after the summit about the need to invite GIS representatives for the PSAPs to future PSAP manager's meeting.

The evaluation team has selected a small group of vendors and the next step is a demonstration session with each vendor to see what their design looks like. Mr. Means is particularly concerned with the ECRF function, how well they do that and how long it takes to stand it up. He wants evidence they've done it before and there are proven processes.

Mr. Means mentioned the first PSAP (Raleigh-Wake) will go on the ESINet on May 22nd. Kansas, who is also utilizing AT&T, has put all their PSAPs on ESINet at the same time, and reportedly is running well with no issues. Also, the build out of the hosted call handling solutions for AT&T in the Columbia and Raleigh COs are done with testing, and are in good shape schedule-wise to do the first hosted solution in North Carolina in September.

11. Standards Committee report—Donna Wright brought up for discussion reimbursing the people doing PSAP reviews; they pay and then must wait for reimbursement. Ms. Wright wondered if they could use their surcharge training funds and make it part of the reimbursement request at the end of the year so they could go through their county and have it as part of their end of year report. Mr. Bradford said that was not possible; the Board could pay for those expenses but it must come from the Board's admin fund, not from the distributions of the PSAPs. Ms. Tapler said the issue is that the county policy for travel does not match the state rate; Mr. Bradford said they must follow the state rate policy. Ms. Wright said that makes it difficult to find people willing to be reviewers. Mr. Bradford said he would do some research on the subject.

12. Network Analyst Report—Tina Bone said more people had joined on Facebook Live and welcomed them for joining the meeting; Ms. Harris also wanted to mention the people who joined via WebEx. Ms. Bone spoke about the PSAP Manger's course she and Donna Wright teach at Richmond Community College; the students were assigned to watch today's Board Meeting. She asked each Board Member to introduce themselves and who they represent for the students of the class.

They have completed 30 PSAP reviews. Rutherford County was reviewed last week; Greg Dotson and his crew did a wonderful job with no deficiencies. Out of the five PSAP reviews this month three had no deficiencies. They are still having diverse routing issues with many PSAPs, but when the ESINet is live that will no longer be a problem. Ms. Wright had already brought up the issue of reimbursements for reviewers. The 911 Board website has a new look; they removed redundant information and made it more streamlined. Ms. Bone will be sending out a link through the Google list serve.

Ms. Bone recently set up a meeting for the south-east region dealing with the ESINet, hosted solution and GIS. Six counties were invited and it is hoped that least two from each county will attend. She hopes they leave with a better understanding of where these new solutions will take the 911 community.

Pokey Harris said if anyone would like Staff to come to their area to discuss ESINet, the hosted solution, GIS or any other item please let her know and she would try to facilitate that meeting. Also, a reminder that the Technology Committee meeting scheduled for June 19th will be a joint Technology and Standards meeting.

Other items—Donna Wright invited Board Members to their building dedication on June 6th at 10 AM at the new facility, located at 200 Industrial Park Drive in Rockingham.

Adjourn—Vice Chairman Bone adjourned the meeting at 11:31 AM.