

North Carolina 911 Board Meeting
MINUTES
Banner Elk Room
3514 Bush Street, Raleigh, NC
June 22, 2018
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	Tina Bone (DIT)	Ron Adams, Southern Software
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	LaDonna Bethea (DIT Contractor, Onboarding)
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Lauren Earnhardt, NCSA
Chuck Greene (LEC) AT&T	Pokey Harris (DIT)	Greg Foster, Alex Co. 911
Len Hagaman (Sheriff) Watauga County	Danette Jernigan (DIT)	Greg Hauser, (NCSFA) Charlotte FD
Jeff Ledford (NCACP) City of Shelby PD - Phone	Gerry Means (DIT)	Josh Holloman, Johnston Co
John Moore (VoIP) Spectrum Communications	Marsha Tapler (DIT)	Bill Jeter, Iredell Co.
Mike Reitz (APCO) Chatham Co 911	Don Rice (DIT Contractor)	Jen Johnson, DIT
Jeff Shipp (LEC) Star Telephone		Jesus Lopez, DIT
Jimmy Stewart (NCAREMS) Hoke Co 911		Dominick Nutter, RWECC
Amy Ward (LEC) CenturyLink		Phil Penny, MCP
Donna Wright (NENA) Richmond Co Emergency Services		David Poston, CMPD
		Craig Schulz, MCP
<u>Members Absent</u>	<u>Staff Absent</u>	Brian Smith, AT&T
Secretary Eric Boyette (NC CIO) Board Chair	Niki Barnes (DIT)	Candy Strezinski, Iredell Co.
Niraj Patel (CMRS) Verizon		Bruce Williams, Wireless Connection
Slayton Stewart (CMRS) Carolina West Wireless		Jim Wright, CMPD

Call to order — Vice Chairman David Bone called the meeting to order at 10:00 AM and asked Pokey Harris to call the roll of attendees. Upon the calling of Andrew Grant's name Mr. Bone stated Mr. Grant recently transitioned to City Manager in Cornelius and to focus on this change, had submitted his resignation to this Board. The League of Municipalities has provided a name for replacement, W. Bowman "Bo" Ferguson, Deputy City Manager for the City of Durham, and that nomination is in the process of being considered. Mr. Ferguson plans to attend next month's Board meeting.

1. Chairman's opening remarks — Vice Chairman Bone welcomed everyone to the meeting and noted he hoped they were all having a great summer.

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. No one present or on the phone asked to speak.
- 4. Consent Agenda**—Vice Chairman Bone asked Ms. Harris to proceed with the consent agenda.
- a)** Minutes of Previous Meeting — Ms. Harris reported she had received corrections to the April meeting, which has been included in the packet for this meeting with corrected items highlighted. Included in the packet are the May minutes for the Board's consideration.
 - b)** Grant Project Updates – all documentation for the month is included in agenda packet. For any questions, please contact Ms. Harris.
 - c)** Grant Fund Balance stands at \$6,472,794.87 unencumbered
1) Grant Fund Encumbered \$28,839,012.88
 - d)** NG911 Fund Balance \$23,312,904.01
1) NC911 Fund Disbursements \$0
 - e)** CMRS Fund Balance is \$6,234,804.20
1) CMRS Disbursements \$181,445.11
 - f)** PSAP Fund Balance \$15,872,014.04
1) Prepaid CMRS Revenue \$1,170,271.67

Len Hagaman offered a motion to accept the consent agenda, as presented. Donna Wright seconded, and the motion carried unanimously.

5. Executive Director Report

- a)** Western Data Center Tour on May 18 — Ms. Harris noted she had a plethora of items to discuss. The Board members who attended the last meeting enjoyed their trip to the Western Data Center very much.
- b)** Rutherford County PSAP Tour on May 18 — Ms. Harris shared she and Danette Jernigan toured the Rutherford County PSAP later the same day of the May Board meeting.
- c)** Franklin County PSAP Chairman's Tour on May 31 — Secretary Boyette, Ms. Harris, Board Member Amy Ward and staff member Gerry Means toured the Franklin County PSAP. It was informative and productive.
- d)** Richmond County New Facility Open House on June 6 — Ms. Harris mentioned several people attended the Open House for the new facility in Richmond County with Secretary Boyette speaking at the event (*DIT Press Release on page 92 of Agenda Book*).
- e)** Mitchell County Ground Breaking on June 8 — Unfortunately, Ms. Harris and staff were unable to attend the ground breaking but plan to attend the dedication ceremony.
- f)** Martin County Ground Breaking on June 20 — Vice Chairman Bone expressed excitement to see the project begin and mentioned photos of the ground breaking are on Martin County's Facebook page (*Martin County Press Release on page 96 of Agenda Book*).
- g)** 2018 NASNA Report June 16-17 — Ms. Harris and Mr. Means attended the NASNA meeting, where around 41 states were represented, along with the National 911 office and the FCC. A one-page annual report of NC911 was provided to NASNA (*page 99 of Agenda Book*).
- h)** 2018 NENA Conference Update June 17-20 — Ms. Harris and Mr. Means attended the annual NENA Conference and had many productive meetings with vendors, as well as NC PSAP representatives.

i) Update on State Plan Project — While at NENA, Ms. Harris met with Barry Ritter, the contractor for the State 911 Plan. Mr. Ritter will be attending all the PSAP Managers meetings in July and the Board meeting in July.

j) Current Grant Cycle Closed June 15 — Ms. Harris is compiling information with help from the Finance team. An upcoming meeting is scheduled with Committee Member Heather Campbell to review the evaluation matrix. The Committee has a date set to begin review and scoring.

k) Staffing Update — Ms. Harris reported they were moving forward with their staffing goals and introduced NC911's new Administrative Assistant, LaDonna Bethea, who will official start on July 9. Ms. Harris is working with DIT HR to back-fill her previous position, since the job duties are being altered. She is also working with HR on the two analyst positions that were approved this year. Mr. Means has continued his work with HR on the Network Manager position for the NMAC. Ms. Harris said they were reorganizing and streamlining positions internally and are planning to institute PSAP Assistance Teams (PAT). This will consist of a network analyst with the title, "911 Regional Coordinator," and a finance team member, which will be assigned to each PSAP in the state. The PAT will be the first contact for operational and financial matters for the PSAP.

l) Legislative Matters — Richard Bradford reported a document that had been updated (*page 102 of Agenda Book*). Safer schools legislation seeks to provide better information to response agencies, while Section 37.4(a) is clarifying the present statute. The other bills on the list are in Committee at present. Mike Reitz mentioned that in the past, the Board had an ad hoc committee to assist PSAPs with changes implemented by new legislation. He asked if the committee should be brought back into service. Mr. Harris said other Board members had mentioned this to her, and both she and Mr. Bradford think it would be beneficial to the Board to do so. Ms. Harris asked Mr. Reitz if he were willing to take the initiative to help establish the committee, and he accepted.

m) Upcoming PSAP Managers Meetings for July — information about registering for the following meetings has been sent out to the board.

- 1) Western Regional PSAP Manager's Meeting
Wednesday 7/11/2018, 10:00 AM to 3:00 PM
Buncombe County Emergency Services Training Center
20 Canoe Lane
Woodfin, NC
- 2) Northeastern Regional PSAP Manger's Meeting
Tuesday 7/17/2018, 10:00 AM to 3:00 PM
Garden Inn Hilton
111 Carolina Crossroads Parkway
Roanoke Rapids, NC
- 3) Central Regional PSAP Manager's Meeting
Thursday 7/19/2018, 10:00 AM to 3:00 PM
Rowan County Rescue Squad Training Center
1140 Julian Road
Salisbury, NC
- 4) Southeastern Regional PSAP Manager's Meeting
Thursday 7/26/2018, 10:00 am to 3:00 PM
Crystal Coast Civic Center
3505 Arendell Street
Morehead City, NC

n) Recognition of Richard Taylor – West's 50 Influential People in 911 (*press release on pages 107-108 of Agenda Book*)

o) Recognition of Donna Platt – West's 50 Influential People in 911 (*press release on pages 107-108 of Agenda Book*)

6. Grant Committee Report

a) General Committee Report — Heather Campbell stated the committee had met on June 12th, just before the grant cycle closed on June 15th. They spoke about the next cycle and if the grant review template covered all necessary items. They decided to schedule the grant reviews after the close date, which will be held in early August so they can be sure to have all the PSAP's year-end paperwork submitted and confirm the amount of grant funds available for allocation. They discussed the potential of having an impartial PSAP representative to assist in the grant review process. The committee thinks it will be beneficial to have their feedback during grant considerations. Ms. Harris mentioned that one suggestion was to reach out to the current presidents of APCO and NENA, which she did, and they are discussing it with their membership. She suggested they put forth a different member to participate in each grant cycle.

b) Grant Program Draft Policy — The committee discussed a policy recommendation that if a request comes in tied to an open grant, it would be referred to committee. Mr. Bradford was asked to prepare a policy draft and did research into discussions about this topic by the Board over the past year. The result is the Grant Program Policy Draft (*page 110 of Agenda Book*). He referenced paragraph A, where it states the Board may establish priorities for grants, and they must be published no less than 60 days in advance of a grant cycle. The number of days is a decision that needs to be made as is everything else in the document. Mr. Bradford has brought this draft to the Board for awareness and feedback, but not for decision. He asks that any Board member who has questions or input to the policy to forward these to the Board for discussion. The document will not come back to the Board for action until at least August. He also pointed out that this draft policy does not mention any type of training requirement for PSAPs requesting grants and that should also be discussed by the Board.

7. Funding Committee Report

a) Reconsiderations

1) Perquimans Co. 911 FY2018 — Marsha Tapler stated that late yesterday Jonathan Nixon, Director of Perquimans County Emergency Services, had withdrawn their request for reconsideration. A recommendation had already been made by the committee to approve the Perquimans reconsideration. Mr. Bone asked to take the withdrawal into consideration for the vote. The motion from the Committee was to approve the Perquimans 911 reconsideration. The motion failed unanimously.

2) Raleigh-Wake FY2019 — Raleigh Wake requests a funding reconsideration of \$225,689.13 to add Police Priority Dispatch System protocols to their center (*page 120 of Agenda Book*). They believe this will assist them in accuracy and speed when dispatching police, and increase their level of service to their citizens. Ms. Tapler said it would be a one-time cost for installation but will have a recurring fee of \$67,000 for maintenance. The Committee made a motion to approve the Raleigh-Wake reconsideration. The motion carried unanimously.

3) Bladen Co. FY2018 — Bladen County's reconsideration of \$62,239.34 was submitted to the committee. There was a question about the date of the phone contract and if the installation had occurred prior to the September 2017 policy the Board put forth to pay only \$866.96 per approved Seat per month. The Committee put forth a motion to deny the reconsideration request. The motion carried unanimously.

b) Buncombe County FY2018 Report — Ms. Harris, Ms. Tapler and Mr. Bradford met with Buncombe County to discuss the reconciliation of their FY16/FY17 report, and discussed their FY2018 report, which was due. The Board previously approved to remove ineligible expenditures for FY16 and FY17. Buncombe County 911 plans to consolidate with the Sheriff's office on July 1, 2018 and will come to the Board for reconsideration to include approved seats for the Sheriff's office. Staff recommends the FY18 expenditure report be treated the same as FY16/FY17 in regards to ineligible expenditures. The Committee put forth a motion to accept Staff's recommendation, and the motion carried unanimously.

c) Chair Purchase Pricing Eligibility — The Committee evaluated the possibility of procuring chairs for PSAPs through Correction Enterprises. The chairs provided did not receive positive reviews for 24/7 continual use in the PSAP environment. Staff reviewed invoices for chairs over the last few years and recommended a cap of \$1,800 (plus shipping) per chair. The Committee plans to revisit the caps every few years to review inflation and suggestions by PSAPs. The Committee put forth the motion for a cap of \$1,800 plus shipping per chair. The motion carried unanimously. Ms. Tapler said this cap would be on the website, along with all the others on the Approved Use of Funds list, and it would also be sent out on the PSAP manager list-serve.

d) Funding Committee Report — David Bone reported the Committee and Staff continue to review opportunities to streamline the review and reimbursement of addressing and implemental functions. More time is needed to develop a recommendation on the items and the Committee will be coming to the Board with more information in the near future. Their continued goal is to make the review and reimbursement process easier for PSAPs and the 911 Board Staff, and to replace the reimbursement percentages in formulas with caps whenever possible.

8. Education Committee Report

a) 911 Board Sponsor State Conference Class

1) **SOP Development: Refining & Enhancing Your 911 Center (\$4,000)** — Jimmy Stewart reported that every year the 911 Board sponsors a class for the NC Public Safety Communications Conference, the annual joint NC APCO and NENA conference. NC NENA President Rachel Bello submitted a request for the Board to sponsor the class named *SOP Development: Refining & Enhancing Your 911 Center* for 35 attendees at a cost of \$4,000. The Committee made a motion for the Board to sponsor the class, and the motion carried unanimously.

b) TC Certification Stakeholder Summit on July 31 in Greensboro — Round 2 of the Stakeholder Summit will be held on July 31st in Greensboro, and all attendees of the first meeting will be invited to return. The Committee will bring back recommendations to the Board for their consideration. The Committee had discussed an updated task analysis for telecommunicator positions and was advised that a training standards for public safety communicators was made in 2015 through APCO and a task analysis was done as part of that. The Committee will try to obtain a copy of that report.

c) Status Eligible Training List — After discussion, the Committee decided to repost the list on the website for 90 days, so the Committee members can review it and make their recommendations to finalize the list.

d) General Committee Report — PSAP Manager's course is going well, and Mr. Stewart commends Tina Bone and Donna Wright for their work on that course. They are in the process of developing a "level 2" for the course.

9. Technology Committee Report

a) ESInet Deployment Update — Gerry Means reported they have 13 projects currently in progress that will proceed until the first part of January 2019, with one other group in the planning stages. Other groups have expressed their interest and will fill the remainder of the first quarter 2019. They discussed with the AT&T team how to work around situations in PSAPs that can impede a project. The plan is to partner with DIT structured cabling group as part of their implementation. He also is considering how they plan to bring sites onto the network. They have thought to group PSAPs by regional area, which led to a Regional meeting on June 7th, where many counties were represented. Talking through their concerns about funding and their understanding of the ESInet and how the hosting piece will work was very helpful. Another Regional meeting is planned in mid-July in Franklin County. There will be more Regional meetings in the coming months. As discussed in the past, some level of security assessment needs to occur before the service is installed in a PSAP. Mr. Means is working on a framework to establish what should be required in a security plan that would be a precursor to turning on the service. He feels we should do an assessment of each PSAP's physical network security, security policies and security awareness and training. Most importantly, they need a security recovery plan. Mr. Means thinks this initial security assessment should be funded by the Board. The report would reveal areas of deficiency that would need

to be ranked relative to their impact of the security of the ESINet and hosted call handling. Major severity would require immediate action while more minor issues would require remediation over some period of time.

b) GIS RFP Update — Next week begins an analysis of vendors who made it through the last round of evaluation. New information was heard at NENA about Rapid SOS. After discussion both Ms. Harris and Mr. Means think this would be an opportunity to introduce Rapid SOS as a potential augmentation of our GIS data. This will be a topic of discussion in the future, once a GIS vendor is selected.

c) NMAC Update — Mr. Means reported progress this month with a commitment for space at DIT. Mr. Means and Jesus Lopez, Project Manager, created a timeline (*page 178 of Agenda Book*) for bringing the NMAC to execution by the end of the year. They are working on space, staffing, process development and tools all at the same time. The NMAC could serve as a communication point from the federal level to the state for any service outage notification if it has an impact on 911.

10. Standards Committee Report

a) Peer Reviewer Approval of Keena Heaton — The Committee has a Peer Reviewer application from Kenna Heaton with Randolph County Emergency Services (*page 182 of Agenda Book*). Donna Wright stated he has good credentials and approval of his PSAP Manager. The Committee made a motion to approve Mr. Heaton as the newest Peer Reviewer. The motion carried unanimously.

b) General Committee Report — Ms. Wright reminded the Board that the Standards Committee would start working with the Technology Committee in July and is working with the Funding Committee to help them on their recommendation on caps for servers and other related eligible expenditures. They hope to determine the average cost and help meet the needs of all PSAPs. Ms. Wright said more Peer Reviewers are needed. Tina Bone estimates they currently have 21 approved, 12 of whom are active and around 5 who still need to go through training. Ideally, they would prefer a total of 30 active Reviewers.

11. Finance Team General Report

a) Reconsideration Process — Marsha Tapler reported the Finance team had done several WebEx meetings and conference calls to reconcile reports. They have also done in-person meetings which have gone very well. They are still working on addressing and the UPS/Server caps for the Funding Committee. Ms. Tapler and Danette Jernigan have set up workshops in coordination with the schedule for the PSAP Manager's meetings to complete Revenue Expenditure Reports for FY17 that are still outstanding. Several PSAPs have already committed to appointment times. Future WebEx meetings and conference calls are still an option for anyone who needs assistance. Ms. Tapler sent out a contact list to PSAP Managers to let them know which Review Specialist they could contact about eligibility to complete their reports. Ms. Tapler is creating a checklist/spreadsheet to give to PSAPs help with funding reconsiderations so they can plug in their numbers to determine their ending fund balance. This way they can see when this amount is depleted and they are eligible for funding reconsideration.

12. Network Analyst Report — Tina Bone greeted the people joining the meeting on Facebook Live.

a) ESINet and HCH Regional Informational Meetings — Tina Bone reported the first Regional meeting as a success. People seemed more receptive and open to asking questions in the smaller group.

b) Upcoming PSAP Recognitions — Ms. Bone says there are some people on hold for recognition in Rowan County, Madison County and Columbus County and High Point. There have been issues with getting recognitions scheduled during the summer months so they plan to start up again in the Fall.

c) PSAP Peer Review Status — Ms. Bone thinks the reviews are going well, with PSAPs being more relaxed and asking more questions. She mentioned again that they need more Peer Reviewers.

d) Back Up Plan-Approved Seat Count Review — Ms. Bone said they are scrutinizing the approved seat counts to ensure a more accurate listing can be produced.

e) Other — No other items.

13. Other items — Mr. Bone wanted to note that the Funding Committee meeting for July has been cancelled. Ms. Harris wanted to thank Danette Jernigan for her hard work and mentioned her 1-year anniversary with Staff will be June 30th. She takes on extra tasks when asked and is a great asset to her team. Ms. Harris also noted that Randy Beeman has been appointed the new Director of Durham County. Ms. Harris anticipates a continued working relationship with him. Randy has long been a supporter of the 911 Board and staff, and the NextGen project, as well as a valued member of the Funding Committee.

The next Board Meeting will be in Morehead City on July 27th.

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