

North Carolina 911 Board Meeting
MINUTES
Charlotte Medic Facility
4425 Wilkinson Blvd, Charlotte NC
Friday, December 7, 2018
10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone (NCACC) Martin County	LaDonna Bethea (DIT)	Ryan Augustus, CFD
Secretary Eric Boyette (NC CIO) Board Chair	Tina Bone (DIT)	Randy Beeman, Durham ECC
Heather Campbell (CMRS) Sprint	Richard Bradford (DOJ)	Byron Burns, CRS
Eric Cramer (LEC) Wilkes Communication	Ronnie Cashwell (DIT)	Vicki Callicutt, Union Co. 911
Bo Ferguson (Deputy City Manager) Durham County	Pokey Harris (DIT)	Christina Crockett, CMPD
Greg Foster (Director, Comm.) NC Association of Rescue EMS <i>ONCOMING MEMBER 01/01/2019</i>	Danette Jernigan (DIT)	Tonya Evans, Durham 911
Chuck Greene (LEC) AT&T	Gerry Means (DIT)	Del Hall, Stokes Co. 911
Len Hagaman (Sheriff) Watauga County	Don Rice (DIT)	Henry Hedgepeth, Halifax Co. 911
J.D. Hartman (Sheriff) Davie County <i>ONCOMING MEMBER 01/01/2019</i>	Marsha Tapler (DIT)	Johnny Horn, Charlotte Fire
Jeff Ledford (NCACP) City of Shelby PD - <i>via phone</i>	Angie Turbeville (DIT)	Jeff Holshouser, Motorola
Buddy Martinette (Fire Chief, Wilmington) NCSFA <i>ONCOMING MEMBER 01/01/2019</i>		Heather Joyner, Halifax Co. 911
John Moore (VoIP) Spectrum Communications		Frith Malin, RSS
Jude O'Sullivan (CMRS) Carolina West <i>ONCOMING MEMBER 01/01/2019</i>		Barry Ritter, RSS
Mike Reitz (APCO) Chatham Co 911		Jamison Sears, Davidson Co. 911
Jeff Shipp (LEC) Star Telephone		William Suthard, Charlotte Fire
Jimmy Stewart (NCAREMS) Hoke Co 911		Curtis Teague, Union Co. ES
Slayton Stewart (CMRS) Carolina West Wireless		Joe Vanderlip, CMPD
Amy Ward (LEC) CenturyLink		Sonya Williams, CMPD
Donna Wright (NENA) Richmond Co Em. Services		Victor Williams, CRS
		Brett Wrenn, Person Co. ES/APCO
<u>Members Absent</u>	<u>Staff Absent</u>	
Niraj Patel (CMRS) Verizon	Niki Barnes (DIT)	

Call to order — Chairman Boyette called the meeting to order at 10:00 AM, welcoming everyone and thanking them for participating. Chairman Boyette asked Ms. Harris to call the roll of attendees.

1. **Chairman's opening remarks** — Chairman Boyette welcomed everyone to the meeting and thanked them for making the trip to Charlotte. He introduced John Studneck the Deputy Director of Operations of the Charlotte Medic. Mr. Studneck also thanked the group for visiting the facility and spoke about how the decisions made by the Board directly impact the work they accomplish there. Ms. Harris also thanked Corrine Walser, Operations Manager, for hosting the 911 Board and for all the help she provided with logistics and preparations. Chairman Boyette then introduced Representative Jason Saine of the 97th North Carolina House District, who also serves as the House Appropriations Chairman of Information Technology. Representative Saine spoke about his appreciation for the important work done by all first responders. He also mentioned that North Carolina has become a trendsetter and leader in technology, and that the work being done on NextGen 911 is exciting.

Ms. Harris mentioned that both former and new Board members were present at the meeting today. The new members were to be sworn in but will not cast any votes until the January meeting.

2. **Ethics Awareness/Conflict of Interest Statement** — Chairman Boyette read the Ethics Awareness/Conflict of interest statement printed in the agenda. There were no conflicts.
3. **Public Comment** — Chairman Boyette read the invitation to public comment printed in the agenda. No one had pre-registered to speak, and no one in the audience or on the phone asked to make public comment.
4. **Consent Agenda**— Chairman Boyette asked Ms. Harris to proceed with the consent agenda.
 - a) Minutes of Previous Meeting – October 19, 2018
 - b) NG 911 Fund
October 2018 Fund balance \$27,046,971
October 2018 Disbursement ~~-\$19,943~~
 - c) CMRS Fund
October 2018 Fund balance \$5,146,171
October 2018 Disbursement -\$0
 - d) PSAP Fund
October 2018 Fund balance \$4,522,729
October 2018 Disbursement ~~-\$4,262,617~~
 - e) Grant Fund
October 2018 Fund balance \$47,703,698
Grant Funds Encumbered ~~-\$27,568,557~~
 - f) Grant Project Updates

Chairman Boyette put forward a motion to accept the consent agenda as presented. The motion carried unanimously.

5. **Halifax County PSAP Grant Reconsideration** — Slayton Stewart stated the Grant Committee had met on November 29 regarding reconsideration of the Halifax County grant. Mr. Stewart reminded the Board that at the last meeting the committee recommended not funding the grant. After discussing concerns with the grant, the Committee voted to recommend the Board approve 50% of the request. The Grant Committee recommended funding a total of \$4,067,779.98 for the Halifax County grant. Chairman Boyette put forward a motion to accept the recommendation. The motion carried unanimously.

6. **911 Board Work Session Matters of Attention**

- a) 2019 Board Goals —Donna Wright put forward a motion to accept the goals as presented by Ms. Harris. The motion was seconded and carried unanimously.

911 Board 2019 Goals as Approved

Per consensus of 911 Board Members – 2018 Board Work Session, December 6, 2018

(Not in any specific order of priority.)

- *Work with the General Assembly to update the State's 911 statutes to facilitate statewide deployment and adoption of Next Generation 911 services.*
 - *December 31, 2019*
- *Continue with NextGen 911 deployment and implementation of related operational components.*
 - *Achieve 85% program inclusion with all primary PSAPs as users of the statewide NG911 system, with migration of minimum 25% of all primary PSAPs to the ESInet.*
 - *December 31, 2019*
 - *Build, equip, and operate the Network Management and Assistance Center (NMAC); train NMAC staff for Tier 1 and Tier 2 support to PSAPs.*
 - *June 30, 2019*
 - *Draft standards and rules for NextGen migration and sustainment*
 - *December 31, 2019*
 - *Establish path forward for primary, secondary, and not approved PSAPs*
 - *December 31, 2019*
- *Develop policy manual encompassing current open policies and identify other policies for development consideration.*
 - *April 1, 2019*
- *Implement enhancements of grant program processes.*
 - *Adopt grant policy draft*
 - *Approve grant priorities*
 - *NG911 expenditures (non-eligible, capital) (300)*
 - *Support of Regional Initiatives (250) with focus on consolidations (500)*
 - *Replacing End of Life Equipment (150)*
 - *Approve grant draft cycle timeline to include grant applicant presentation.*

Tentative 2019 Grant Cycle Calendar			
Milestone	Date	Day of Week	Days to Next Date
Board Meeting - Recap Grant Priorities	2/22/19	Friday	5
Grant Workshop for PSAPs	2/27/19	Wednesday	2
Beginning of Grant Cycle	3/1/19	Friday	49
Grant Applications Due	4/19/19	Friday	11
Grant Committee Discussion	4/30/19	Tuesday	1
Grant Applications Presentation Day	5/1/19	Wednesday	2
Grant Committee Meeting - Review and Vote	5/3/19	Friday	4
Grant Committee Results to Board for Review prior to Board Meeting	5/7/19	Tuesday	10
Board Meeting - Vote on Grant Applications	5/17/19	Friday	5
Results Notifications to Grant Applicants	5/22/19	Wednesday	70
Grant Contracts Signed Target	7/31/19	Wednesday	
Key Timeframes		Calendar Days	
Days from Workshop to Applications Due		51	
Days from Beginning of Grant Cycle to Applications Due		49	
Days from Applications Due to Presentation Day (Staff Prep Time)		12	
Days from Presentation Day to Grant Committee Meeting		2	
Days from Grant Committee Meeting to Results to Board		4	
Days for Board to Pre-Review Results prior to Vote		10	

- *December 7, 2018*
 - *Develop a funding model for 911 service, NG911 service, PSAPs, and 911 Board operations.*
 - *Consider a prospective funding model vs rolling average method.*
 - *Review, revise, and update the eligible uses of 911 revenue and seek legislative changes as necessary to align with PSAP services in the NG911 environment.*
 - *Improve and optimize the reimbursement process.*
 - *Determine amount of excessive fund balances and address accordingly.*
 - *December 31, 2019*
 - *Update 911 Board By-Laws*
 - *December 31, 2019*
 - *Complete development of training standards and implement, in collaboration and consultation with 911 stakeholder groups.*
 - *Ongoing*
 - *Continue efforts for implementation of EMD for all PSAPs*
 - *Ongoing*
- b) 2019 Legislative Agenda Draft — Vice Chairman Bone put forward a motion to approve draft as presented and it was seconded by Amy Ward. The motion carried unanimously. After the vote Ms.

Harris mentioned that the next Legislative Stakeholders meeting would be held on December 19 from 10:00 AM – 12:00 PM at Guilford Metro in Greensboro. She encouraged Board members to attend. Mr. Bone said additional meetings or web conferences could be arranged if anyone had questions and to contact staff for further information. *(Please reference Agenda Book pages 40 to 54 for document.)*

- c) 2018 State 911 Plan — Ms. Harris led a team consisting of participants from multiple governmental entities and stakeholder groups who worked on the plan with Barry Ritter and Frith Malin from Ritter Strategic Services, the firm engaged to assist with developing the State Plan. She mentioned that Mr. Bone had added some items that he would denote verbally for purposes of the vote today. The changes were the addition of the current fee of \$0.65 in two sections, 3.2 and 3.2.3. Also, it was stated in section 3.2.5 that the Board's committees were comprised of Board members, which was changed to reflect they are made up of both Board members and other stakeholders. Mr. Bone said the document is a great narrative of 911 and should be used to educate the public and stakeholder groups what 911 is about and where it moving forward. Mr. Bone put forward a motion to accept the plan as presented with amended changes and it was seconded by Donna Wright. The motion carried unanimously. *(Please reference Agenda Book pages 56 to 122 for document.)*
- d) 2019 Meeting Dates — Ms. Harris presented the meeting dates for 2019. Jimmy Stewart put forward a motion to approve the meeting dates as presented and it was seconded by Heather Campbell. The motion carried unanimously. *(Please reference Agenda Book pages 124 and 125 for document, noting adjustments to the calendar will be made as deemed necessary.)*

7. Executive Director Report

- a) Federal 911 Grant Program — Ms. Harris noted she did not have an update on the status of the grant program as of this meeting, and unfortunately there is no information available to report.
- b) Durham 911 ESINet and HCH November Migration — Ms. Harris wanted to recognize Durham 911 for migrating to ESINet/hosted call handling solution on November 13, making them the first in the country on the AT&T managed service contract to provide all those services. She referred to this as a successful “trifecta” noting the benefits for not only the citizens of Durham and Durham County, but across North Carolina and the country. She thanked Gerry Means and entire the project team for their hard work. Randy Beeman thanked the Board members, executive staff and Secretary Boyette for their support and invited everyone to come visit. Bo Ferguson offered to host a future Board meeting at the Durham 911 Center.
- c) Graham County Groundbreaking — Mrs. Harris reported that Graham County celebrated the groundbreaking for their new 911 Center on November 14th and expressed their gratitude to the Board for their assistance in funding the endeavor. Though she was unable to join them that day, she did reach out to by phone to extend congratulations and offer well wishes.
- d) Graham County Grant Extension— Graham County has requested a 6-month grant extension in which Ms. Harris presented as a recommendation for approval. Mr. Bone put forth a motion to grant the request and it was seconded by Jeff Shipp. The motion carried unanimously.
- e) Franklin County Grant Extension — Franklin County has requested a grant extension to May 31, 2019, in which Ms. Harris presented as a recommendation for approval. Mr. Stewart put forth a motion to grant the request and it was seconded by Amy Ward. The motion carried unanimously.
- f) New Board Member Orientation — Friday, December 14 at 9:00 AM at Phillips Building, Raleigh. Ms. Harris said she was looking forward to seeing all the new Board members there, all Board members were welcome and encouraged to attend as well.
- e) Consideration of Nomination for Vice Chair — Ms. Harris asked the Board members to consider nominations for Vice Chair to be presented at next month's meeting.

8. Funding Committee Report

- a) FY2020 PSAP Estimated Funding Distribution — Marsha Tapler reviewed the funding distribution reports. Mr. Bone said these were preliminary numbers that need to be approved by the Board for distribution to the PSAPs. Final figures will be available in June for Board approval. These reports assist PSAPs in preparing their annual budgets. Mr. Bone presented the report as a recommendation of the committee for approval. The motion carried unanimously. *(Please reference Agenda Book pages 137 to 141 for document.)*
- b) General Committee Report — Mr. Bone mentioned several items the committee will be working on in the coming year. These include implemental functions, addressing, eligible expenditures (including CAD servers, base mobile server software), administrative fund, CMRS fund, PSAP fund percentage, seat count policy, and a different methodology for the funding model.

9. Grant Committee Report — Slayton Stewart thanked the committee and said he appreciated all their support and hard work. He also reminded the members he will be rolling off the board and will no longer chair the Committee. He advised Heather Campbell will be taking over as chair of the Grant Committee.

a) Grant Committee Transfer Recommendation — The committee recommends the transfer of \$11.8 million out of the grant fund and into the NextGen 911 fund. This came as a motion from the committee. The motion carried unanimously.

b) Grant Policy — This came as a motion from the committee to adopt these policies. The motion carried unanimously. *(Please reference Agenda Book pages 144 to 147 for document.)*

c) 2019 Grant Priorities — Mr. Stewart clarified that the grant funds are intended to be focused on non-eligible expenses that are capital in nature. The three priority items are:

- 1) NG911 Expenditures
- 2) Support of Regional Initiatives with focus on consolidations
- 3) Replacing End of Life Equipment

This was put forth as a motion from the committee. The motion carried unanimously.

d) 2019 Grant Cycle Draft/Tentative Timeline — Mr. Stewart presented a draft/tentative timeline for the upcoming grant cycle and announced two new events for the Committee — a grant workshop for the PSAPs and a presentation opportunity. The Grant Committee recommends the Board adopt the draft/tentative timeline. The motion carried unanimously. *(Please reference Agenda Book page 149 for document.)*

10. Education Committee Report — Jimmy Stewart announced that he was also rolling off the Board at the end of December and would no longer be the Committee chair. Mike Reitz will be taking over the chair position of the Committee. The approved class list was revised by staff member Angie Turbeville and is now posted on the website. The third Stakeholder Summit had been canceled due to inclement weather, however another date is in the process of being confirmed. The second PSAP Manager's class is wrapping up and graduate recognition will take place at an upcoming Board meeting. Mr. Stewart thanked Tina Bone and Donna Wright for their work on the class.

11. Technology Committee Report — Jeff Shipp said they were on schedule with implementing the NMAC. Gerry Means spoke about the switch to ESInet in Durham and how seamless it was to transition calls from the backup PSAP to the primary PSAP with the new technology. Mr. Means also presented current status on the GIS RFP bid award and suggested that the award could occur in the January 2019 timeframe. Mr. Means also discussed the progress made over the past year with the number of PSAPs signed on for NG911 migration and the Committee's plans in the coming year to achieve 40 site implementations.

12. Standards Committee Report — Donna Wright stated that the Committee's next meeting is scheduled for January 9. They plan to approve new reviewers and still need additional reviewers.

13. Finance Team General Report — Marsha Tapler stated she had been working on reports for the Funding Committee, pulling figures that relate to the PSAP funding model and projections for the ESInet. She and Danette have continued to meet with PSAPs. Only seven reports remain to be completed for 2017 and anticipate having these finalized by mid-January. They have started the 2018 reports and will be scheduling meetings with PSAPs for those.

14. Network Analyst Report — Tina Bone mentioned they have continued to hold the mini regional meetings and will keep doing so to promote and educate to help the PSAPs understand more about NG911. She said there are peer reviews scheduled for January through June, and reiterated the need for more reviewers.

15. Recognition of Outgoing Board Members — Ms. Harris thanked outgoing Board members Andrew Grant, Len Hagaman, Jimmy Stewart and Slayton Stewart for their service and commitment to the Board. Plaques of appreciation were presented to those present that included Sheriff Hagaman, J Jimmy Stewart, and Slayton Stewart. Each gentleman shared parting words and sentiments about their years of service on the Board.

16.Swearing in of New Board Members — Swearing in of new Board members Greg Foster, J.D. Hartman, Buddy Martinette and Jude O'Sullivan. Ms. Harris noted a correction on the terms for J.D. Hartman, Buddy Martinette and also Mike Reitz. They will serve on the Board until 2022.

17.Other — No other items.

The next Board Meeting will be held on January 18 with the location to be confirmed and provided in ample time for members to make lodging arrangements if necessary.

Adjourn — Chairman Boyette adjourned the meeting at 11:48 AM.

APPROVED BY NC 911 BOARD 01/18/2019